

# Troubleshooting recommendations

1. You will enter your references' contact information on the Recommendations page of your application. The minimum number of recommendations will be listed on the Externally Submitted Documents page.

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## Recommendations

Name

[Add Recommender](#)

The recommendations page is available even after you submit your application as long you have one recommendation that is not been submitted. If this link is gone and you still have not met the minimum number of recommendations, you can email [gradhelpdesk@uc.edu](mailto:gradhelpdesk@uc.edu) for assistance in reopening the link. The Grad Help Desk can assist you only if you have not met the minimum number of recommendations.

You can access the recommendations page by logging in and following the link at the bottom of your application's status page.

To re-send notification emails to your recommenders, re-visit the [recommendations page](#), click "Edit", and then click "Send Reminder".

Account Tools: [Change Email Address](#) [Change Password](#) [Logout](#)

2. If you did not see the Recommendations tab, please check whether you chose that you were using a Dossier Service on the Externally Submitted Documents page. Unless a third-party organization such as Interfolio is submitting your recommendations, you should not answer yes.
3. If your recommenders do not receive the email, log in and verify that the email has been sent.

| Name                            | Status  |
|---------------------------------|---|
| <a href="#">Add Recommender</a> |   |
| Last Name, First Name           | Sent to recommender on July 27 <a href="#">Edit</a> |

Next, ask them to check their junk folders as the automated email may be mistaken for spam. The email is sent from [grad.info@uc.edu](mailto:grad.info@uc.edu) with a subject line of 'University of Cincinnati Graduate School Recommendation.'

4. Click edit to verify that the email address has been entered correctly. If not, you may use Add Recommender to create a new recommendation. Then click edit on the original recommendation and exclude it which will prevent it from being considered.

|                |   |
|----------------|---|
| Prefix         | <input type="text" value="▼"/>                |
| First Name     | <input type="text" value="First Name"/>       |
| Last Name      | <input type="text" value="Last Name"/>        |
| Organization   | <input type="text" value="Organization"/>     |
| Position/Title | <input type="text" value="Position/Title"/>   |
| Relationship   | <input type="text" value="Relationship"/>     |
| Telephone      | <input type="text" value="+1 513-556-4335"/>  |
| Email          | email@uc.edu                                  |
| Status         | <b>Sent to recommender on 7/27 at 3:39 PM</b> |

5. Check to see if you have accidentally excluded a recommendation you did not wish to.

| Name                            | Status                      |
|---------------------------------|-----------------------------|
| <a href="#">Add Recommender</a> |                             |
| Last Name, First Name           | Excluded from consideration |

If so, click Edit and Reinstate.

6. Some organizations such as hospitals or schools may have email security settings that will delay or prevent receipt of the email. Please wait 24 hours before reaching out to [gradhelpdesk@uc.edu](mailto:gradhelpdesk@uc.edu) for assistance.