

Innovation in Regulatory Science Awards

Applicant Instructions for Requesting Confidential Letters

The Innovation in Regulatory Science Awards (IRSA) program requires two confidential recommendation letters for the invited full application. These letters must remain confidential, and therefore, must be uploaded to your application by the letter writer. **No more than two** confidential recommendation letters may be provided as part of your full application.

Confidential letters **MUST** be requested by the applicant by using the send email function on the “Recommendors” page of the IRSA full application. Log in to BWF’s grant application system and proceed to the “Recommendors” page (see Figure 1 below), then follow the steps below to request the confidential letters.

1. Enter the names of your two recommenders in the fields in the “Name” column.
2. Enter the email address of these individuals in the appropriate fields in the “Email Address” column.
3. Individual or group email requests may be sent. Check or uncheck the “Send Email” box accordingly. *It is highly recommended that you notify your recommenders to expect the email.*
 - a. To send an individual request, remove the check from the “Send Email” boxes as appropriate.
 - b. To send a group request, check all “Send Email” boxes.

NOTE: If more than one “Send Email” box is checked, the same email will be sent to all people.

4. Click the **Send** button.

Figure 1: Recommenders Page

Step 1: Enter the name(s) of the recommender(s) in this column.

Step 2: Enter valid email addresses for each recommender in this column. Be sure the email address corresponds with the appropriate name.

Step 3: Confirm the ‘Send Email’ box is checked for each person you wish to receive an email.

Step 4: Click the **Send** button

Name	E-mail Address	Send email	Remove
* Jean Kramarik	jkramarik@bwfund.org	<input checked="" type="checkbox"/>	
* Debra Holmes	dholmes@bwfund.org	<input checked="" type="checkbox"/>	
		<input checked="" type="checkbox"/>	

Save & Finish Later Next Send Remove

A standard notification email template will appear (see Figure 2). Note that the email will be sent from the applicant's email address used to log in to the BWF grant application system.

IMPORTANT: *If you do not receive the notification email template screen at this stage, an email will not be generated.*

The email you send will contain a web link (url) generated by the system which the recommender **MUST** use to log in to the system and upload the requested letter. The link is specific to your application and the designated letter writer. Continue with these steps to send the email requesting a confidential letter:

5. Change the text of the subject line, if you wish.
6. You may change the text of the message that will be sent to each recommender, if you wish. *It will be helpful to add the instructions below to the text of the email. Please keep in mind that the message cannot exceed 5,000 characters.*

You should be able to see that the file has been successfully uploaded near the top of the screen. Once the letter is uploaded, click the "Finished" button. If you have issues using the link in this email, please copy and paste the entire url into your web browser. Also, please verify you are using the correct email address to log into the site.

7. Click the **Send** button.

Figure 2: Notification Email Template

The screenshot shows a web browser window with the title "Career Awards at the Scientific Interface 2013 Preproposal Application - Microsoft Internet Explorer provided by Bellsouth@ Inte". The address bar shows "https://www.grantrequest.com/SID_227/Default.asp". The page content is titled "Notify Selected Recommenders". It contains the following fields:

- *Your E-mail: dvought@bwfund.org
- *Subject: Letter of Recommendation for BWF grant
- *Message: I am in the process of preparing a grant application for the Burroughs Wellcome Fund and would like to ask you to submit a letter of recommendation. Please visit the link below to upload the letter. You must use the exact email address that was used to send this correspondence. The letter should be on letterhead and in pdf format. Thank you.

At the bottom of the message field, it says "Maximum (5000) characters". Below the message field are "Send" and "Cancel" buttons. Three red callout boxes with white text and arrows point to specific parts of the form:

- Step 5:** Change the subject line, if you wish. (Points to the Subject field)
- Step 6:** Change or add to the instructions for the recommender(s) here. See suggested additional text above. (Points to the Message field)
- Step 7:** Click the Send button (Points to the Send button)

When the email(s) has(have) been successfully sent, you will return to the "Recommenders" page and see a message in red text indicating the selected recommenders have been notified (see Figure 3).

