



2023 TYLENOL® Future Care Scholarship

Frequently Asked Questions

Program Overview

- Who is eligible to apply?
- When is the application deadline?
- What is the Program timeline?
- Is this award renewable?
- Who administers this program?

Award Details

- What are the selection criteria?
- What are the details of the award?
- What are my responsibilities if I am chosen as a recipient?
- How and when are funds issued?
- How do I change my college choice?

Application Details

- Which school should I list on the application if I have not made a final decision?
- What is the difference between Official and Unofficial Transcripts?
- What supporting documentation is required for this application?
- Where and when should I send my supporting documents?

Notifications

- How will I be notified about the status of my application?
- What notifications will be sent to me?
- Who will notifications be sent from?
- When will I receive notifications?
- Can I opt out of notifications?

Document Upload

- What should be visible on my documents?
- What are the acceptable file types?
- Why can't I upload a Word document?
- One of the documents I uploaded has a status of Rejected. What do I do now?
- How do I upload more than one file at a time?
- How do I create a .zip file?
- How long does it take to process my uploaded documents?
- The deadline has passed, and my documents are still Processing, what does that mean?
- What are the DOs and DON'Ts of uploading documents to my application?

Application Status

- How do I know if my application is Complete?
- As the applicant, what are my responsibilities?
- If I am selected as a semifinalist, what are my responsibilities?
- How do I use my Home page to verify my application status?
- The deadline is tomorrow, and it takes 3 days to process. Will I make it?
- The deadline has passed, and my application status is Started, what do I do?

Other Important Information

- Are scholarships taxable?
- ISTS Self-Help Portal
- Contact Information

Home Page Tutorial

- Help & My Profile
- How to Apply
- Application Status

Program Overview

Who is eligible to apply?

Applicants must meet **all** the following criteria to be eligible for this scholarship:

- Be a resident of the 50 United States, Puerto Rico, or the District of Columbia.
- Be a graduate student or be a college senior who will be enrolling in graduate school during the 2023-24 academic year.
- Provide proof of enrollment to a graduate program in medical school, nursing, and/or pharmacy.
- Have one or more years of school remaining.

Scholarships will be awarded to students and practitioners who are seeking a degree to actively treat patients.

Employees of Johnson & Johnson Consumer Inc., McNeil Consumer Healthcare Division, International Scholarship and Tuition Services, Inc. (ISTS), their affiliates, subsidiaries, advertising and promotion agencies and the families of each are not eligible.

When is the application deadline?

August 1, 2023 at 11:59pm Pacific Time

What is the program timeline?

- Application Open: May 1, 2023
- Application Deadline: August 1 2023
- Semifinalist Status Notification Sent: August 15, 2023
- Semifinalist Form Opens: August 15, 2023
- Semifinalist Deadline: September 5, 2023
- Scholarship Recipients Notified: October 5, 2023
- Scholarship Checks Issued: By October 31, 2023

Is this award renewable?

No – it is a one-time award. **Previous recipients of the TYLENOL® Future Care Scholarship are not eligible to apply or win in 2023-24.**

Applicants from previous years who did not receive a scholarship are welcome to reapply as long as they continue to meet the eligibility criteria.

Who administers this program?

To ensure complete impartiality in the selection of recipients and to maintain a high level of professionalism and security, the program is administered by International Scholarship and Tuition Services, Inc. (ISTS), an independent company that specializes in managing sponsored educational assistance programs.

Award Details

What are the selection criteria?

An independent selection committee will evaluate the **Complete** applications and select recipients considering:

- College GPA
- Academic records in medical school, nursing and/or pharmacy
- Community involvement/volunteer service
- Essay content

Decisions of the selection committee are final and are not subject to appeal. No application feedback will be given.

What are the details of the award?

- Ten (10) \$10,000 scholarships will be awarded annually and are not renewable.
- Twenty-five (25) \$5,000 scholarships will be awarded annually and are not renewable.
- The scholarships will be applied to tuition, fees, and books, supplies & equipment required for a full-time course load.
- Institutions must be accredited, nonprofit colleges/universities in the United States.

