

# Uploaded Letter Troubleshooting / Edits

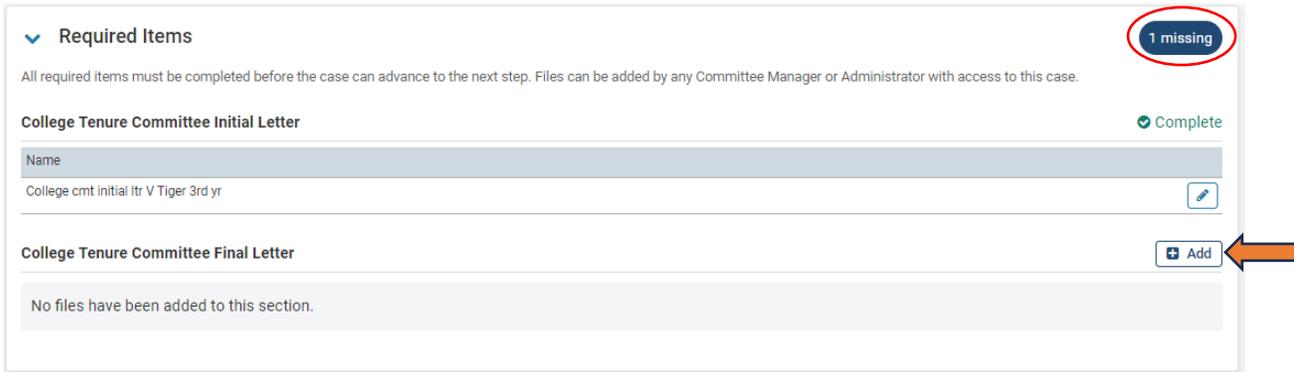
## Adding a required letter to Case Details when it was initially loaded to Case Materials

If letters were added to the case, but the Case Details tab still has a circled 1 or 2 next to it, the letters were likely loaded to Case Materials instead of Required Items in Case Details. The case cannot be moved forward until Case Details Required Items are complete.

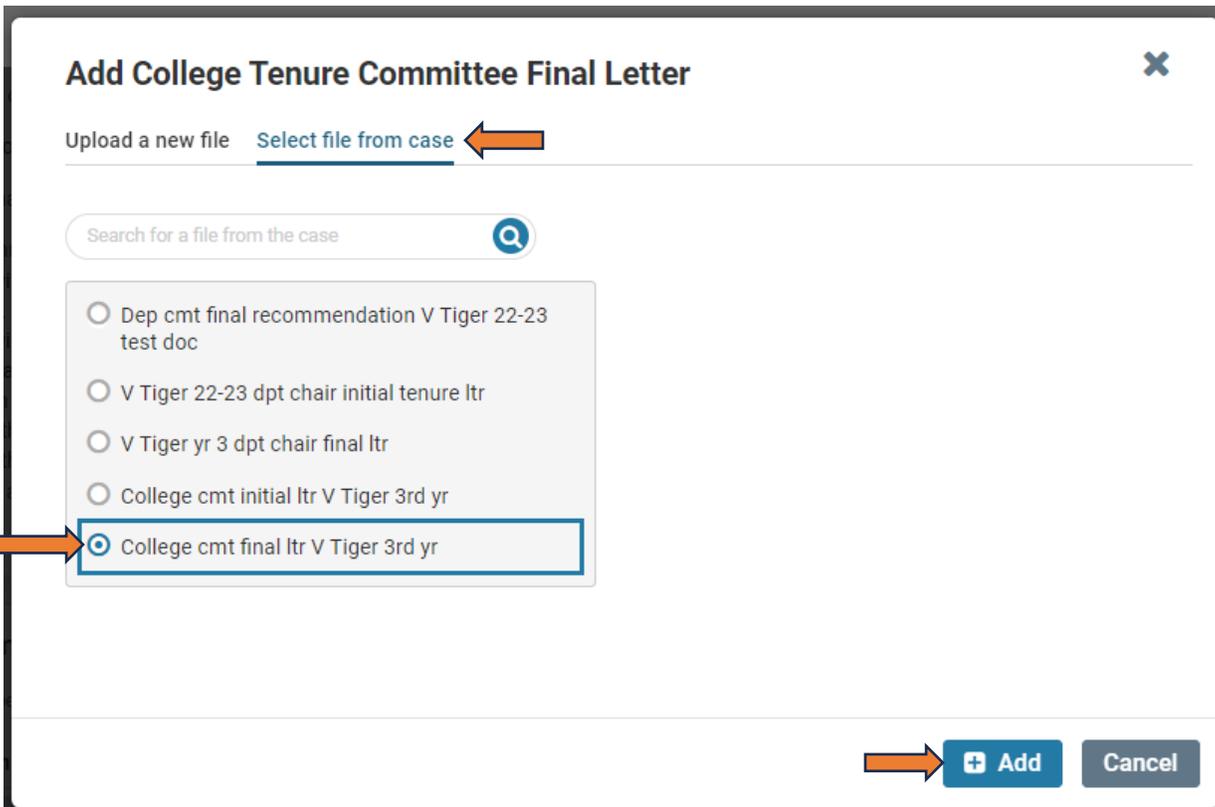
Click on **Case Details** tab,



Scroll down to **Required Items** and **+ Add** next to missing item.



"Select Files from Case," select the file, then **+ Add**.



Next, open the selected letter from Required Items to **verify it is the correct document**. This is especially important if any recommendation letters are not clearly titled with review level and initial/final.

Proceed with moving the case forward.

Correct loaded letter title or move letter to appropriate section \_\_\_\_\_

You can rename or move your uploaded letters any time you see “Edit” or the pencil icon . This may be needed when, for example, the dean’s letter was saved in the chair/department documents or the file name didn’t include all required information. Simply **select Edit or the pencil** then **Edit Details or Edit Settings** to make corrections, and/or move letter to correct section, or delete the document.

*Also see Reviewer FAQ section on resource page below.*

Resources: <https://www.fhsu.edu/academic/provost/digital-portfolio-system> (guides, training, reviewer FAQ)  
8/16/22 step-by-step instruction video <https://app.vidgrid.com/view/IQtHj1WJQHEd>.