

Burroughs Wellcome Fund Letters of Recommendation Instructions

Most BWF applications require blind letters of recommendation from a third party. The BWF grant application system requires that the letters be uploaded by the third party to the application system. To facilitate this process, the applicant is required to enter the email addresses of the recommenders once the application has been started. An email containing a web link will be generated by the system to the recommender. By visiting the designated site, the recommender can login to the system and upload the requested letter. ***Note: it is highly recommended that applicant notify the recommender to expect the email.***

Once the applicant begins their application, they will gain access to the Recommenders page. The page on the application looks similar to the one below (Figure 1):

Figure 1

The screenshot shows the 'Recommenders' page of the Burroughs Wellcome Fund Career Awards for Medical Scientists Program Application. The page includes a navigation bar with links like 'Contact Us', 'FAQs', 'Forms', and 'Logout'. Below the navigation bar, there is a section titled 'Recommenders' with a detailed instruction paragraph. The instruction states: 'Please provide a valid email address for individuals submitting letters of recommendation for your application. Mark the send button to email each of your recommenders a link for uploading the requested letter of recommendation to your application. It is suggested that you notify the recommender to expect the email. Once the letter has been uploaded, the document listed on the Attachment page of this application. The red asterisk(s) indicates the minimum number of letters required. You must submit the application after the required number of letters are uploaded to the application. If you need to change any of your recommenders, you must (1) remove the original recommender, (2) enter the email address for the new recommender, (3) mark the send email button, and (4) click the send button to email the new recommender a link for uploading the requested letter of recommendation to your application.'

Name	E-mail Address	Send email	Remove
*		<input checked="" type="checkbox"/>	
*		<input checked="" type="checkbox"/>	

Buttons at the bottom: Save & Finish Later, Next, Send, Remove.

A red callout box with an arrow pointing to the 'E-mail Address' column contains the text: 'Insert valid email address for recommender here'.

1. Input the name of the individual to write the letter of recommendation (i.e. the recommender) in the "Name" column. Insert the email address of the recommender in the "Email Address" column.

Burroughs Wellcome Fund Letters of Recommendation Instructions (continued)

2. Confirm that the box in the “Send Email” column is checked.
3. Click the **SEND** button. A screen will be displayed that will allow you to send an email to the selected recommender(s).

Figure 2

BURROUGHS WELLCOME FUND

Career Awards for Medical Scientists Program Application

[Contact Us](#) [FAQs](#) [Forms](#) [Logout](#)

Required before final submit Page 1 2 3 4 5 6 7 8 [Review My Application](#) [Printer Friendly Version](#) [Email Draft](#)

Recommenders

Please provide a valid email address for individuals submitting letters of recommendation for your application. Mark the send email checkbox and click the send button to email each of your recommenders a link for uploading the requested letter of recommendation to your application. It is suggested that you notify the recommender to expect the email. Once the letter has been uploaded, the document will be listed on the Attachment page of this application. The red asterisk(s) indicates the minimum number of letters required. You will be able to submit the application after the required number of letters are uploaded to the application. If you need to change any of your recommenders you must (1) remove the original recommender, (2) enter the email address for the new recommender, (3) mark the send email checkbox and (4) click the send button to email the new recommender a link for uploading the requested letter of recommendation to your application.

Name	E-mail Address	Send email
* Melanie Scott	melanies@bwfund.org	<input checked="" type="checkbox"/>
* Debra Holmes	dholmes@bwfund.org	<input checked="" type="checkbox"/>

[Save & Finish Later](#) [Next](#) [Send](#) [Remove](#)

Confirm the send email box is checked

Remember to press the SEND button

4. A notification email template will appear once you click send (Figure 3). The email will be sent from the applicant's email address that the applicant used to login to the BWF grant application system. *(If you did not receive the email template notification box, then an email will not be generated for the reviewer).* The applicant should add text to the email to explain the process.
5. Type in a valid subject line, such as Letter of Recommendation for <<Applicant's name>>.

