Letters of Recommendation: Blackbaud Submission Instructions

In addition to the Mentor Letter of Support, three (3) **Letters of Recommendation** assessing the scientific abilities and potential of the applicant must be submitted. Please note that the recommendation letters are confidential and will not be released to the applicant. The recommendation letters must be uploaded and submitted directly through Blackbaud by the referee.

It is the responsibility of the applicant to ensure that all three (3) recommenders have uploaded and submitted their letters prior to the submission deadline. Otherwise, the system will prevent the submission of the application.

It is strongly suggested that all **Letters of Recommendation** be uploaded to the online application **at least two (2) weeks** prior to the submission deadline. Due to potential institutional firewall issues, we propose asking your recommenders for a personal email address versus work email address.

Letter Request: Completed by Applicant

Applicant must request **Letters of Recommendation** through Blackbaud Grantmaking, ADA's grant management system, by entering the recommender's email address in the *Recommender* tab within the online application. The recommender will receive an email with a customized link to log-in to the system and upload the letter directly to your application.

Applicant: Sends a Request to the Referees

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.

Click on the *Attachments* tab of the online application to verify the requested letter has been uploaded by the recommender. Please note that 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 automated email request from Blackbaud. The email will contain a unique link for the recommender to upload the **Letter of Recommendation** to the application.

To upload a Letter of Recommendation:

1. Click the unique link contained in the email message.
2. Enter your email address exactly as it appears in the email received from Blackbaud. The website 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 Blackbaud website into another email and sending it to the recommender to confirm the email account is working properly.

2. On the **Recommender** tab within the application, 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 Blackbaud by the applicant and cannot be accessed through a remote computer.

Issue: The recommender can 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 Blackbaud, click on the dropdown menu and selects "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 ADA Research Programs team at **grantquestions@diabetes.org.**