# FREQUENTLY ASKED QUESTIONS/ TIPS & TRICKS JOB APPLICATION PROCESS NATIONWIDE CHILDREN'S HOSPITAL

### FREQUENTLY ASKED QUESTIONS

## IF I ATTACH A RESUME, DO I STILL HAVE TO COMPLETE THE EMPLOYMENT AND EDUCATION HISTORY FIELDS ETC.?

Yes. You only have to complete the informational fields in "My Profile" once. You must complete all informational fields completely otherwise the application process is not complete.

## IF I FILLED OUT A PROFILE IN YOUR PREVIOUS SYSTEM, DO I HAVE TO REGISTER AS A NEW USER AND MAKE A NEW PROFILE?

Yes. If you had a profile or applied for a position before February 18<sup>th</sup> 2013, then you must create a new profile with a username and password

#### WHERE CAN I FIND MY USERNAME/PASSWORD?

Your username is the e-mail that you provided when first creating a profile. You must remember your username. If you forget your password, you have the opportunity to create a new password when logging in. Click on the link below the "Login" button to reset your password.

#### HOW CAN I CHECK THE STATUS OF MY APPLICATION?

From the home screen of you "Career Space," click on the "My Applications" tab in the menu bar. All applications that you have completed will be listed along with the status of those applications.

#### HOW CAN I FIND IF A POSITION IS PART-TIME OR FULL-TIME?

In the search menu, you may click on "Work Type" and may choose from: Contingent, Full-Time, In- House Agency, Part-Time, or Temporary.

#### WHAT ARE THE PASSWORD REQUIREMENTS?

- Must be at least eight (8) characters long
- Must contain one (1) number
- Must contain uppercase and lowercase

### WHY IS MY USERNAME AND PASSWORD NOT WORKING?

- If you have not accessed your profile since February 18<sup>th</sup>, 2013, you will have to create a new profile and re-apply for positions
- If you have already created a new profile, then make sure you are inputting your username and password correctly. The username and password inputs are case sensitive.
- You have the opportunity to create a new password if needed

#### WHAT HAPPENS IF I EXPERIENCE A SYSTEM ERROR?

If you are experiencing System Errors with your Login, please email your information to <u>Talent@NationwideChildrens.org</u> and please include the following:

- In the Subject Line: Job Title and Job ID Number of interest
- Your full name
- Your contact information including your phone number and address
- Attach any additional documents such as your resume

### WHY CAN I NOT FIND MY EDUCATION INSTITUTION WHEN FILTERING FOR IT IN THE EDUCATION SECTION?

You must spell out you educational institution. It will then narrow now your search and you can choose the correct institution. For example: If you attended **OSU**, you can enter **Ohio State** in the search menu. If you attended **CSCC**, you can enter **Columbus State**. If you attended **BGSU**, you can enter **Bowling Green**.

# I SAW A POSITION POSTED A FEW DAYS AGO BUT NOW I CAN NO LONGER FIND IT. WHERE DID IT GO?

Once a position is filled or is in consideration of being filled, the position is removed from the job postings.

#### **TIPS & TRICKS**

- When using the search menu to find a position, enter the exact name of the position
- When wanting to go back to the previous screen, hit the "back" button on the application screen. Do not hit the back button (back arrow) on the web toolbar. This will cause a "Web page expired" page to load.
- Hitting the backspace button on the keyboard to go back on the web will also cause "Web page expired" page to load.
- You may apply for as many positions as you would like