Burroughs Wellcome Fund Letters of Recommendation Instructions (continued)

6. Include a message that will be sent to each recommender. It will be helpful to include the instructions below:

I am preparing an application for the Burroughs Wellcome Fund (BWF) <<Insert program name>>. For the application, I am requesting a letter of recommendation from you. The letter must be submitted electronically to the Burroughs Wellcome Fund by <<insert a date a few days before the official deadline>>. BWF is requesting all letters include a signature block and be uploaded as a PDF file. The link below will direct you to the site to upload the letter. You will be required to login using the same email address at which you received this email communication. Once you are logged into the site, please choose "Letter of Recommendation" from the drop down box, browse for the file and click upload. Once the letter is uploaded, click the finished button. You should receive a note on the screen thanking you for your submission.

If you have issues with the email link, please copy and paste the entire link into your web browser. Also, please verify you are using the correct email address to log into the site.

Figure 3

The screenshot shows a web browser window displaying the Burroughs Wellcome Fund Career Awards for Medical Scientists Program Application. The page title is "Career Awards for Medical Scientists Program Application" and the URL is "http://www.grantrequest.com/SID_227/Default.asp?SA=AM&PD=NR". The page features the BWF logo and navigation links: "Contact Us", "Help", and "Logout".

The main section is titled "Notify Selected Recommenders". It contains a form with the following fields:

- Your Email:** ms@bwfund.org
- *Subject:** A text input field.
- *Message:** A large text area for the message.

Below the message field, there is a note: "Maximum (5000) characters". At the bottom of the form are two buttons: "Send" and "Cancel".

Two red callout boxes with white text provide additional instructions:

- A box on the right side of the message field says "Insert instructions to recommender here" with an arrow pointing to the message field.
- A box at the bottom left says "Remember to press the SEND button" with an arrow pointing to the "Send" button.

The browser's status bar at the bottom indicates "Internet | Protected Mode: On" and "140%".

Burroughs Wellcome Fund Letters of Recommendation Instructions (continued)

- Press the send button.
- The system will display the following screen (Figure 4). Notice the red message indicating the selected recommenders have been notified.

Figure 4

The screenshot shows a web browser window displaying the Burroughs Wellcome Fund Career Awards for Medical Scientists Program Application. The page title is "Career Awards for Medical Scientists Program Application". The URL is "http://www.grantrequest.com/SID_227/Default.asp". The page features a navigation bar with links: "Contact Us", "FAQs", "Forms", and "Logout". Below the navigation bar, there is a red message: "Selected recommenders have been notified." The main content area is titled "Recommenders" and contains a paragraph of instructions. Below the instructions is a table with columns: "Name", "E-mail Address", "Send email", and "Remove". The table lists two recommenders: Melanie Scott and Debra Holmes. Each recommender has a "Send email" checkbox and a "Remove" button. At the bottom of the page, there are buttons for "Save & Finish Later", "Next", "Send", and "Remove".

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Career Awards for Medical Scientists Program Application

[Contact Us](#) [FAQs](#) [Forms](#) [Logout](#)

⌘ Required before final submit Page 1 2 3 4 5 6 7 8 [Review My Application](#) [Printer Friendly Version](#) [Email Draft](#)

Recommenders

Selected recommenders have been notified.

Please provide a valid email address for individuals submitting letters of recommendation for your application. Mark the send email checkbox and click the send button to email each of your recommenders a link for uploading the requested letter of recommendation to your application. It is suggested that you notify the recommender to expect the email. Once the letter has been uploaded, the document will be listed on the Attachment page of this application. The red asterisk(s) indicates the minimum number of letters required. You will be able to submit the application after the required number of letters are uploaded to the application. If you need to change any of your recommenders, you must (1) remove the original recommender, (2) enter the email address for the new recommender, (3) mark the send email checkbox, and (4) click the send button to email the new recommender a link for uploading the requested letter of recommendation to your application.

Name	E-mail Address	Send email	Remove
⌘ Melanie Scott	melanies@bwfund.org	<input type="checkbox"/>	<input type="checkbox"/>
⌘ Debra Holmes	dholmes@bwfund.org	<input type="checkbox"/>	<input type="checkbox"/>

Burroughs Wellcome Fund Letters of Recommendation Instructions (continued)

9. Click Next to proceed to the Attachments Page. Once the requested letter has been uploaded by the recommender, it will be listed as an uploaded file on the Attachments page. *Note: the applicant will not have access to view the file.*

Figure 5

BURROUGHS WELLCOME FUND

Career Awards for Medical Scientists Program Application

[Contact Us](#) [FAQs](#) [Forms](#) [Logout](#)

