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### **How do I apply?**

In order to begin the application process, applicants may:

- Click on Create Account on the left navigation panel on the [jobs.uncc.edu](http://jobs.uncc.edu) site. Once an account

<p>has been created, applicants may search postings and begin the application process by selecting Apply to this Job. Applicants will then be guided through the application process.</p> <ul style="list-style-type: none"> <li>• <b>NOTE: If you receive an error message when applying, please try using a different web browser. Firefox is the recommended browser for this system.</b></li> <li>• NOTE: The application process is not complete until the applicant has certified and submitted their application. Applicants will receive a confirmation number after a successful submission.</li> </ul>
<p><b>What do I do if I forget my username or password?</b></p>
<p>From the Login screen click the forgot your username or password link located next to the login button. To retrieve your User name you will need to enter your email address. To set a new password you will need to enter your username. You will then be sent an email with instructions on how to proceed.</p>
<p><b>Is this system accessible to the visually impaired?</b></p>
<p>Yes, the recruitment system is in compliance with ADA standards for the visually impaired.</p>
<p><b>How can I obtain an accommodation for special assistance in completing the application process?</b></p>
<p>Contact Staff Employment Office at (704) 687-0669 between 8 a.m. and 5 p.m., Monday through Friday, to request special assistance.</p>
<p><b>How long is a position open to receive applications?</b></p>
<p>Permanent Faculty and Permanent Instructional/Research/Executive (EPA NF) positions are open to receive applications for a minimum of two weeks, depending on appointment type. Permanent Staff (SPA) positions are open to receive applications for a minimum of 5 business days. Temporary positions are open to receive applications for a minimum of 3 calendar days. The hiring department determines the length of time a position is open. Each position's closing date is shown on the job posting. Jobs cannot be viewed and applications cannot be submitted after 11:59 p.m. EST/EDT on the closing date. *Note: Positions that are Open Until Filled are subject to close without warning after the minimum posting timeframe has elapsed.</p>
<p><b>What is the closing date?</b></p>
<p>Only applications received before 11:59 p.m. EST/EDT on the closing date may be considered for the position.</p>
<p><b>How do I navigate through the application?</b></p>
<p>To navigate through the application, use the Prev, Save Changes, Next buttons. To skip to any section of the application, use the drop down panel and select Go. Prev will save any changes and take you to the previous page of the application. Next will save any changes and take you to the next page of the application. Save changes will save changes and keep you on the same page of the application. Use the drop down panel to select a specific section of the application (i.e. Personal Information, Documents Needed to Apply, Check for Errors and Submit) and click Go to move to the section of the application. Selecting Go will save any information on the page.</p>
<p><b>Can I submit a resume with my application?</b></p>
<p>If a department is willing to accept a resume as part of the application materials, then the applicant will have the opportunity to upload or create a resume in the Documents needed to Apply section of the application.</p>
<p><b>What is the maximum allowable document size for an attachment?</b></p>
<p>The maximum allowable document size for an individual attachment is 9MB.</p>
<p><b>What file formats can be attached?</b></p>
<p>Document types that are supported as attachment include .doc, .docx, .pdf, .rtf, .rtx, .txt, .tiff, .tif, .jpeg, .jpe, .jpg, .png, .xls and .xlsx. All documents uploaded will be converted to .pdf for security.</p>
<p><b>Can I complete the online application without applying for a specific position?</b></p>
<p>No. Applications may only be filled out when an applicant selects Apply to this Position. Please note, you will not be considered for a position until you certify and submit your application materials. Applicants will receive a confirmation number when an application is successfully submitted.</p>