Figure 3: Recommenders Page with Confirmation Text

**BURROUGHS
WELLCOME
FUND**

Career Awards at the Scientific Interface 2011 Full Application

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

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

* Required before final submit

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	Remove
* Jean Kramarik	jkramarik@bwfund.org	<input type="checkbox"/>	<input type="checkbox"/>
* Debra Holmes	dholmes@bwfund.org	<input checked="" type="checkbox"/>	<input type="checkbox"/>
		<input checked="" type="checkbox"/>	

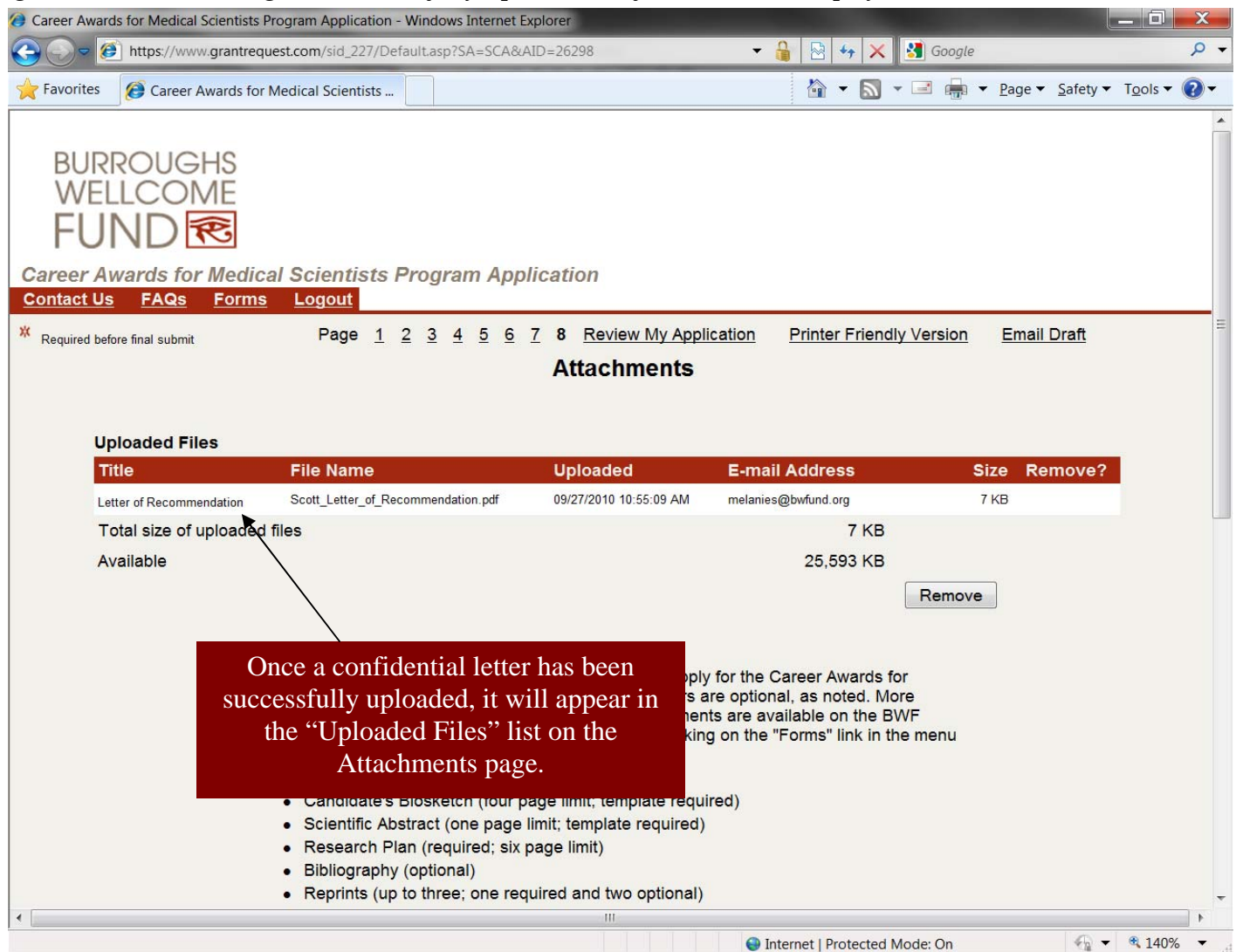
[Save & Finish Later](#) [Next](#) [Send](#) [Remove](#)

The name and email address of each recommender to whom an email has been sent will be displayed with a gray background (no longer displayed in a white data entry field) as shown in Figure 3.

Once the requested letter has been uploaded by your recommender, it will be displayed as an uploaded file on the “Attachments” page (see Figure 4).

