

## **Assisting with Reference Letter Problems in RAPS**

If a reference provider has not received the email with the link and instructions for uploading a reference letter, then please follow these steps.

- 1. Verify that the applicant has completed his/her application and received a confirmation number.** The emails to reference providers are not generated until the applicant has submitted the application.
  
- 2. Verify that the applicant entered the correct email address for the reference provider.** Even if the applicant provided the incorrect email address, you will still have to go on to step 3, because applicants may not change any information in their files once they have submitted their applications.
  
- 3. Once the first two steps have been taken, you have several options:**
  - a. Go to the job posting and click "Manage References" next to the applicant's name in the table. Delete the entry for the reference provider and create a new entry, re-entering the reference provider's information. This will generate a new email to the reference provider.
  - b. Go to the job posting and click "Manage References" next to the applicant's name in the table. Copy the portal link (URL) and send it in an email to the reference provider. (You should explain in the email that they should use the link and follow the instructions on the webpage.)
  - c. Ask the reference provider to email the letter as an attachment to you. Go to the job posting and click "Manage References" next to the applicant's name in the table. Click "Attach" and upload the letter yourself.

**PLEASE NOTE:** Applicants are not able to change their applications once they have submitted them in RAPS. This limitation is set to avoid confusion for search committees, who need to be confident that the files they are reviewing will not change from day-to-day. If applicants ask to make changes to their applications, departments may choose to assist them, but are not required to do so. The willingness to assist applicants in this regard is entirely at the discretion of the individual hiring department.