

Innovation in Regulatory Science Awards

Recommender Instructions for Uploading a Confidential Letter

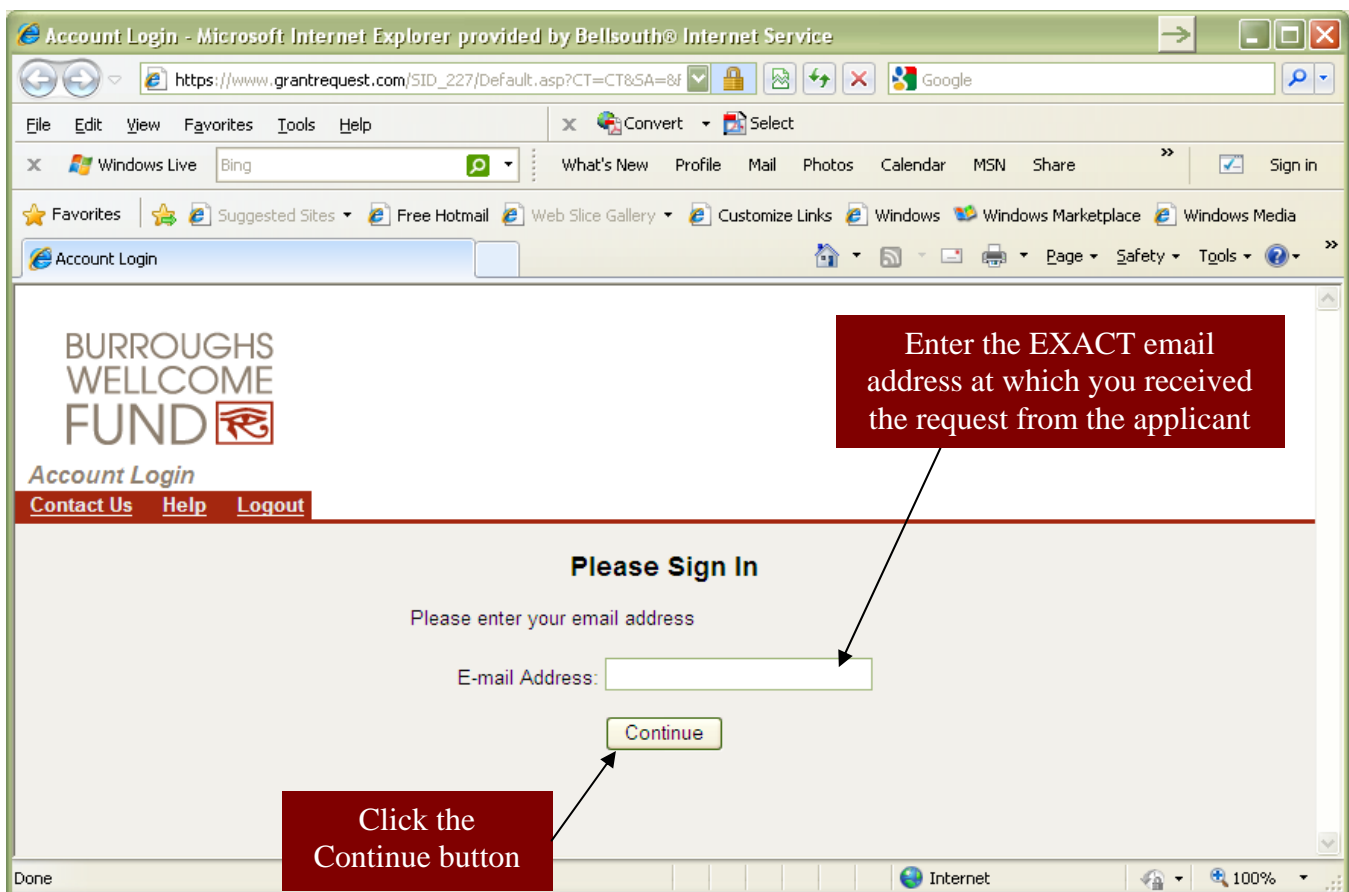
You've received an email from an applicant submitting an application to the BWF Innovation in Regulatory Science Awards (IRSA) requesting you to upload a confidential letter in support of his/her application for a grant. The email contains the link to use to access BWF's grant application system where you will upload the letter. **The link is specific to the application and to you.** (If you have not received an email request from the applicant, please contact the applicant.)

In order to remain confidential, recommendation letters **MUST** be uploaded to the application by the letter writer. The applicant can view the status of the letter on the system – i.e., whether or not it has been successfully uploaded – but cannot view the contents of the letter. Follow these steps to upload your confidential letter:

1. Complete the letter offline using any standard word processing software. BWF requires the letter be on official institutional letterhead, with a signature block. (If you're unfamiliar with a signature block, see the IRSA FAQs for a definition.)
2. Convert the completed document to a Portable Document Format (PDF) file. BWF requires all application attachments be uploaded as PDF files. (For help with the conversion, see the "Troubleshooting PDF Issues".)
3. Save the PDF file on your system.
4. Return to the applicant's email request and click on the link provided in the email to access BWF's grant application system log in screen (Figure 1).