NOTE: *Since the letter is required to be confidential, you will not have access to view the contents of the file. You will only be able to see whether the letter has been uploaded.*

Figure 4: Attachments Page with Successfully Uploaded Confidential Letter Displayed



If you wish to replace a recommender with a new recommender after you've sent a request email, you must first remove the name and email address of the recommender you are replacing, then enter the name and email address for the new recommender, and finally send an email to the new recommender. To do this, follow these steps:

1. Access the "Recommenders" page of your IRSA application. The name and email address of each recommender to whom an email has been sent will be displayed with a gray background (no longer displayed in a white data entry field) (see Figure 5).
 2. Click to place a check in the box in the 'Remove' column for the recommender you wish to remove.
 3. Click the **Remove** button. The recommender's name and email address will now be displayed in white data entry fields (see Figure 6).
 4. Replace the original recommender name and email address with the name and email address of the new recommender in the appropriate fields.
- IMPORTANT:** *You MUST send an email to the new recommender so that he/she can upload a confidential letter to your application.*
5. Be sure the "Send Email" box is checked to send an email request to the new recommender. *It is highly recommended that you notify your new recommender to expect the email.*
 6. Click the **Send** button. A notification email template will appear (see Figure 2).
 7. Follow steps 5 through 7 on page 2 above.

IMPORTANT: *For troubleshooting tips with the confidential letters process, see pages 6 through 7.*

Figure 5: Recommenders Page Displaying Recommenders Who Have Been Sent a Request Email