<b>Can I submit an application without applying for a specific position?</b>
No. Applicants must identify a specific position in order to submit an application. Applicants must select Apply to this Position and certify and submit application materials in order to be considered. Applicants will receive a confirmation number when an application is successfully submitted.
<b>Can I add additional information to my application after it has been submitted?</b>
If you realize pertinent information was left out of your application materials after submission, you may request your application/documentation be made available for you to update. If the position is still open to receive applications and it is deemed appropriate, your application may be updated and resubmitted. If the position closing date has passed, then updates to application materials may not be made in the system. To request your application/documentation be made available for updating, contact the Staff Employment Office at (704) 687-0669 or send an email to <a href="mailto:employment@uncc.edu">employment@uncc.edu</a> for Permanent and Temporary Staff (SPA) positions. For Faculty positions, contact Academic Affairs at (704) 687-5773. For EPA Staff positions, contact EPA Staff Administration at (704) 687-1433 or <a href="mailto:EPARecruitment@uncc.edu">EPARecruitment@uncc.edu</a> .
<b>Do I complete a new application for each position that I apply for?</b>
No. Once you have completed your online application, it is stored electronically. As you select positions to apply for, you will have the option to update your online application before applying. Additional information which may be necessary for the specific position for which you are applying, such as resume, cover letter, and/or responses to supplemental questions, will be noted in the posting announcements. Furthermore, as part of the Check for Errors and Submit section of the application, the system will give you an error message if any area of your application is incomplete.
<b>How long does my online applicant profile remain in the system?</b>
Your online applicant profile will remain in the system indefinitely.
<b>How long will a position I have applied for remain on the “Your Applications” display?</b>
Your application to a specific position will remain in the system until you archive it (by using the Archive link located below the job title) or until the postings have been purged from the system. Postings will be purged after 3 years.
<b>What happens after I submit my application?</b>
When an applicant applies for a position and has met the training and experience requirements, their application will be submitted to the hiring supervisor for further review. If an applicant does not meet the training and experience requirements, their application will not be referred to the department. Applicants may review the status of their application on the Your Applications section of the applicant site.
<b>Will I be contacted if my application is referred for openings?</b>
Applicants will receive a confirmation message and email if their application is referred to the hiring department. The hiring department reviews submitted applications and determines which applicants will be offered an interview. They will contact those applicants directly.
<b>What does it mean if my application is “In Progress?”</b>
A status of “In Progress” means the screening process has begun for the posting and your application has been reviewed.
<b>What should I do if I feel I received a message saying I did not meet the minimum qualifications in error?</b>
When an applicant applies for a position and the education, experience, skills, and/or work history do not meet the department’s training and experience requirements for the position, the application will not be referred to the hiring supervisor for review. Applicants for Permanent and Temporary Staff (SPA) positions may contact the Staff Employment Office at (704) 687-0669 or send an email to <a href="mailto:employment@uncc.edu">employment@uncc.edu</a> . For Faculty positions, contact Academic Affairs at (704) 687-5773. For EPA Staff positions, contact EPA Staff Administration at (704) 687-1433 or <a href="mailto:EPARecruitment@uncc.edu">EPARecruitment@uncc.edu</a> .
<b>If I have a criminal conviction on my record, can I still apply to the University?</b>
Yes. A criminal conviction does not in and of itself prevent you from being employed by the University. The nature of some convictions, however, may cause certain positions to be unavailable to you. The