Required before final submit

Page [1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [Review My Application](#) [Printer Friendly Version](#) [Email Draft](#)

Attachments

Uploaded Files

Title	File Name	Uploaded	E-mail Address	Size	Remove?
Letter of Recommendation	Scott_Letter_of_Recommendation.pdf	09/27/2010 10:55:09 AM	melanies@bwfund.org	7 KB	

Total size of uploaded files

7 KB

25,593 KB

[Remove](#)

Below is a list of attachments that must be uploaded to apply for the Career Awards for Medical Scientists Program. Some are required and others are optional, as noted. More details on specific information to be included in the documents are available on the BWF website. Any required templates can be accessed by clicking on the "Forms" link in the menu above. The requested attachments are:

- Candidate's Biosketch (four page limit; template required)
- Scientific Abstract (one page limit; template required)
- Research Plan (required; six page limit)
- Bibliography (optional)
- Reprints (up to three; one required and two optional)

Troubleshooting Letters of Recommendation

Here are some tips for troubleshooting common issues with the letters of recommendation process.

The recommender never received the email.

1. Confirm that the email address is valid. The applicant may try copying the email from the BWF grant application system into another email and sending it to the recommender to confirm the address is working properly.
2. On the recommender page, confirm that the email address was inserted in the email field instead of the name field.
3. Confirm on the recommender page of the application that the applicant checked the box beside the recommender and clicked the “SEND” button. If the applicant pressed the SEND button, he/she should have received the email template to complete. In addition, the recommender’s name should no longer appear in a white box, but rather appear on the recommender screen with a gray background.

Once these steps have been verified, BWF recommends the following:

1. Verify the email address for the recommender is correct. Remove the recommender’s name and email address from the application. Re-enter the recommender’s name and email. Resend the email with the link.
2. Obtain an alternate email address (**Yahoo, gmail, hotmail, etc.**) from the recommender. The email may be caught in the university’s spam filter. If this is not a possibility, please contact Kendra Tucker at 919/991-5115.

The recommender received the link, but cannot log in to upload the letter.

Error messages are in “red” font at the top of the screen. Note the error message that the recommender is receiving.

Error Message: *“Thank you for taking the time to respond to a request for recommendation. However, you cannot provide input at this time. Please contact the applicant if you have any questions”*:

1. Depending on the format of the recommender’s email, the web link may be wrapping to another line. The recommender must copy and paste the entire link into the web browser. 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 entered in the system by the applicant. It should be the same email address that the link was sent to initially.

Error Message: redirects to a log-in page for the grant application:

1. Close all web browsers.
2. Re-open the web browser and close all tabs.
3. Copy the entire link into the web browser (retrieve the initial email and web link originally provided by the applicant to the recommender and enter the link).
4. Log in, proceed to the recommender page, and enter the email address for the recommender as entered by the applicant.
5. Follow the steps to upload the letter.

If the error message states something different, contact Kendra Tucker at 919/991-5115.

The recommender is able to log into the site, but cannot upload the letter.

Error Message: *"You are trying to upload a file with an unaccepted file type. Please upload a file of one of the following types: PDF."* Confirm that the recommender is uploading a pdf file. Only PDF files are acceptable file types for uploading.

If the error message states something different, contact Kendra Tucker at 919/991-5115.

The recommender has submitted the letter, but would like to upload a revised letter.

The applicant cannot remove the letter for the recommender. The recommender can re-load the letter, but he/she **MUST** have the initial email and web link that was sent by the applicant. To load a revised letter, the recommender must:

1. Retrieve the initial email and web link originally provided by the applicant to the Recommender.
2. Access the recommender page using the link originally provided by the applicant.
3. Log in using the recommender's email address (the same email address for the recommender originally used by the applicant).
4. Log in and access the "Recommender" page.
5. Check the "Remove" box next to the html link.
6. Click the "Remove" button.
7. Browse for the revised letter (.pdf file) on your system.
8. Click "Upload."
9. Click the "Finished" button.
10. View the acknowledgment that the letter has been submitted.

If the recommender no longer has the initial email and link, the revised letter cannot be removed. The applicant cannot access or remove the recommendation letter. The recommender will need to email the revised letter to Kendra Tucker to be replaced after the application is submitted.

If problems occur, contact Kendra Tucker, program assistant at ktucker@bwfund.org, or call 919/991-5115.