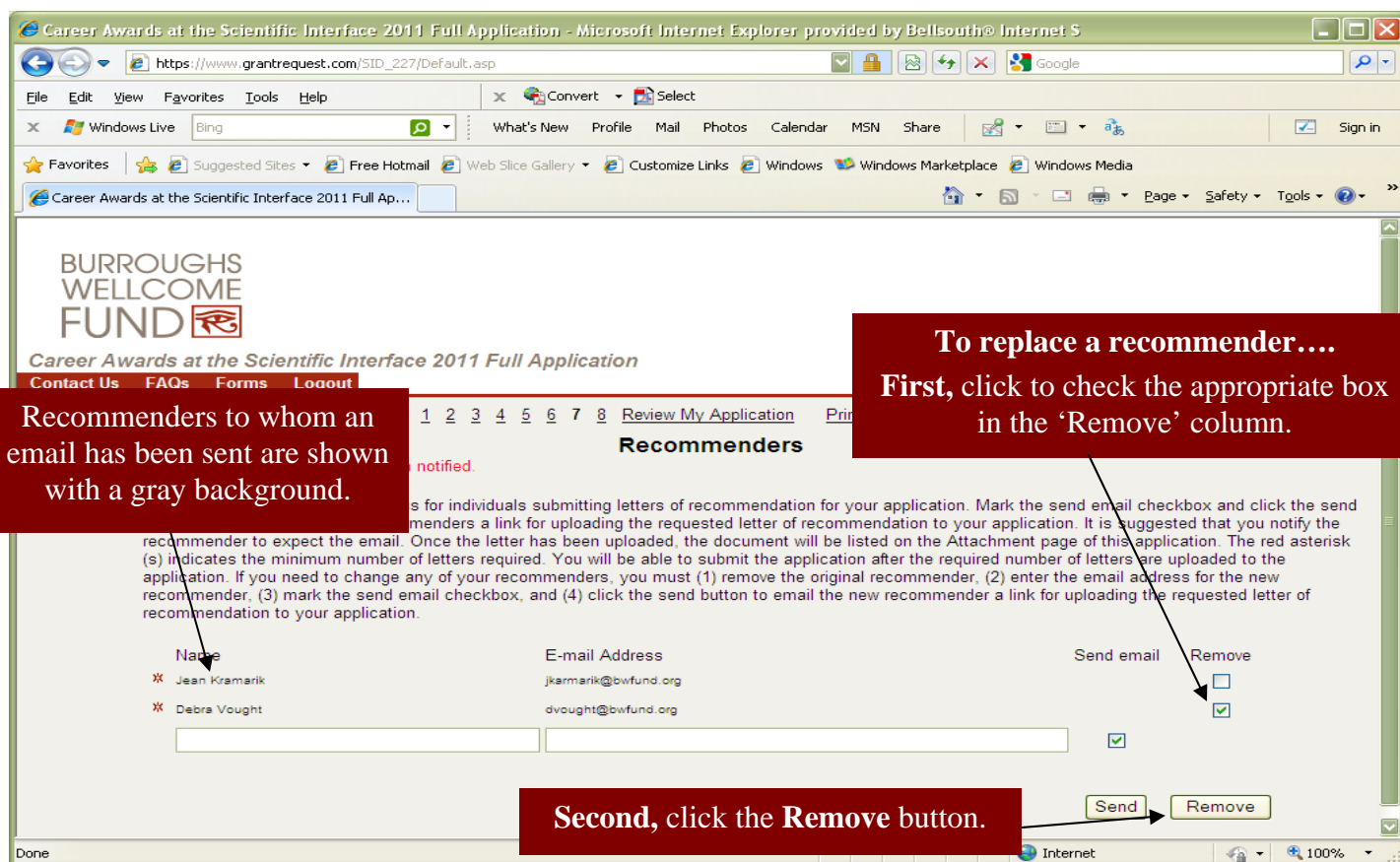
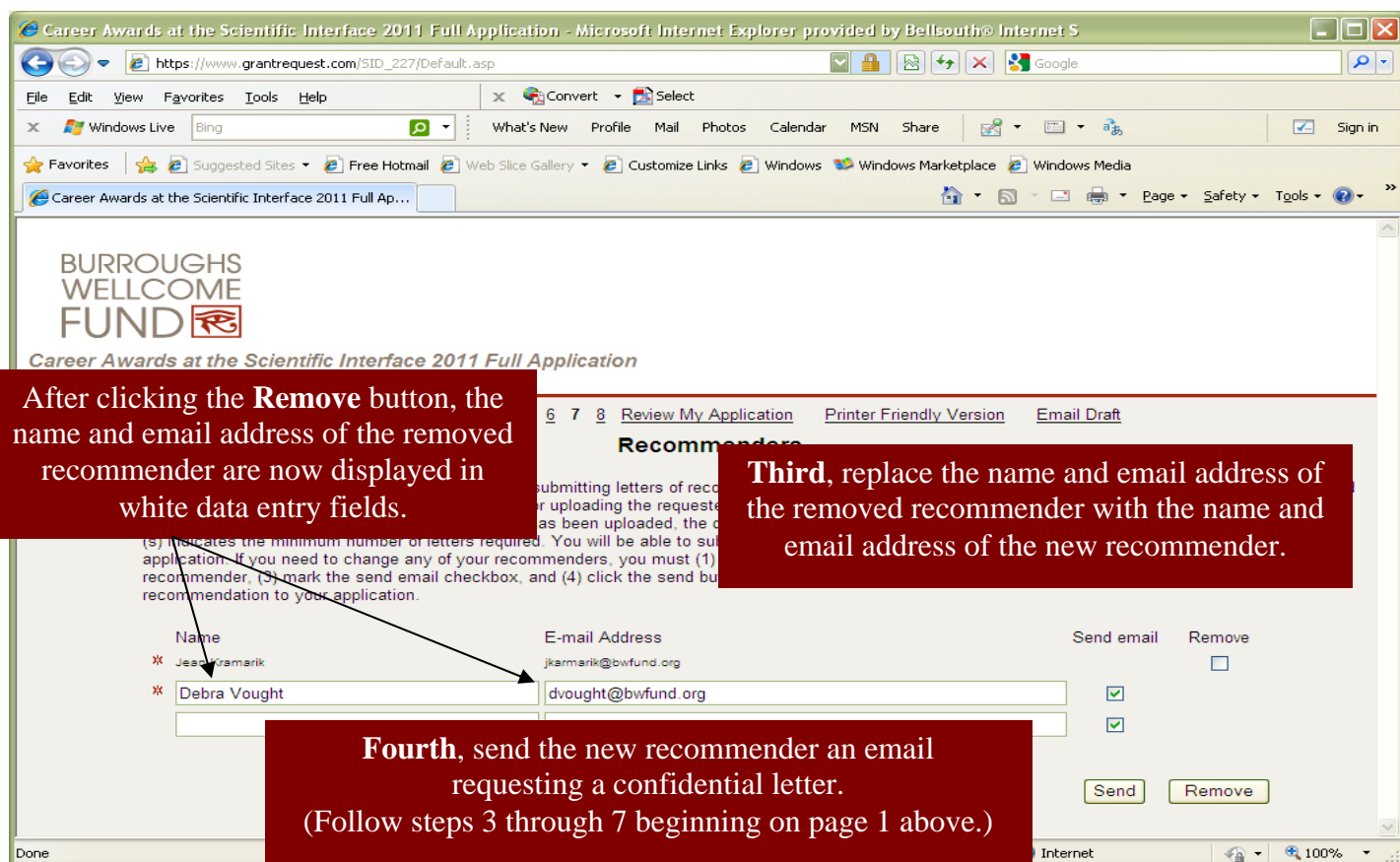


Figure 6: Recommenders Page After Clicking the 'Remove' Button to Remove a Recommender



Troubleshooting Common Issues with the Confidential Letters Process

Issue: The applicant received an error message containing the text “....*wasn't able to deliver your message to the following addresses.*”

1. Confirm that the email address listed in the error message is valid by sending a test email from your email software. If the test email is successfully sent and received, wait one to two hours (or even overnight) and try sending the email again from the “Recommenders” page of the application.
2. On the “Recommenders” page, confirm that the email address was entered in the email field instead of the name field.