<p>University will conduct a background check on all new employees (permanent, temporary, transfer and promotional) prior to that candidate's first scheduled day of work. Failure to completely disclose information about a criminal conviction on an employment application or on an authorization form for a background check is considered falsification of the employment application and will result in you not being eligible for employment at the University.</p>
<p><b>Should I complete the Veteran's Preference section of the application?</b></p>
<p>If you have served in the U.S. Military, are the spouse of a veteran who died or was disabled from service-connected circumstances, or are a dependent of a veteran who died from service-connected circumstances, you are invited to complete the Veteran's Preference section of the application. This section is voluntary.</p>
<p><b>Can I submit a State of North Carolina application?</b></p>
<p>No. The University uses its own Application for Staff Employment. The State of North Carolina application is not used by the University.</p>
<p><b>I can't access the system from my computer. What should I do?</b></p>
<p>It's possible you may be experiencing a problem specific to your computer or Internet connection. You should try and access our system from a computer at another location (such as a public library, work, or a friend or family member's home) to eliminate the possibility of problems with your own computer or Internet access. We cannot assist you in troubleshooting individual computer problems. If you experience problems after attempting to access our system from more than one computer at different locations, please report the problem to the Staff Employment Office. We also have two computer terminals in the Human Resources Department that are for public use.</p>
<p><b>To whom should I address comments or suggestions regarding the applicant system?</b></p>
<p>Submit any comments or suggestions to the Office of Human Resources by email at <a href="mailto:employment@uncc.edu">employment@uncc.edu</a>.</p>
<p><b>I applied for a position and now need to update my application and attach my resume.</b></p>
<p>Applicants may update contact information on their application at any time. Other applicant information may not be updated once an applicant has applied to a position. The snap shot of the application, cover letter, resume and any other attached files at the time of submitting the application is what the department will have to review.</p> <p>Exception: Civil Service rules give applicants who are applying for classified positions the opportunity to update and revise their applications during the two week posting period. Have the applicant update the application and notify you once they have certified their updated application. We will manually update the application. If the applicant wants to post or change a resume to an already applied to but not closed position, they must contact the Staff Employment Office.</p>
<p><b>What resources are available if I need assistance completing my application online during business hours?</b></p>
<p>You may contact Customer Service in the Office of Human Resources between the hours of 8:00 a.m. and 5:00p.m. (704) 687-0669, or email <a href="mailto:employment@uncc.edu">employment@uncc.edu</a>.</p>
<p><b>Is there a limit to the number of jobs I can apply for?</b></p>
<p>There is no limit. You may only edit your application when applying for a specific position.</p>
<p><b>Do you accept paper applications?</b></p>
<p>No, all applications, resumes and cover pages are required to be submitted online through our job postings site by the posted deadline date.</p>
<p><b>Do I have to fill out an application?</b></p>
<p>Everyone who applies for a position at The University of North Carolina at Charlotte is required to create and complete an application. All required information is denoted with an asterisk (*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.</p>
<p><b>Why do I keep receiving an Incomplete Application error when I try to submit my application?</b></p>
<p>If you are receiving an incomplete error on the Check Errors and Certification page of the application, find</p>

the error by clicking on the area marked with a red X rather than a green checkmark. Click on the identified header. Once you are on the page, your error will be identified at the top of the screen in red. Most times, there is an error in the formatting for one of the answers (i.e. an N/A used instead of an answer left blank, or a phone number that does not include an area code). Once the error is corrected, navigate back to the Check for Errors page and click submit. Continue this process until all errors are resolved.

**How is the EEO information used and is this information required?**

The University of North Carolina at Charlotte is an affirmative action/equal opportunity employer. As a matter of University policy as well as Executive Order 11246, as amended, and other applicable laws, we are required to request the EEO information from all applicants. The information is kept confidential and is used to fulfill reporting requirements for the university.

**How is the veteran information used and is this information required?**

As a government contractor, the University is subject to Section 402 of the Vietnam-era Veterans Readjustment Assistance Act of 1974, the Veterans Employment Opportunities Act of 1998, and the Veterans Benefits and Health Care Improvement Act of 2000, and is required to take affirmative action to employ and advance veterans. If you are a veteran, you may voluntarily self-identify for consideration under the University's affirmative action programs. A copy of your DD Form 214 must be provided to the Office of Human Resources in order to receive military credit. Information provided will only be used in accordance with the Act and will not go forward to an employing department unless an applicant has self-identified as a veteran.

**How do I attach my resume and/or cover letter?**

If the position you are applying for accepts resumes or other documents, you will have the opportunity to attach your documents after you have clicked the "Apply for this position" button for the position you are applying to. After clicking that button and completing any position-specific questions associated with that position, an Attach Documents screen will appear. The online employment site accepts documents in Microsoft Word or Adobe Acrobat (pdf) format, of a file size less than 9MB. If neither format is available to you, you may copy and paste the text of your document into the "Paste a new resume" box.

