

## **Applicant FAQ's**

### **1.) Where do I start?**

If this is your first visit to the site, you can either set up your account so your personal information will be copied into your applications automatically, or you can go right to the job postings. Please see our "How to Apply" document for assistance.

### **2.) I previously submitted an electronic application through UK's Online Employment System. Can IES use this electronic application for current jobs? Can IES give me access to my OES application so I can use it?**

OES and the new IES recruitment module are not linked recruitment systems. The University of Kentucky closed the OES module on **June 18, 2014**, when IES went live. Applications submitted through OES are no longer accessible. Applicants will need to follow the instructions to set up a new account in IES in order to apply for jobs. Transcripts and other documentation previously provided will also need to be re-attached to your IES application.

## **Your Account**

### **3.) What information will I need to provide when I create my account?**

You will need to choose a username and password. You'll also need to supply your name and email address. Other information may also be required.

### **4.) Do I have to log in? Why would I want to?**

You don't have to log in to search our open positions. If you do not log in before you start searching, the system prompts you to log in or create an account when you start to apply for a job. After you create your account or log in, the system takes you back to the job posting.

### **5.) I can't remember my login, or I can't remember whether I have a login.**

If you don't remember your user name, you can have the system email it to you. If you don't remember your password, you can have the system reset it. The Login page includes a link to allow you to do either of these things. You can also contact Human Resources at (859) 257-9555, option 2 or [UKJobs@uky.edu](mailto:UKJobs@uky.edu).

### **6.) Is it OK to have more than one login?**

**No.** The system can help you to recover your login information if you can't remember it, and your information is confidential. Each application you submit can only be viewed by the people who are involved in the hiring decision process for that particular job posting. Even if you apply to several jobs in different areas, each hiring manager will only know about your application to the position they have posted.

### **7.) Can I share my account with another person?**

**No.** Even if you have an email account that you share with another person, you should have your own separate account in the system. This ensures that if you are chosen for an interview or offered a position, you will be the one who receives this information.

**8.) I want to delete old applications or old versions of my resume.**

The system does not allow documents or applications to be deleted. This protects you if you should ever need to prove that you applied to a posting or uploaded a specific document on a specific date. You can archive your old documents to keep them from appearing on the list of your documents.

## **Job postings**

**1.) How do I search for current job openings?**

You can search for jobs by key words (such as "biology" or "nurse"), job title, department, or job posting number.

**2.) How often are job postings updated?**

New jobs are posted daily with regular positions being on the website a minimum of 7 days.

## **Bookmarking and emailing a friend**

**1.) What happens when I bookmark a job?**

Bookmarking a job is like bookmarking a web page. When you look at your bookmarks, the system presents a list of the job you have bookmarked. You must be logged in to bookmark a job.

**2.) If I bookmark the job and come back later, will that affect my chances of getting the job?**

In general, this won't change your chances. Some job postings have closing dates, though, and you won't be able to apply after the closing date.

**3.) How does the "email a friend" feature work?**

When you see a job posting that's not right for you but would be perfect for someone you know, the system can send them a link to it. You'll need to provide your friend's email address, and you'll be able to include your name and a personal note as part of the email that the system sends.

## **Before you apply**

**1.) Do I have to apply online?**

**Yes.** The University of Kentucky does not accept paper resumes/cover letters or applications

**2.) Can I apply directly with the hiring department?**

**No.** The online employment site is the only place where you can apply for positions.

**3.) Can I mail my resume or application instead of completing an application online?**

Unless the job posting provides specific instructions for applying by mail or fax, you must apply through the web site.

**4.) How do I submit my resume and other supporting documents?**

Our application system will prompt you how and when to attach your documents.

**5.) What information will I need to gather before completing the application process?**

You'll need to provide the same kinds of information you would give if you applied for the job in any other way. This includes your personal information and may include education history, work history, and references. You may need to provide specific dates for education and employment. You may also need to attach other commonly requested documents such as a résumé or CV and cover letter.

**6.) How long is it going to take to complete my application?**

It depends on the job posting. Some jobs have long applications; others have short ones.

**7.) Can I start an application and come back to finish it later?**

**Yes.** You can save your work at any point. Your application is private until you certify that it is complete, and submit it.

**8.) Is it OK to apply for several similar positions?**

**Yes.** Consider applying to any position that matches your qualifications.

**9.) Can I apply for more than one job at a time?**

**Yes.** Once you have completed your online application, you can apply for as many posted jobs as you want. You can also return to the site later and apply for additional jobs.

**10.) Can I reuse my application?**

After you have applied once, your information will automatically copy in to the next application you start. You can change it as needed.

## **Starting your application**

**1.) The information that copied in when I started this application is out of date. How do I fix it?**

You can change the information on an application that you are still working on. You can also edit your account settings to update information such as your address and phone number, so that new applications have the latest information.

If you need to change the information on an application that you have already submitted, contact the Human Resources department at (859) 257-9555, option 2 or [UKJobs@uky.edu](mailto:UKJobs@uky.edu).

**2.) How many times will this job history part come up?**

Every time you select **Add Work History Information Entry**, another work history section opens. To save without opening a new work history section, select **Save** or **Next**.

**3.) This posting asks if I have a specific qualification – I don't have it, but I believe my experience is equivalent. How should I answer this question?**

Be truthful. The application may be set up to evaluate your answers to several questions together, to establish whether you have equivalent experience.