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

1. Remove the recommender’s name and email address from the application. Re-enter the recommender’s name and email. Resend the email.
2. Obtain an alternate email address (*Yahoo, gmail, hotmail, etc.*) from the recommender. The email sent previously may be caught in the university’s spam filter. If this is not a possibility, please contact Debi Vought at 919-991-5116 or dvought@bwfund.org.

Issue: The recommender never received the email sent by the applicant.

1. Confirm that the email address you used to send the email 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 “Recommenders” page, confirm that the email address was entered in the email field instead of the name field.
3. Confirm on the “Recommenders” page of the application that the applicant checked the box beside the appropriate recommender and clicked the “Send” button. If the applicant clicked the “Send” button, he/she should have received the notification email template (see Figure 2 in the instructions). 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 (see Figure 3 in the instructions).

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

1. Verify the email address for the recommender. Remove the recommender’s name and email address from the application. Re-enter the recommender’s name and email. Resend the email.
2. Obtain an alternate email address (*Yahoo, gmail, hotmail, etc.*) from the recommender. The email sent previously may be caught in the university’s spam filter. If this is not a possibility, please contact Debi Vought at 919-991-5116 or dvought@bwfund.org.

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

Error messages are shown in red font at the top of the screen. Note the error message that the recommender is 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 recommender’s email, the web link for the recommender to use to access BWF’s system 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 email containing the link was sent to initially.

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

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

Confirm that the recommender is 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.*” BWF accepts only PDF files as application attachments.

Issue: The recommender has uploaded the letter successfully, but would like to upload a revised letter.

The applicant cannot remove the letter for the recommender. BWF staff cannot remove the letter for the recommender. Only the recommender can remove the original uploaded letter and replace it with a revised letter. To do this, the recommender **MUST** have the initial email and web link that was sent by the applicant. To replace the original letter with a revised letter, the recommender must do the following:

1. Retrieve the initial email and web link originally sent to the recommender by the applicant.
2. Using the correct email address, log in to the system to access the page where the confidential letter was uploaded.
3. Check the “Remove” box next to the html link for the initial letter.
4. Click the “Remove” button.
5. Browse to select the revised letter (.pdf file) on your system.
6. Click “Upload.”
7. Click the “Finished” button.
8. View the acknowledgment that the letter has been successfully submitted.

If the recommender no longer has the initial email containing the link, the revised letter cannot be removed. The recommender will need to email the revised letter to Debi Vought (dvought@bwfund.org) to be replaced after the application is submitted.

Issue: The recommender has uploaded letters for more than one applicant, but all of the letters are attached to the same candidate’s application.

The recommender must first remove the incorrectly uploaded letter(s), and then upload the letter(s) to the correct candidate’s application. Only the recommender can remove the letter(s) and upload them to the correct application. *BWF staff cannot perform this function.* To successfully complete this action, follow these steps:

1. To remove the incorrectly uploaded letter(s), the recommender must do the following:
 - a. Retrieve the initial email and web link originally sent to the recommender by the first applicant (the applicant whose application holds all of the recommendation letters).
 - b. Using the correct email address, log in to access the “Recommenders” page.
 - c. Check the “Remove” box next to the html link for the incorrectly uploaded letter(s).
 - d. Click the “Remove” button.
2. Next, the recommender **MUST** log out of the system and **completely close the browser** (ALL windows) **between each upload process**.
3. To upload the letter to the correct application, the recommender must do the following:
 - a. Retrieve the initial email and web link originally sent to the recommender by the second applicant.
 - b. Using the correct email address, log in to access the “Recommenders” page.
 - c. Upload the letter to the correct application by following the instructions on the “Recommenders” page.
 - d. Be sure to click the “Finish” button at the bottom of the page before logging off the system.

If a third letter needs to be uploaded for a different applicant, repeat steps 2 and 3.

***For detailed instructions for the recommender,
see “Recommender Instructions for Uploading a Confidential Letter”.***

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