

## Applicant FAQs

### **I picked the wrong award and need to switch.**

*Applicants are unable to switch awards after commencing an application. Please withdraw your application and restart via the [apply page](#).*

### **I picked the wrong endorsing institution and need to switch.**

*Applicants are unable to switch endorsing institutions after commencing an application. Please withdraw your application and restart via the [apply page](#).*

### **I picked the wrong regional centre and need to switch.**

*Please direct your request to [applicantssupport@marshallscholarship.org](mailto:applicantssupport@marshallscholarship.org)*

### **I have lost my unique access code and can't access my application.**

*Please follow the account recovery process outlined in the 'how to apply' guide.*

### **I am unable to start an application**

*If the 'apply' page is erroring when trying to start an application, this is likely because you have already registered an application for the current cycle award. In this instance, you should search for [marshall.awards@notifications.service.gov.uk](mailto:marshall.awards@notifications.service.gov.uk) in your email client as you likely missed a registration email from the system.*

*If you are unable to locate this email, the next option is to start a new application with a different email address.*

### **How do I access my application?**

*In order to access your application open a link sent to you in an email by:  
[marshall.awards@notifications.service.gov.uk](mailto:marshall.awards@notifications.service.gov.uk)*

*If the link has expired, input your email address to receive a new link.*