

## Submission Instructions for Letters of Recommendation

Three 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 Institutional Nomination Letter. In the event the Department Chair is also the Nomination Committee authority, a separate recommendation letter must be submitted.

The Grant Management Site requires 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.** It is the responsibility of the applicant to ensure that all three recommenders have submitted their letters on time.

### Letter Request—Completed by Applicant

Applicant must request Letters of Recommendation 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 letter directly to your application.

To send a letter request (Applicant):

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.**”  
*\* **Please Note:** It is highly recommended that you notify the recommender to expect the email.*

Click on the **Attachments** tab of the online application to verify the requested letter has been uploaded by the recommender:

*\* **Please Note:** Applicants are unable to access or view Letters of Recommendation that have been uploaded to the application.*

### Letter Upload—Completed by Recommender

The Recommender will receive an email request. The email will contain a unique link for the recommender to upload the letter of recommendation to the application.

To upload a letter:

1. Click the unique link contained in the email message (this cannot be done from a remote computer).
2. Enter your email address exactly as it appears in the email. The site will not request a password.

3. Upload your letter of recommendation in PDF file format.

## Troubleshooting Tips

Below are tips to troubleshoot common issues with the Letters of Recommendation request and upload process.

### Issue: The 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: The recommender received the link, but cannot log-in to upload the letter

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. **The email address must exactly match the one that was initially entered into the system by the applicant and cannot be accessed through a remote computer.**

### Issue: The recommender is able to log in to the site, but cannot upload the letter

1. Confirm that the recommender is uploading a pdf file.
2. Only documents in PDF file format will be accepted by the program.
3. After the recommender logs into the site, toggle the dropdown menu and select "Letter of Recommendation 2" or "Letter of Recommendation 3" **prior** to uploading the letter.

### Issue: The recommender submitted the letter, but would like to upload a revised letter

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. Alternately, the applicant may remove the uploaded letter from the **Attachments** tab and send a new letter request email through the **Recommender** tab.

If you have any questions or difficulties with the site, please contact the Association at [pathway@diabetes.org](mailto:pathway@diabetes.org)