

# 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.

The screenshot shows a navigation menu on the left with links: Home, Personal Background, Program Choice, Applicant Detail, Video Essay, Academic History, Program Requirements, Externally Submitted Documents, Recommendations (highlighted), and Test Scores. To the right, under the heading 'Recommendations', there is a form with a 'Name' input field, a link 'Add Recommender', and a 'Continue' button.

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.

The screenshot shows a notification box with the text: 'To re-send notification emails to your recommenders, re-visit the [recommendations page](#), click "Edit", and then click "Send Reminder".' Below the notification box, there are 'Account Tools' including [Change Email Address](#), [Change Password](#), and [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.