**Can I attach a different resume for each requisition I applied to?**

Yes, you may attach a resume and/or cover letter for every position for which you apply.

**I'm having trouble attaching documents.**

The online employment system only accepts documents in Microsoft Word or Adobe Acrobat (pdf) format, of a file size less than 9MB. If neither format is available to you, you may copy and paste the text of your document into the "Paste a new Resume" box. You can attempt this action again by logging into the site, clicking on "Your Documents" and then "Add Document".

**How do I attach letters of reference etc. that are in hardcopy form?**

If the applicant has a personal scanner, these documents can be scanned into their computer system and then attached in the "other" category. If the applicants do not have access to a scanner, they can create a word document (similar to a reference page) that indicates that they have letters of recommendation or other pertinent documents.

**If I have a disability, should I note it on the application? When should I notify the University of this disability?**

It is up to you whether or not you disclosed this information. Individuals requesting accommodation under the Americans with Disabilities Act (ADA) may contact the Office of Disability Services at: [disability@uncc.edu](mailto:disability@uncc.edu) or call: (704) 687-4355 (TTY/Voice) between the hours of 8:00a.m. and 5:00p.m. (EST), Monday – Friday.

**How do I know my application materials were received and processed?**

You will receive a confirmation message on the screen immediately after you apply for a specific position. Also, you may check your application status at any time simply by logging into the system.

**If I edit my application will the updated application be sent to all the positions I already applied for?**

No, once you edit your application, it will only update your current application. The system does not have the ability to go back and edit all of your past postings.
<b>I accidentally withdrew my application from a position. It won't let me reapply, what can I do?</b>
Please be extremely careful when withdrawing your application from positions because once you have applied to a position the system will not allow you to reapply. Contact the Office of Human Resources (704) 687-0669 or email <a href="mailto:employment@uncc.edu">employment@uncc.edu</a> if you have further questions.
<b>How do I get the contact name for a requisition?</b>
Each posting has a space for contact information towards the bottom of the posting. However, if there is no contact information listed, send your questions/comments concerning Permanent and Temporary Staff (SPA) positions to the Staff Employment Office at (704) 687-0669 or send an email to <a href="mailto:employment@uncc.edu">employment@uncc.edu</a> . For Faculty positions, contact Academic Affairs at (704) 687-5773. For EPA Staff positions, contact EPA Staff Administration at (704) 687-1433 or <a href="mailto:EPARecruitment@uncc.edu">EPARecruitment@uncc.edu</a> .
<b>How do I check my status?</b>
You can log into the system anytime with your user name and password to check on the status of positions you have applied for. Select "Your Applications" to view your position history and look at "Status" for updated information under the "Completed Job Applications" heading.
<b>How long should I expect to wait to hear back once I've submitted my application online?</b>
Once you receive notification that your application has met minimum qualifications (you will receive that notification as soon as you finish the application process for each position), your materials will be forwarded to the hiring department. It's then up to the hiring department to develop the interview and selection process. Therefore, you could hear back as quickly as two weeks or as long as five months. For questions during this time, please refer to the contact person designated in the posting.
<b>Will late applications be accepted?</b>
The online system will not accept an application once the position posting is taken off the web. Applications received after the posting close date, will not be reviewed for consideration.
<b>Why can't I apply for the same position more than once – it was posted more than once.</b>
If you have already applied for a specific position, the system will not allow for you to apply for the same position. Please note that once you have applied to a position, your application will remain with the posting even if it is reposted, so there is no need to reapply.
<b>How do I use the "Bookmark?"</b>
If you find a position that interests you, but you are not ready to apply, the "Bookmark" functionality allows you to bookmark the job for a later date. To do this, click on the "Bookmark" button under the job posting title and description. Once a job is bookmarked, you can access it quickly by clicking on the "Bookmarked Jobs" tab in the margin on the left hand side. Please note that bookmarked jobs will automatically be removed after the posting end date.