



Albert Einstein College of Medicine

## WebAdmit Online Applicant Portal FAQ

WebAdmit is the secure online gateway that applicants to the M.D. program at Albert Einstein College of Medicine use to submit their secondary application materials. Below are answers to some common issues that users experience when creating and accessing their WebAdmit account.

- If applicants are getting a “not authorized” error message, they need to clear their Browser cache and then close their browser. This issue can also appear for applicants with multiple medical school’s gateways available to them and open in multiple browser tabs. The system only allows one gateway open at a time and will throw this error if the applicant is trying to open multiple gateways at one time.
- When applicants click the correct link they will be directed to the AAMC sign-in screen. If they do not see this screen, they are not using the correct link.
- The last point of confusion for applicants is where to direct inquiries related to Applicant Gateway log-in issues. If the applicant can’t access the Applicant Gateway, after following the above instructions, they should contact Applicant Support at Liaison; their contact phone number is 617-612-2881. Liaison will be able to support the applicant to determine the issue and support them until they gain access.
- If an applicant cannot remember their AAMC username and password, or needs a password reset, they can contact the AAMC Services Contact Center at [amcas@aamc.org](mailto:amcas@aamc.org) or [202-828-0600](tel:202-828-0600) for help.