

RAPS REFERENCE PROVIDERS

Frequently Asked Questions

- 1. *I received an email requesting a letter of reference, but the link does not work.*** Some email browsers break the link up into two lines, causing problems when one clicks on the link. Copy the *entire* link (make sure you check to see if the link is broken up into more than one line) and paste it into your browser's address line. If that still doesn't work, please contact the department for assistance.
- 2. *I clicked on the link and the system is asking for a username and password.*** You do not need a username or password to upload your letter. One is sometimes redirected to a login page when the reference portal link that you have been provided is broken. Follow the instructions in #1 above.
- 3. *I get to the reference portal page but I get an error message when I attempt to upload the letter.*** The maximum document size is 2 MB for any individual file being uploaded into RAPS, and all documents must be in an accepted PDF or word-processing format (either Word or WordPerfect or RTF). If none of the above apply, it is possible that the system cannot "read" your PDF file, as RAPS is unable to read a small number of PDF formats. Convert the file to a more generic PDF format using a free online PDF conversion tool, such as "CutePDF", and try uploading it again. Alternatively, cut-and-paste the document into the box provided for that purpose, although all formatting will be lost, if you use this method to upload your file.
- 4. *I submitted a letter of reference, but now I need to make a change.*** Contact the hiring department directly for assistance.
- 5. *Can I send the letter as an email attachment? Or, I have attached my letter of reference to this email.*** Letters should be uploaded in the system using the link that was provided in the email you received. Do not send the letter as an email attachment unless you are specifically instructed to do so by the hiring department. If the letter is sent as an email attachment, it may never reach the correct applicant's file for consideration by the search committee.