

Frequently Asked Questions About the *GRE*[®] Search Service

General Information

What's new with the *GRE*[®] Search Service?

The following enhancements mean good news for current and prospective customers who want to incorporate qualified prospects into ongoing recruitment campaigns in a more efficient and cost-effective way.

- The \$250 annual fee has been eliminated, which means you only pay for the contacts you need. The per name fee of 60 cents.
- The recurring order feature has been streamlined to make it easier to automatically get the newest names available.

Who can use the *GRE* Search Service?

Institutions eligible to participate in the *GRE* Search Service include (1) institutions and departments within institutions that award graduate degrees, and (2) non-degree-granting organizations that award graduate fellowships or scholarships.

NOTE: Participation is currently available for eligible institutions and organizations within the United States, Canada, the European Union and many other countries. Because of international privacy laws, participation may not be available to institutions in certain locations. For further details, contact a *GRE* Search Service specialist at 1-609-524-8080 or send an email to GRESearch@ets.org.

Can I get a demo before I place an order?

Yes. A *GRE* Search Service specialist can run a complimentary search based on your specific criteria. To request a complimentary search, contact a *GRE* Search Service specialist at 1-609-524-8080 or GRESearch@ets.org.

What are the fees (in U.S. dollars)?

- The cost per name is 60 cents. There are no additional fees.

Where can I find details about search criteria, characteristics of the *GRE* Search Service prospect pool, record layouts, etc.?

You can view this information in the *GRE* Search Service User Manual, which you can access after you sign in to the ETS Institution Portal.

Where can I get more information about increasing the effectiveness of my student recruitment efforts?

For more information, contact a *GRE* Search Service specialist at ETS at 1-609-524-8080 or GRESearch@ets.org.

Where can I get information about GRE tests or other GRE institution services?

For more information, visit ets.org/gre/institutions. Information for test takers is available at ets.org/gre.

New Users

How do I get started?

Follow these three easy steps:

1. If you already have a GRE institution code, skip to Step 2. If you need a code, go to ets.org/gre/scores and submit an application for your institution to become a GRE score user. Institutions that award graduate degrees and fellowship organizations that award graduate fellowships are eligible to become GRE score recipients.
2. Request access to the GRE Search Service at ets.org/gre/search and click the Request Access link.
3. You will receive an email from ETS in approximately 7-10 business days confirming that your access to the service has been activated.

Where can I get guidance for using the service once I'm ready to start?

Here are two ways to get guidance:

- Refer to the *GRE[®] Search Service User Manual* to learn about the features of the site. You can access the manual on the home page of the ETS Institution Portal at www.ets.org/institutionportal after you sign in.
- You can also contact a GRE Search Service specialist at 1-609-524-8080 or GRESearch@ets.org.

What is involved in requesting access to the service?

You will need to read and accept the terms and conditions in order to create a new account and perform online searches. After accepting the terms and conditions, you will be prompted to provide some basic information, such as your name, your institution, email address, and mailing address. In approximately 7-10 business days, an email notification will be sent to you regarding your application.

How do I find my institution code when I am completing the Request Access form?

Type the name of your institution in the space provided on the form. If you are unable to find your institution code, try leaving out common words such as "university," "college," "institute," and words like "the," "of," "and," "at," etc. For instance, if searching for the "University of Nebraska at Lincoln," try using only the keywords, "Nebraska Lincoln." If you still cannot find your institution code, contact a GRE Search Service specialist at 1-609-524-8080 or GRESearch@ets.org.

How long does it take to approve a new account?

Allow up to 7-10 business days for your account approval and to receive your username and password via email. If you haven't received your username and password within 7-10 business days, contact a GRE Search Service specialist at 1-609-524-8080 or **GRESearch@ets.org**. If you already have access to a service in the ETS Institution Portal, you will use the same username and password to access Search Service.

Password Help**What if I'm having a problem with my username or password?**

Your username and password are case sensitive. If you are not logging in for the first time, please make sure you are using the most recent password for your username. If you still cannot log in, click "Forgot Password" on the login page and indicate your username and the email address you used to establish the account. Select "Continue," and a temporary password will be immediately emailed to you.

How do I change my password?

Once you are logged in to the ETS Institution Portal, select "Change Password" from the home page. You will be prompted to enter your current password and select a new one. Note that the password must be eight or more characters and contain uppercase, lowercase, and numeric characters.