What are my responsibilities if I am chosen as a recipient?

You must enroll as a full-time graduate student in the fall of the year in which the scholarships are awarded. You must provide proof of enrollment to a medical school, nursing and/or pharmacy degree program. You must continue the entire academic year without interruption unless approved by the scholarship sponsor. You are responsible for delivering your scholarship check(s) to the proper office at your institution with its attached instructions. You should notify ISTS should your check not arrive within 30 days of the issue date.

How and when are funds issued?

Your funds will be issued via check by October 31, 2023. Your check will be made payable to your institution listed on your **My Profile** page only. *Your scholarship check cannot be made payable to you, the applicant.* The check will be mailed to your home address so that you may deliver it to the correct office at your institution. You will receive an email notification once your funds have been issued.

How do I change my college choice?

Make sure your **My Profile** page indicates your final college choice. It is your responsibility to make sure your **My Profile** page is correct at least 30 days prior to the check issue date listed above. If your scholarship check needs to be reissued for any reason, a reissue fee may apply.

Application Details

Which school should I list on the application if I have not made a final decision?

You should list your first-choice school on the application. You can change your college choice any time prior to the application deadline. If selected as a recipient, you will be asked to confirm your final school choice. If your school changes after the acceptance deadline, you will be able to update this information on your **My Profile** page.

What are the differences between Official and Unofficial Transcripts?

Official transcripts must be obtained through your high school administration office, or your college registrar office. Transcripts are normally printed on official letterhead and/or state that they are official. Transcripts may contain or require a signature.

*Note: Your official transcript may come to you in a sealed envelope, stating it will become unofficial if opened. When scanning or copying your official transcripts, a watermark may appear noting that they are now unofficial. **Despite any watermarks or sealed envelopes, you may open the envelope if needed to upload the document. These documents will be considered official for our purposes.** Acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. When scanning or copying, you do not need to include a copy of the sealed envelope.*

Unofficial transcripts may be accessed through your school's online student portal. These pages must still be converted to one of the acceptable file formats. **Unofficial transcripts must contain your name.**

What supporting documentation is required for this application?

No additional documentation is required to apply for the scholarship.

Semifinalists will be asked to provide the following documentation to support their application:

- College/University and/or Graduate School Transcript
- Photograph (professional headshot preferred)

Where and when should I send my supporting documents?

If you are selected as semifinalist, all required supporting documents must be uploaded to your semifinalist form by the published deadline. If you do not follow the upload instructions exactly, your semifinalist form may remain incomplete. Documents that meet the criteria required for this application that are uploaded by the semifinalist deadline will be processed and considered on time.

Notifications

How will I be notified about the status of my application?

Notifications are sent primarily via email to the email you used to create your account. Some programs offer text and voice notifications. **Ultimately, it is your responsibility as the applicant to verify your application status on your Home page is Complete.**

What notifications will be sent to me?

- **Deadline Reminders:** Deadline reminder emails are typically sent two (2) weeks and one (1) week prior to the application deadline.
- **Selection Results:** Selection results notifications are sent to all **Complete** applicants. This includes semifinalist notifications.
- **Funds Disbursed:** Once your funds have been issued, you will be notified.
- **Marketing Communications:** If you have opted in for Tylenol marketing communications you will receive content on a monthly basis from Tylenol on product information, education, promotions, and other relevant content.

Your information is never sold to any third party for marketing purposes.

Who will notifications be sent from?

You will receive notifications from three (3) possible ISTS email addresses: Tylenol@applyISTS.com, donotreply@applyISTS.com and ContactUs@applyISTS.com. You should add all three email addresses to your “safe senders list” to ensure important emails are not sent to your spam or junk folder. Additionally, if you opt-in to Tylenol marketing communications you will receive emails from donotreply@mycareclubrewards.com

When will I receive notifications?