**4.) This application is asking for my Social Security number. Do I have to provide it?**

If it is marked as required information, you must provide it or you will be unable to submit the application.

**5.) How is my personal information safeguarded?**

Our web site uses a secure connection, which means the information you provide is encrypted as soon as you save or submit it.

**6.) Why am I seeing this message about being logged out due to inactivity when I am typing in this form?**

The system does not register keystrokes in the form; it has a timer that runs out at some time (usually an hour) after you select an action or follow a link. To keep working, select **OK** in the message box. This resets the timer, so you have time to finish.

## Stopping and saving your work

**1.) What if I am not ready to complete the application right now? Can I stop and come back later?**

**Yes** – just be sure to save your work.

**2.) How do I save my application?**

Select **Save changes** to save the information you have entered. This saves your work without submitting the application. The system also saves your changes each time you click **Next** to advance through the application form.

**3.) How do I save my recommendation?**

Select **Save changes** to save the information you have entered. This saves your work without submitting the recommendation. The system also saves your changes each time you click **Next** to advance through the form. If the system does not present the **Save Changes** button, you will need to complete the recommendation or lose your work. This happens if the site does not require you to log in and you have chosen to provide your recommendation without logging in.

**4.) If I walk away from my computer, will I be logged out? Will I lose my work?**

You should assume that you will be logged out if you don't do anything on the site for a little while. Save your work if you are going to stop and do something else.

## Attaching documents to your application

### 1.) How do I make sure my documents upload properly into the system?

Be sure your documents are editable and not password-protected. We will not be able to review your documents if they are password-protected or read-only – they will not upload successfully. Create Word and PDF documents using letter-size pages with standard margins, so your documents can be printed easily. Keep the file size of each document as small as you can.

### 2.) If I submit my application without the required documents, will my application still be reviewed?

**No.** You will not be able to submit your application until you have attached documents marked "required". If the documents are not marked required then you do not have to submit them.

## Finishing your application

### 1.) The system says there is a problem with my application. How do I find and fix it?

When you review your application, the heading for each section has a green check mark if it complete or a red **X** if it is incomplete. To open an incomplete section, select the section heading. The page presents a message that tells you what needs to be corrected.

### 2.) I have filled out all the required fields but there is still an error message saying it is incomplete.

Sometimes the forms don't display quite right, and information that is required is not marked that way. Try filling in the information that is not marked as required. If the incomplete section is work history or education history, check to see whether there is a blank section at the end. If there is, select the **Remove Entry** box at the end, and then select **Save Changes**. Go back to the Certify and Submit page to see if that corrects the problem.

### 3.) How can I confirm that I was successful at completing the application online?

The system presents a confirmation number for your reference when you have successfully completed and submitted your application.

### 4.) Will I be able to print my application when I complete it?

**Yes.** You will be able to print a copy of your completed application.

### 5.) When I tried to submit my application, I got a message saying that the job posting is closed. What should I do?

This happens if the job posting reaches its closing date before you complete your application. You will not be able to apply. You will be able to search and apply for similar positions.

### 6.) What if my contact information changes after I have applied?

You can log in and update your contact information at any time. Contact the Human Resource department if you need to update information on an application that you already submitted.

## 7.) Can I update my application if my information changes?

You cannot edit an application that you have submitted for a specific job posting, but you can log in and update your information at any time. You can also upload an updated résumé each time you apply for a position. Contact the Human Resources department if you need to update information on an application that you have already submitted, or if you need to replace the résumé or other document that you submitted with it.

## What happens next

### 1.) How long does it take to process my application?

Once the closing date for the job has occurred, we discuss the applicant pool with the hiring department to determine if they want to review all applicants or if they would prefer to start with the applicants who best fit their needs based on the posting specific questions. If you are selected for an interview you will be contacted either through phone or email. The process usually takes about 4-6 weeks before the hiring officials start to interview the applicants.

### 2.) What happens after I submit my application and resume in the system?

One way the University is a little different from many other employers is that we have a decentralized hiring process at UK. This means that HR is not involved in conducting application reviews or making the hiring decisions for regular staff positions. Those steps are completed by the hiring department. Here's how the process works: Once the closing date for the posting has occurred, we discuss the applicant pool with the hiring department to determine if they want to review all applicants or if they would prefer to start with the applicants who best fit their needs based on the posting specific questions. Once that decision is made, we release the applications for the hiring official to review. If you are referred to the position you will receive an email from the Integrated Employment System congratulating you on progressing to that step of the hiring process. At that point, the Hiring department will then review all the applications they received to determine who they would like to call in for an interview. If you are selected for an interview you will be contacted either through phone or email. The process usually takes about 4-6 weeks before the hiring officials start to interview the applicants.

### 3.) When will I hear back?

This depends on the job posting. Please know that many searches may take anywhere from several weeks to several months to complete. Although the application process is very competitive and the search process requires a good amount of patience and perseverance, we do find that perseverance eventually pays off for many of our applicants.

### 4.) Should I call Human Resources or the department head if I don't hear back?

**No.** Depending on the close date and the hiring procedures used for the position, it may be several weeks before we stop collecting applications. You can log in and check the status of all the jobs you have applied for by logging on to your UKJobs account.



**5.) How long will my application be on file?**

We have a data retention policy that requires us to keep your application in our records whether you are hired or not. Your application is only considered in connection with the specific position you have applied for, so we encourage you to return to our employment site from time to time, and apply for any position that looks like a good fit for you.