

# Graduate Admissions Database, aka Grade 20, how to access

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Who supports the Graduate Admissions Database, aka Grade 20?

How can I access the application? I'm getting an error when trying to access the application via Citrix.

### Answer

The desktop version of Grade20, which was formerly installed on Windows or available via Citrix, is no longer accessible. Grade 20, the graduate admissions database, has moved to a web interface at <https://sisapp.mit.edu/grade20>.

Grade 20 is supported by the Student Services Information Technology team.

### Troubleshooting steps

- Test the certificate.
- Clear cache. Close all browser windows and quit the browser. Relaunch the browser.
- Access by manually typing or by copying and pasting the URL, not by history entry, favorites, bookmarks.
- Try another supported browser (If in IE or Safari, try Firefox, and vice versa.)
- Check browser version. Update if needed. Document browser and version.
- Document exact error message or unexpected behavior.
- Ask a BH consultant to escalate to [gradadmissions@mit.edu](mailto:gradadmissions@mit.edu).