Notifications vary by program based on the Program timeline. Refer to the Program timeline listed above for more specific information. Typically, deadline reminders are sent two (2) and one (1) week prior to the application deadline. If opted into Tylenol marketing communications, emails will be sent periodically.

Can I opt out of notifications?

While you can opt out of notifications, this is not advised. It is your responsibility as the applicant to ensure your application is **Complete**. If you opt out of notifications, you will not receive deadline reminders or selection results. **Your information is never sold to any third party.** The only emails you will receive from ISTS are directly related to your application and, *possibly*, other scholarship opportunities.

If opted into Tylenol marketing communications, you will have the opportunity to opt out. The opt out section can be found at the bottom of the marketing emails that will be sent to you. Using this link to learn more about Tylenol’s [Terms & Conditions](#). The information you submit will be governed by Tylenol’s site’s [Privacy Policy](#) and by submitting your information, you agree to the [Financial Incentives Notice](#)

Document Upload

What should be visible on my documents?

All uploaded documents **must** show your name. If you are using an online portal to access your required documentation and all that is visible is the salutation and your first name (Example: Welcome Joe!), this will meet the name requirement.

What are the acceptable file types?

The only acceptable file types are **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Any other formats will not be reviewed, and your application will remain incomplete. You may upload multiple files within a .zip file. All files within a .zip file must be in one of the acceptable file types listed above.

Why can't I upload a Word document?

ISTS does not accept any file format that is editable.

One of the documents I uploaded has a status of Rejected. What do I do now?

Review the reason your document was rejected. Once you have corrected that issue, upload a new copy of your document.

How do I upload more than one file at a time?

You may create a .zip file containing more than one file as long as everything included is in an acceptable file type of **.pdf, .tif, .png, .jpeg, .jpg, .bmp and .xps**. Do not upload additional documentation that is not requested. It will not be reviewed.

How do I create a .zip file?

To use this format, follow the steps outlined below:

1. Create a new folder on your Desktop, name it the document type you will be uploading. For example, Test Scores, Transcript, or Financial Documentation.
2. Move all the files you wish to upload into the new folder.
3. Right click on the folder from your Desktop:
 - a. PC Users: select "Send to," followed by "Compressed (zipped) folder."
 - b. Mac Users: select "Compress [folder name]."
4. Your new **.zip** file will be located on your Desktop, ready to upload.

How long does it take to process my uploaded documents?

Documents are processed daily. Your document will be processed within 3 business days. If your document was uploaded prior to the deadline, it will be considered. However, it is your responsibility to monitor your **Home page** to ensure your document is **Accepted**.

The deadline has passed, and my documents are still Processing – what does that mean?

All documents must be reviewed for the required information and for accuracy. All documents uploaded prior to the application deadline will be reviewed and considered. It is your responsibility to monitor your **Home page** to ensure your document is **Accepted** and that your application status reads **Complete**.

What are the DOs and DON'Ts of uploading documents to my application?

DO:

- Upload one of the accepted file types.
- Only upload the requested and required documents.
- Black out any Social Security Numbers. *This is not required, but highly advised.*
- Return to your **Home page** to verify your documents have been **Accepted**.

DON'T:

- Upload a Microsoft[®] Word document (.doc, .docx) or any other format we do not accept.
- Upload more than the requested documentation.
- Assume your documents are correct and accepted once you have uploaded them.
- Upload a document stating you are mailing your documents.
- Assume the required document does not pertain to you. If the application states the document is required, your application **will** remain incomplete if you do not provide that document. Contact us if you are having trouble providing a required document.
- Password-protect your uploaded documents. Password protected documents will be rejected.
- Upload any file that has a viewing expiration date.

Application Status

How do I know if my application is Complete?

Complete applications will have a green COMPLETE button, as shown below:



If your application status has a grey or orange STARTED button as shown below, click the button to view the status of each individual requirement.



As the applicant, what are my responsibilities?


It is your responsibility to make sure your application is **Complete** by ensuring that your online application form has been successfully **Submitted** before the published deadline.

If I am selected as a semifinalist, what are my responsibilities?

