FAQ – Recommendation letters
Faculty positions – ‘PAVE 2018’

I introduced the name of my referee: how can I be sure that he/she has received the email and link?

- Log again in the application, via this [link](#) for internal candidate & this [link](#) for external candidate, to see if the e-mail address is correct.
- If yes, and only then, you should use the button « resend email » (on the upper right of the screen) to resend an email to your referee – the 1st demand will simply remain there.
- Then ask your referee if he/she has now received the link.

I introduced a wrong email address for one of my referees: what can I do?

- Log again in the application.
- Introduce the name of your referee again with the correct data (again, name and email address ...), just if it was a new referee; then another email will be sent. The 1st demand will simply remain there.

How can I know how many letters I have received?

- Log again in the application and see how many of your references turned green.

My referee does not find the email with the link: what can I do?

- Ask him/her to look in the ‘Spams’ mail box.
- If that does not work, check that the right address has been indicated.
- If necessary, use the button “resend email”.
- If your referee still does not get anything, contact us via gestion-recrutement-academique@uclouvain.be.
- Then log in again, and check if the references of this person have turned green.

Can you acknowledge receipt of my referees’ letters?

- We do not acknowledge receipt, but the applicant can log in again and check if the recommendation letter has been successfully uploaded (a green message shows: “Recommendation letter received”).

Important:

We will not take into consideration any recommendation letter that we would receive via another channel (email, letter, etc.).