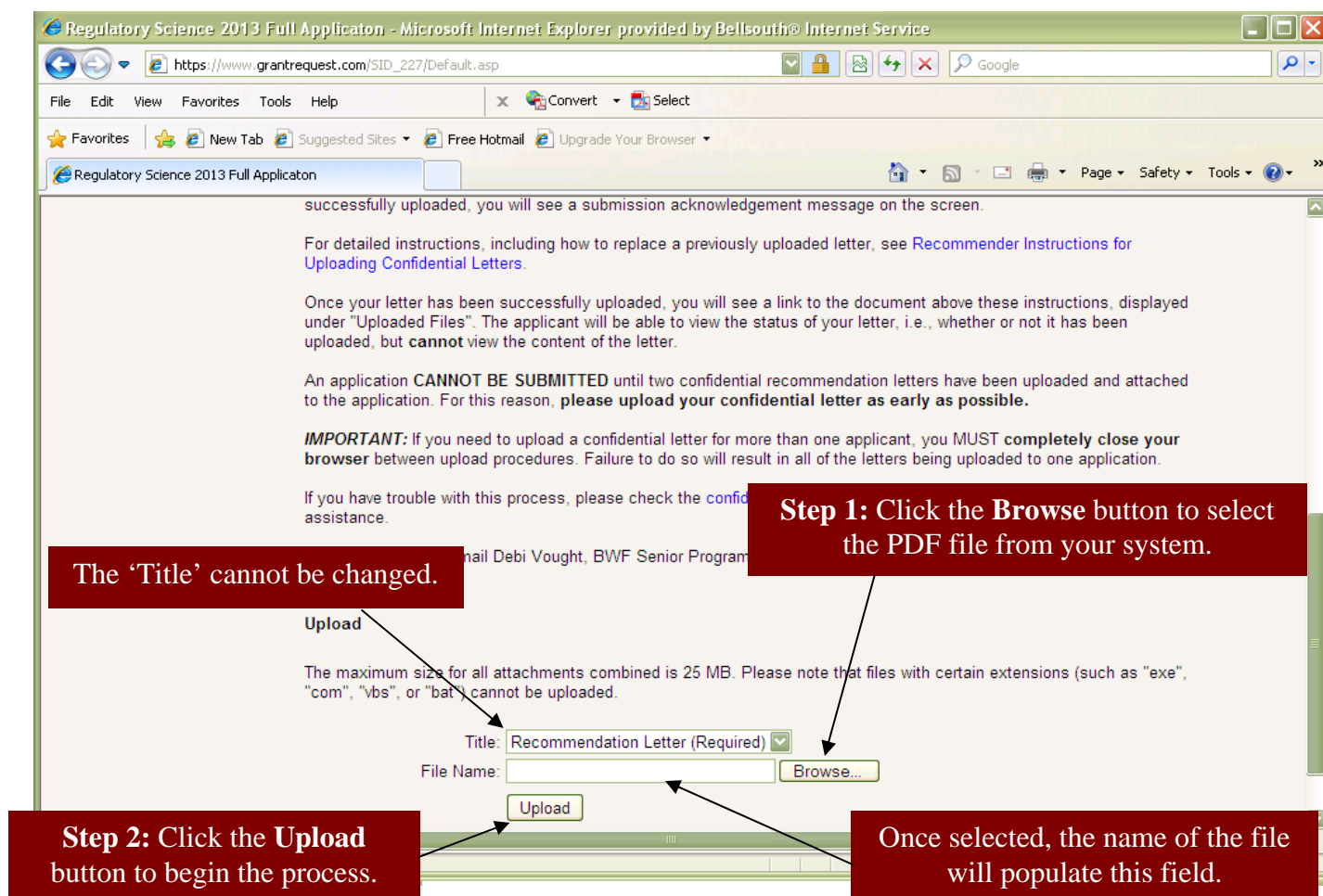
IMPORTANT: *If you are uploading a confidential letter for more than one applicant, you MUST completely close your browser between uploads.*

Figure 1: BWF Grant Application System Log In Screen



5. Log in using the exact email address at which you received the request from the applicant. Once you've successfully logged in to the system, you'll see the screen where you can upload the letter (Figure 2).

Figure 2: Screen for Uploading a Confidential Letter (Lower Half)



6. Click the **Browse** button to search for and select the letter (PDF file) from your system. Once selected, the name of the file will populate the “File Name” field.
7. Click the **Upload** button. Once the document has been successfully uploaded, a link to the document will appear under “Uploaded Files” near the top of the screen (Figure 3).
8. ***To complete the process***, click the **Finished** button located near the bottom of the page (Figure 4) and view the submission acknowledgement.
9. On the submission acknowledgement screen, click **Logout** in the menu near the upper right corner to exit the system.

