

# Common App Recommender Trouble Shooting

## **My counselor said I am not on her Common App list.**

1. Check that you have entered the contact information correctly. Your counselor has no way of knowing if you have entered an incorrect email address.
2. You must enter your counselor's information under the *Common App* tab in the *Education* section **AND** under the *My Colleges* tab. Missing information from the *My Colleges* tab is most often the reason for your name's not appearing on your counselor's list. To fix this: Enter the contact information a second time by going to the *Recommenders and FERPA* section and clicking on *Invite and Manage Recommenders*.

**Path:** My Colleges → select college → Recommenders and FERPA → complete FERPA Waiver (once only) → Invite and Manage Recommenders → enter recommender's information (correctly)

## **I invited my teacher as a recommender but they have not received the email from Common App.**

1. Check that you have entered the contact information correctly.
2. After you have added a teacher to your "Recommender Invitations" list, you must assign them to each school individually  
**Path:** Go to My Colleges → select the college → select Recommenders & FERPA → Teacher Section → select either Add Another or Assign (from drop down) → enter teacher's information (correctly)

## **I added an "Other Recommender" to my list but their name is not showing.**

1. Click *Add Another* under Other Recommender. Use the drop down list to select the name. Click *Assign*.

 **Invite your counselor, teachers, and other recommenders as soon as you start your Common App. We can be working on your letters while you work on the rest of your application.**

 **After you have invited your counselor, teacher, or other recommender to submit a letter on your behalf, your next step is to confirm with him/her directly. Email or speak with each person to be sure your request has been received.**