It is your responsibility to make sure your semifinalist form is **Complete**. Your online semifinalist form must be **Submitted**, and all required documents uploaded and **Accepted** by the published deadline.

How do I use my Home page to verify my application status?

When you log in to your **Home page**, you will see all applications listed. Each application will have an overall status button visible to you.



A grey STARTED button means you have not submitted your online form. An orange STARTED button means you have submitted the online form, but you are either missing required items for the application, or your documents are still processing.

When you click the status button, you will see the more detailed status. This will show you the status of each individual required portion of the application. For more details on your **Home page**, review the **Home Page Tutorial** section.

The deadline is tomorrow, and it takes 3 days to process. Will I make it?

As long as your documents were uploaded prior to the application deadline, they are considered. You should continue to monitor your **Home page** until you see the status update to ACCEPTED. If the status updates to REJECTED, contact us immediately.

The deadline has passed, and my application status is Started, what do I do?

If your STARTED button is grey, you have unfortunately missed the deadline and your application is now read only. If your STARTED button is orange, click the button to view what is missing. Your required documents may be PROCESSING. As long as your documents were uploaded prior to the application deadline, they are considered. You should continue to monitor your **Home page** until you see the status update to ACCEPTED. If the status updates to REJECTED, contact us immediately.

Other Important Information

Are scholarships taxable?

Tax laws vary by country. In the United States, scholarship funds used exclusively for the payment of tuition and textbooks are normally not taxable. The scholarship recipient is responsible for taxes, if any, that may be assessed against his or her scholarship award. We recommend consulting your tax adviser for more guidance. You may also consult IRS Publication 970 for additional information.

ISTS Self-Help Portal

For more helpful information about scholarships plus answers to common inquiries related to ISTS' technology and processes, visit our Self-Help Portal at [ISTSPROGRAMSUPPORT.COM](https://www.istsprogramsupport.com).

Contact Information

ISTS office hours are Monday through Friday from 7:00 AM to 7:00 PM Central Time, and Saturday from 9:00 AM to 6:00 PM Central Time. Program Support Agents are available via live chat and email during these hours. Use the green **Help** button (as shown below) at the bottom right corner of your screen to contact us.



You can also reach ISTS's Program Support Agents by calling us toll-free at (888) 246-9660 or by email at Tylenol@applyISTS.com.

Home Page Tutorial

Your ISTS **Home page** is located at <https://aim.applyISTS.net>. This will show you all your applications and their overall status. It is your responsibility as the applicant to monitor your **Home page** to ensure your application is **Complete**.

Help and My Profile

In the top right corner of the page, you will find the HELP link to the ISTS Help Portal and your **My Profile** page.

Home

Help

Log Off



YOUR NAME
my profile

How to Apply

To start an application, click ADD NEW APPLICATION. You will then be asked for the Program Key. If you do not know the Program Key, try the name of the company or organization offering the award.

ADD NEW APPLICATION

FILL OUT A SUPPLEMENT

As the applicant, you will not click FILL OUT A SUPPLEMENT. This will be used only by a third party completing a required supplement form for your application. Not every application requires a supplement. Make sure you review the requirements for each application.

Applications View

Each application will have its own box. You will see the program name, application link, and **Status Button**.

Applications

Program Name

[Application Form](#)

STARTED

Application Status Buttons

Each application will have one of the following Status Buttons:



If your status button is grey, it means you have not yet clicked the **Submit** button on the last page of your application. If your status button is orange, it means you have clicked Submit but you are missing one or more required documents or supplements for that application.

For a detailed status of each application requirement, click the **Status Button**.

Detailed Status View

Once you click the **Status Button**, your detailed status view will appear. Below is an example. Next, we will review what each of these statuses mean.

Application Form SUBMITTED
Started: 8/19/2019 Due: 2/25/2020

Additional status information about your form is shown below.