IMPORTANT: Retain the applicant’s email containing the link in the event you wish to replace the originally uploaded letter with a “revised” letter.

If you wish to replace the originally uploaded letter with a revised letter, follow these steps:

1. Retrieve the applicant’s initial email request and click the web link provided in the email to access the system’s log in screen (Figure 1).
2. Using your email address, log in to access the screen displaying the link to the previously uploaded letter (Figure 3).
3. Click to check the box in the “Remove?” column in the same row as the link to the previously uploaded letter.
4. Click the **Remove** button. Once successfully removed, the link will no longer be displayed on the screen.
5. You may now upload a new letter by following steps 1 through 9 above.

For Troubleshooting Tips with this process, see assistance with common issues beginning on page 4.

Figure 3: Screen Displaying Successfully Uploaded Confidential Letter

Link to successfully uploaded confidential letter. Click this link to open and view the document.

To remove a previously uploaded file, first click this box to select the letter for removal.

Note: Applicants will be able to see whether or not your letter has been submitted, but cannot view the contents of the file.

After selecting the file to be removed, click the **Remove** button to complete the removal process.

Title	File Name	Uploaded	Size	Remove
Recommendation Letter	Recommendation #1.pdf	12/07/2010 04:34:03 PM	1,548 KB	<input type="checkbox"/>
Total size of uploaded files			1,548 KB	
Available			34,292 KB	

[Instructions for Uploading a Confidential Letter](#)

2) Convert the document to a PDF file. (For help with this step, click on the FAQs link in the menu above.)

3) Click the "Browse" button to select the letter from your system.

Remove

Figure 4: Completing the Upload Process

If you have trouble with this process, please check the [troubleshooting tips](#) on the BWF website for assistance.

Any questions? Please email Debi Vought, BWF Senior Program Associate, by clicking the 'Contact Us' link in the menu above.

Upload

The maximum size for all attachments combined is 35 MB. Please note that files with certain extensions (such as ".exe", ".com", ".vbs", or ".bat") cannot be uploaded.

Title: Recommendation

File Name:

Upload

Finished

To complete the upload process and view the submission acknowledgement, click the **Finished** button.

Troubleshooting Common Issues with the Confidential Letters Process

Issue: You never received the email sent by the applicant.

1. Contact the applicant and ask him/her to try resending the email. Verify that the applicant is using the correct email address.
2. Provide an alternate email address (*Yahoo, gmail, hotmail, etc.*) to the applicant. The email sent previously may be caught in your institution's spam filter.

Issue: You received an email containing the link, but cannot log in to upload the letter.

Note the error message you are receiving. If the error message states: *"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 email you received, the web link to use to access BWF's system may be wrapping to another line. You must copy and paste the entire link into the web browser. The link is specific to the applicant and designated recommender.
2. You 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 where you received the initial email.

If the error message states something different, contact Debi Vought at 919-991-5116 or dvought@bwfund.org.

Issue: You are able to log into the site, but cannot upload the letter.

Confirm that you are uploading a PDF file. If not, there will be a red error message at the top of the screen indicating *"You are trying to upload a file with an unaccepted file type. Please upload a file of one of the following types: PDF."* You MUST convert the document to a PDF file prior to uploading. BWF accepts only PDF files as application attachments. For assistance with the conversion of files to PDF format, see the "Troubleshooting PDF Issues".

Issue: You have uploaded the letter successfully, but would like to upload a revised letter.

The applicant cannot remove the letter for you. BWF staff cannot remove the letter for you. Only you can remove the original uploaded letter and replace it with a revised letter. To do this, you MUST have the initial email and web link sent by the applicant. To replace the originally uploaded letter with a revised letter, follow the instructions beginning near the bottom of page 2 of this document.

If you no longer have the initial email containing the link, the revised letter cannot be removed. You will need to email the revised letter to Debi Vought (dvought@bwfund.org) for receipt by the application deadline. The document will be replaced after the application is submitted.

Issue: You have uploaded letters for more than one applicant, but all of your letters are attached to the same candidate's application.

You must first remove the letter(s) that was(were) uploaded incorrectly by following steps 1 through 4 in the instructions beginning near the bottom of page 2 of this document. Next, completely close your browser (ALL windows). Locate the initial email you received from the second applicant. Use the link contained in this email to access BWF's system, and upload the correct letter to the second applicant's application. If you need to upload additional letters for more applicants, be sure to completely close your browser between each upload process.

If additional problems arise, email Debi Vought, Senior Program Associate,
at dvought@bwfund.org or call 919-991-5116.