

## Fellowship Advisor FAQs

**Applicants are unable to locate my institution on the apply page endorsing institution dropdown list / how do I register my institution on ASAMS?**

*In order to register your institution on ASAMS, please submit a response to [this registration form](#). We will endeavour to process your registration request within 2-3 working days. Once we have processed your request, you will be notified by our system (via [marshall.awards@notifications.service.gov.uk](mailto:marshall.awards@notifications.service.gov.uk)) and invited to complete your account registration.*

**I was unable to complete account registration / I was not able to link the authenticator account.**

*If the authenticator was not successfully linked during account set-up your account will be locked out and will require manual intervention by a member of staff in order to run a reset. Please contact [institutionsupport@marshallscholarship.org](mailto:institutionsupport@marshallscholarship.org) directly.*

**The refreshing code in my authenticator app is no longer working.**

*If the refreshing 6-digit code in your app is not working please check that the code your inputting is listed under 'UK scholar'. Please also check that you are inputting the code without a space (i.e. 123456) and that the timezone setting on your mobile device is set to automatic.*

*If this does not resolve your issue, please use the one-time recovery code (formatted A123123123) provided to you during account set-up. The code should be inputted in the same field where you would normally input your 6-digit refreshing code during account login. Alternately, you can book a call to run a manual reset with a member of staff via [this booking page](#).*

**I have changed my mobile device and need to reset my authenticator / I have lost access to my authenticator app /**

*Please use the one-time recovery code (formatted A123123123) provided to you during account set-up. The code should be inputted in the same field where you would normally input your 6-digit refreshing code during account login. Alternately, you can book a call to run a manual reset with a member of staff via [this booking page](#).*

**I am unable to see any applications/applicant details in my dashboard**

*Applications will only be visible to you once the applicant completed application registration and the 'Share application with your advisor' task. Additionally, until the 'Personal details' task is complete, you will not be able to see the applicants name.*

### **Recommenders/endorsers are unable to submit letters of recommendation/endorsements**

*Text inputs must be an appropriate length, with a space after full stops and cannot contain email addresses, URLs or any of these characters: < > | = // . Check that the text does not contain an email address (the "@" symbol is not currently included in the error message on screen, but does trigger the system error code when it is part of an email address).*

*You have the ability to upload letters of recommendation/endorsements on behalf of your recommenders/endorsers, so we recommend testing the text first on your account. Failing that, please contact the relevant support inbox with an example of the text that you are trying to input for review.*

### **Recommender/endorser reports not receiving the recommendation request email**

*Locate the relevant application on your dashboard and go to the recommendations section. Recommendation requests that have been sent will be listed with 'email sent'. You have the option to resend the email request, and also upload the letter on the recommenders behalf.*

*Email notifications are sent by [marshall.awards@notifications.service.gov.uk](mailto:marshall.awards@notifications.service.gov.uk) – recommenders/endorsers should be asked to search for this address in their email account*

### **Applicant unable to start application**

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

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