

American Diabetes Association Research Programs Submission Instructions for Letters of Support

For Development Awards, three Letters of Support (i.e., Letters of Recommendation) assessing the scientific abilities and potential of the applicant are required and must be uploaded to the application at the time of submission. These Letters of Recommendation are **in addition to** the Letter from the Department Chair.

The Grant Management Site allows for blind submission of Letters of Recommendation. Each recommender must individually upload his/her Letter of Recommendation to the candidate's application in the Grant Management Site. All three letters must be uploaded to the application **prior to** submission. ***The system will prevent submission of any application without all three Letters of Recommendation uploaded by the recommenders.***

Letters of recommendation must be submitted to the Association by the grant application deadline date and time. The Association will **not** accept letters of recommendation after the submission deadline has passed. It is the responsibility of the applicant to ensure that all three recommenders have submitted their letters on time. It is strongly suggested that all Letters of Recommendation be uploaded to the application a week before the deadline date.

Online Submission

Request Letters of Support through the Grant Application Site by supplying the recommender's email address on the ***Recommender*** tab. The recommender will receive an email with a customized link to log in to the system and upload the requested letter directly to the application.

To send a letter request:

1. Access the ***Recommender*** tab.
2. Enter the name and email address of the Recommender.
3. Check the “**Send email**” box next to the Recommender's name.
4. Click the “**Send Request**” button.
5. A notification email template will appear. Customize the email as needed, then click “**Send.**”
**** It is highly recommended that you notify the Recommender to expect the email in advance. The email will be sent from mail@grantapplication.com.***
6. Once the requested letter has been uploaded by the Recommender, it will be listed as an uploaded file on the ***Attachments*** tab. Applicants are unable to access or view letters of recommendation that have been uploaded to the site.

Troubleshooting Tips

See below for tips to troubleshoot common issues with the Letter of Recommendation request and upload process.

Issue: Recommender never received the email

1. Confirm that the email address entered into the system is valid. The applicant may try copying the email from the ADA Grant Application Site into another email and sending it to the recommender to confirm the email account is working properly.
2. On the Recommender page, confirm that the email address was correctly entered into the **email** field and not the **name** field.
3. Confirm the send email box is checked next to the recommender's name prior to pressing the **Send Request** button.

If these steps do not resolve the issue, the email may be blocked by the institution's spam filter. Obtain an alternate personal email address (Yahoo, Gmail, Hotmail, etc.) from the recommender and resend the request.

Issue: Recommender received the email, but cannot log in

1. Depending on the format of the recommender's email, the link may be wrapping to another line. The recommender must copy and paste the **entire** link into a browser window. The link is specific to the applicant and designated recommender.
2. The recommender entered an incorrect email address to log in. The entered email address must **exactly** match the one that was initially entered into the system by the applicant.
3. The recommender is already logged in to the site through their own personal grant account. The recommender should log out using the prompt in the upper right corner of the site, clear all browser history and cookies, then try again.

Issue: Recommender can log in, but cannot upload the letter

1. Confirm that recommender is uploading a pdf file. Only documents in PDF file format will be accepted by the program.

Issue: Recommender uploaded the letter, but would like to submit a revised letter

The applicant cannot remove a submitted letter of recommendation. The recommender can delete a previously uploaded letter and re-upload a revised letter in its place. The recommender must access the letter using the link from the original Letter of Recommendation email request.

If the recommender cannot retrieve the initial email with the unique site link, the revised letter cannot be uploaded. In this event, the recommender must email the revised letter to grantquestions@diabetes.org.

**If you have any questions or difficulties with the site,
please contact Research Programs staff at grantquestions@diabetes.org**