

## FREQUENTLY ASKED QUESTIONS FOR CANDIDATES

### **Q: Why do I have to create a new account in Workday?**

**A:** Effective July 5, 2022, UAMS transitioned to a new applicant tracking system. You must create a profile in our new system to have access to all open positions.

### **Q: I forgot my password. What should I do?**

**A:** Click on the “Forgot Password” option and you will be prompted to create a new password.

### **Q: Do I have to create an account to apply for a job?**

**A:** Yes. Once you identify a position that interests you, apply by creating a Candidate Home page. From the Candidate Home, you may search additional opportunities and create job alerts for positions that interest you.

### **Q: Can I start my application and finish it later?**

**A:** Yes. If you log out prior to completing the application, it will save your progress. You will find incomplete applications in the “My Drafts” section of your Candidate Home page.

### **Q: I’ve completed the application process. How can I check the status?**

**A:** Log in to your Candidate Home to review your profile. To view the status of an application, review the “My Applications” section in the Candidate Home.

### **Q: How do I know my application was received?**

**A:** Applicants will receive an immediate confirmation that the application has been submitted as well as an email confirmation. A recruiter will then view your application and if you meet the qualifications for the position, they will contact you to move forward.

### **Q: If I apply for a position with your company, will Workday maintain my information for subsequent applications?**

**A:** Yes. You can use the last resume you uploaded or choose to upload a new resume, which will pre-populate your job application with new information.

### **Q: How do I access and sign my offer letter?**

**A:** If you have been sent an offer letter, you should see an alert next to the application in your Candidate Home. Once you click on the application, you will see a task available. Click on “Your Tasks” to review and accept your offer letter.

### **Q: How do I access my offer letter after I’ve accepted employment?**

**A:** Access your Candidate Home and under “My Submitted Applications” select the appropriate job. Clicking the “Review Document” option under “Your Tasks” will allow you to pull up a PDF version of your offer letter.

### **Q: How do I withdraw my application?**

**A:** Access “My Submitted Applications” from your Candidate Home. Click on the application and withdraw.

### **Q: I am a current contractor. Do I apply as an internal or external applicant?**

**A:** You must apply as an external applicant by creating a new candidate account.

### **Q: How long does it take to complete an application?**

**A:** Approximately 10 minutes. It depends on the detail the applicant provides in the application.

### **Q: Will I receive a response even if I am not selected?**

**A:** Yes. If your qualifications are a match for the job posting, a recruiter will contact you with additional steps. We also exercise our best efforts to notify, via email, all applicants that are not selected.

### **Q: My email address has changed. Can I update my email information?**

**A:** Yes. If your email address has changed, you can log into your Candidate Home, click on your profile tab and select the “Account Settings” tab and update your email address.