GENERAL

lor portal user guide

Published: September 3, 2026 | Index ID: #-

Welcome to the LOR Portal User Guide

Whether you're a student, faculty member, or administrator, the LOR (Letter of Recommendation) Portal is designed to streamline the entire recommendation process. From creating an account to submitting, tracking, and managing recommendation requests, this guide walks you through every step with clear, concise instructions and helpful tips. By the end, you'll be navigating the portal like a pro, saving time and ensuring all your recommendation letters are handled efficiently.

What Is the LOR Portal?

The LOR Portal is a web-based platform that centralizes the management of recommendation letters for academic programs, scholarship applications, and professional opportunities. It offers a single, secure interface for:

- Submitting recommendation requests
- Tracking the status of each letter
- Managing reviewer information
- Storing and sharing completed documents
- Receiving notifications and reminders

Because the portal is built on secure, cloud-based infrastructure, users can access it from any device with an internet connection. This flexibility makes it a preferred tool for institutions that need to coordinate multiple applicants and recommenders.

Getting Started: Account Creation

Step 1 – Visit the Login Page

Navigate to your institution's LOR Portal URL. If you're unsure of the exact link, check the official communications from your admissions office or the portal's help center.

Step 2 – Register Your Account

Click the "Create New Account" button. You will be prompted to enter:

- Full name
- Email address (must be a valid institutional or personal email)
- Preferred username (unique identifier)
- Strong password (see Security Tips below)

After filling in the details, submit the form. You'll receive an email confirmation. Click the link inside the email to activate your account.

Step 3 – Set Up Your Profile

Once logged in, go to the **Profile**section. Upload a recent photo, add your phone number, and fill in any additional fields requested by your institution. This information will appear on the recommendation request form, helping recommenders identify you quickly.

Dashboard Overview

The dashboard is the hub of your portal experience. It displays:

- Pending recommendation requests
- Completed letters
- Upcoming deadlines
- Recent activity log

Each item is clickable, taking you to detailed views where you can take action or review status updates.

Submitting a Recommendation Request

Choosing the Right Request Type

Most portals offer multiple request templates, such as:

1. Graduate School Application
2. Scholarship Application
3. Job Application
4. Professional License

Select the template that best matches your goal. The form will auto-populate with relevant fields, such as program name, submission deadline, and required format.

Filling Out the Request Form

Key sections of the form include:

- Applicant Details: Your name, student ID, program of interest.
- Recommender Information: Email address, relationship (e.g., professor, supervisor), and contact details.
- Letter Requirements: Length, format (PDF, DOCX), and any specific prompts.
- Submission Deadline: Date and time by which the letter must be completed.
- Additional Notes: Any special instructions or context.

Double-check each entry for accuracy before submitting. Errors can delay the process and frustrate recommenders.

Sending the Request

After reviewing, click “Submit Request.” The portal will send an email to the recommender, including a unique link to the recommendation form. You’ll also receive a confirmation email with a summary of the request.

Managing Recommender Interaction

Tracking Letter Status

On the dashboard, each request shows a status indicator:

- Pending: Recommender has not yet started.
- In Progress: Recommender has begun drafting.
- Completed: Letter submitted.
- Late: Deadline missed.

Click on a request to view detailed activity, including timestamps and any comments from the recommender.

Sending Reminders

If a letter is approaching its deadline, you can trigger an automated reminder. Go to the request details, click “Send Reminder,” and the portal will email the recommender with a gentle nudge.

Providing Feedback

Once the letter is received, you may want to leave a brief note for the recommender, thanking them or highlighting how their input helped your application. Use the portal’s comment feature for this purpose.

Downloading and Submitting Completed Letters

When a recommender uploads the letter, it appears in the request details. You can:

- Download: Save the file to your local drive.
- Preview: Open the document in the portal’s built in viewer.
- Submit: Forward the letter to the intended recipient (e.g., university admissions office) directly from the portal.

Most portals support bulk submission, allowing you to send multiple letters with a single click.

Data Management and Security

Encryption and Access Controls

The LOR Portal uses industry standard encryption (TLS 1.3) for all data in transit. Stored files are encrypted at rest with AES 256. Only authorized users (applicant, recommender, and designated staff) can access sensitive documents.

Audit Trail

Every action—login, upload, download, status change—is logged with a timestamp and user ID. This audit trail ensures accountability and helps resolve disputes if they arise.

Data Retention Policy

Letters remain in the portal for a minimum of 12 months after submission. After that, they are automatically archived. If you need to retrieve older documents, contact the portal support team.

Troubleshooting Common Issues

Problem: Email Not Received

Check the spam/junk folder. If still missing, verify the email address entered for the recommender. If correct, contact portal support for a resend.

Problem: Unable to Upload Letter

Ensure the file size is within the portal’s limit (usually 10 MB). Convert the document to PDF if it’s in another format. Try a different browser or clear your cache.

Problem: Incorrect Status Display

Refresh the page. If the status remains inaccurate, log out and log back in. Persistent discrepancies should be reported to support.

Best Practices for a Smooth Experience

1. Plan Ahead: Submit requests at least 4–6 weeks before deadlines.
2. Clear Communication: Provide recommenders with concise instructions and context.

3. Follow Up: Use the portal’s reminder feature, not just email.
4. Keep Records: Download and store copies of all letters in a secure folder.
5. Stay Updated: Regularly check the dashboard for status changes.

Frequently Asked Questions

Q: Can I edit a request after submission?

A: Most portals allow edits before the recommender has started drafting. Once the letter is in progress, editing is disabled to preserve integrity.

Q: Is the portal mobile-friendly?

A: Yes. The interface adapts to tablets and smartphones, enabling you to manage requests on the go.

Q: How do I change my password?

Navigate to **Settings !’ Security !’ Change Password**. Follow the prompts and enter your current password for verification.

Q: What if my recommender can’t use the portal?

You can provide a direct link to an external form or allow the recommender to email the letter to the portal’s upload address.

Conclusion

The LOR Portal is a powerful tool that transforms the recommendation process from a chaotic, email heavy workflow into a streamlined, transparent system. By following this user guide, you’ll master account setup, request submission, status tracking, and data management—all while maintaining security and compliance. With proactive planning, clear communication, and the portal’s built in features, you’ll ensure every recommendation letter reaches its destination on time, helping you achieve your academic and professional goals.

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