[GO TO FORM](#)

Supplements

| Form Name | Email Address | Status |
|---------------------|-----------------------|-------------|
| Recommendation Form | Recommender@email.com | NOT STARTED |

Attachments

| Type | Filename | Status |
|-------------------------------|----------------|--------------|
| ACT/SAT Test scores | | NOT RECEIVED |
| High School Transcript | Transcript.pdf | PROCESSING |
| College/University Transcript | | REJECTED |
| FAFSA Student Aid Report | FAFSA SAR.pdf | ACCEPTED |

Rejected Attachments

| Type | Filename | Reason | Time |
|-------------------------------|------------------------|----------------------|-------------------|
| College/University Transcript | College Transcript.pdf | Missing Student Name | 8/19/2019 9:49 AM |

Overall Form Status

This top section shows you the date you started the application, application deadline date, status of your form and provides a button to return to your application.

Application Form

Started: 8/19/2019 Due: 2/25/2020

STARTED

Additional status information about your form is shown below.

GO TO FORM

If you have submitted your online application form, the status would read:

Application Form

Started: 8/19/2019 Due: 2/25/2020

SUBMITTED

Additional status information about your form is shown below.

GO TO FORM

Supplements Section

This section allows you to track the progress of your required supplement forms. Some programs require this information to remain confidential. In those cases, you will not see the status of the form. It is simply your responsibility to make sure the person completing that supplement form received the instructions. *Not all applications require a supplement. Make sure you review the application requirements for each application.*

When your supplement has been requested but not started, you will see the status NOT STARTED:

Supplements

| Form Name | Email Address | Status |
|---------------------|-----------------------|-------------|
| Recommendation Form | recommender@email.com | NOT STARTED |

Once the supplement has been started, you will see the status STARTED:

Supplements

| Form Name | Email Address | Status |
|---------------------|-----------------------|---------|
| Recommendation Form | recommender@email.com | STARTED |

Once the supplement form is submitted, you will see the status COMPLETE:

Supplements

| Form Name | Email Address | Status |
|---------------------|-----------------------|----------|
| Recommendation Form | recommender@email.com | COMPLETE |

Attachments Section

This section allows you to track the status of each required attachment or supporting document(s) for your application. *Not all applications have required attachments. Make sure you review the application requirements for each application.*

There are four (4) attachment statuses:

Attachments

| Type | Filename | Status |
|-------------------------------|----------------|--------------|
| ACT/SAT Test scores | | NOT RECEIVED |
| High School Transcript | Transcript.pdf | PROCESSING |
| College/University Transcript | | REJECTED |
| FAFSA Student Aid Report | FAFSA SAR.pdf | ACCEPTED |

NOT RECEIVED

This means you have not yet uploaded this attachment and it is required for your application to be considered **Complete**.

PROCESSING

This means your attachment has been uploaded and is currently pending review by ISTS. Attachments are processed within 3 business days. All documents uploaded prior to the application deadline will be considered.

REJECTED

This means the document you uploaded was not acceptable. Below the attachment section is the Rejected Attachment section. This will tell you why your attachment was rejected.

ACCEPTED

This attachment has been reviewed by ISTS and has been verified as meeting all the requirements needed for that attachment.

Rejected Attachments Section

If you have uploaded a document that does not meet the minimum requirements for the application, your document will be rejected. Your attachment status will read:

REJECTED

You will see the attachment type, file name, the reason for rejection and the date/time your document was rejected.

Rejected Attachments

| Type | Filename | Reason | Time |
|-------------------------------|------------------------|----------------------|-------------------|
| College/University Transcript | College Transcript.pdf | Missing Student Name | 8/19/2019 9:49 AM |

To upload a corrected document, simply click GO TO FORM and upload your document. Make sure you have fixed any of the issues noted in the reason for rejection so that your document is not rejected a second time.

GO TO FORM

If the application deadline has passed and your application is not **Complete** because your document was rejected after the application deadline it is important that you contact us immediately so that we can assist you. Most programs allow ISTS to help you correct a rejected document within the 3-business day processing time after the deadline. However, this is **not guaranteed**. Make sure you follow the Upload Instructions within your application to ensure your document meets all minimum criteria.