

Frequently Asked Questions

Q. What will I experience as an applicant?

A: As an external applicant, you have the ability to create an account, upload your resume and apply to open positions. The initial investment of your time will result in less data entry in future applications. You can also view all external openings, apply to multiple jobs, update your contact info, and send a job to a friend.




Q: How do I apply online?

A: You will need to create an account and then submit your resume for an open position. To get started, click on the Create New Account link under the First Time User section.

FIRST TIME USER ?	RETURNING USER
<p>Submit a Resume Profile first! Along with maintaining an up-to-date Resume, you can also build an extensive Skills Profile that will increase your value to recruiters searching for a specific skill set, create Job Search Agents that will do the searching for you and much more.</p>	<p>Have you already completed a Resume Profile? If so, please login to access your information to submit your Resume to a job.</p>
<p>Create new account</p>	<p>E-mail Address <input type="text"/></p> <p>Password <input type="password"/></p> <p><input type="button" value="Login"/></p> <p>E-mail and password are case sensitive. Forgot your password?</p>

Next provide your contact information and create a password (see below for password rules)

CREATE AN ACCOUNT

Email *	<input type="text"/>
Password * 	<input type="password"/>
Retype Password *	<input type="password"/>
First Name *	<input type="text"/>
Middle Initial	<input type="text"/>
Last Name *	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
State *	-- Select -- 
Zip Code	<input type="text"/>
Country	United States of America 
<input type="button" value="Update State/Province Listing"/>	
<input type="button" value="Submit"/>	

The next step is to complete your Resume Profile and submit your resume.

If you upload your resume, the system will scan your document and fill in some resume profile fields automatically. If your resume has special formatting the scan may not pull the desired information, so please be sure to verify all fields for accuracy after the upload. The recommended resume file types are: doc(x), txt, rtf. For best results, please avoid the use of images and complex tables in your resume. You can also paste the contents of your resume into the 'Resume' text box at the bottom of the Resume Profile page.

Note: Fields highlighted in red are required.

COMPLETE YOUR RESUME PROFILE [FAQ](#)

Resume >> Cover Letter >

RESUME PROFILE [Upload Resume](#)

First Name *

Middle Initial

Last Name *

Address *

Address 2

City *

State *

Zip/Postal Code *

Country * [Update State/Province Listing](#)

Email Address *

Alternate Email Address

Home Phone *

Mobile Phone

Work Phone

Preferred Method of Contact *

Employment Type Desired *

Date Available to Start *

Minimum Desired Salary / Hourly Rate *

Click **Submit** when you are finished to complete your application. You should see a **Submission Completed** message on the screen.

Q: What is the required password format?

A: Your password must meet the following requirements:

- Must be at least 8 characters long
- Must include at least one number
- Must include at least one lower case letter
- Must include at least one upper case letter

Examples:

- Passwd1 Invalid (too short, only 7 characters long)
- Password Invalid (missing a number)
- password01 Invalid (missing an upper case letter)
- PASSWORD01 Invalid (missing a lower case letter)
- Password01 Valid password

Q: Will I be able to apply to more than one vacancy on the system?

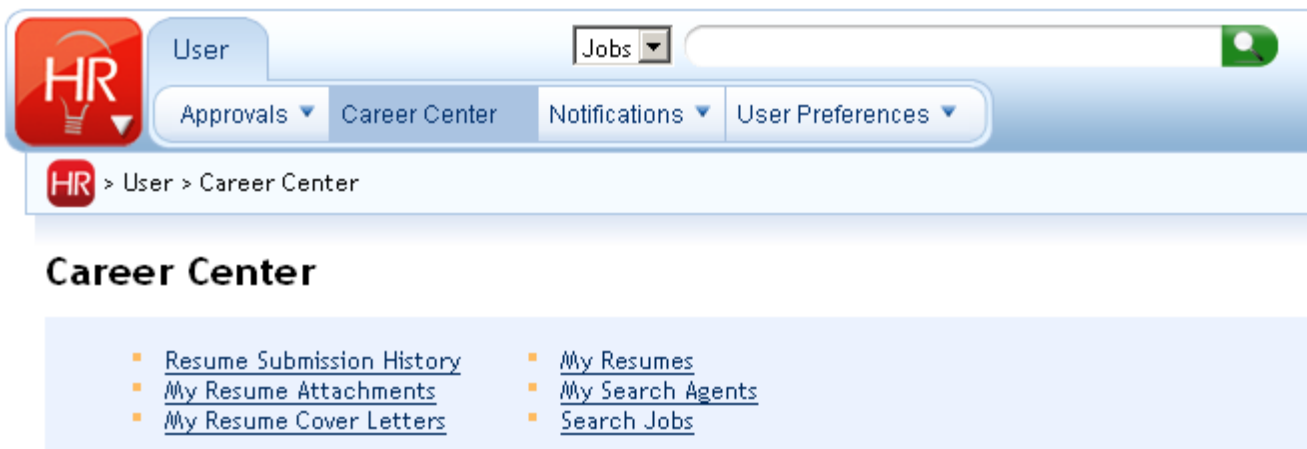
A: Yes. You can apply to multiple openings using the same login but you must apply to each separately.

Q: Is there a maximum number of jobs I can apply to?

A: There is no maximum to the number of jobs to which you can apply.

Q: Can I view my resume and applications?

A: You can view your candidate profile, application history, resumes and cover letters within the tool under the "Career Center" section.



Q: How do I reset my password if I forget it?

A: In the login window, click on the "Forgot your password?" link. You will then be presented with a field when you must enter the email address you used when you first created your account. After you input your email address, click on "Send". A new password will be e-mailed to you.

RETURNING USER

Have you already completed a Resume Profile? If so, please login to access your information to submit your Resume to a job.

E-mail Address

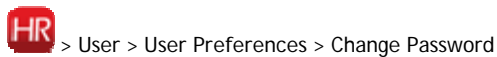
Password

Login

E-mail and password are case sensitive. [Forgot your password?](#)

Q: How do I change my password if I am already logged into the system?

A: You can change your password via the User Preferences menu.



Click on "Change Password". You will then be prompted to enter a new password and verify it by re-entering it.

HR User

Approvals Career Center Notifications **User Preferences**

HR > User > User Preferences > Change Password

Change Password

Enter New Password

Verify New Password

Submit **Cancel**

Q: I receive a message to enable third-party cookies on my browser. How do I do that?



A: To sign in your browser must be configured to accept third-party cookies. Please follow the browser-specific instructions below to enable third-party cookies.

To enable cookies in Microsoft Internet Explorer (IE):

1. Click **Start > Control Panel**. (Note: with Windows XP Classic View, click the Windows **Start** button > **Settings > Control Panel**).
2. Double-click the **Internet Options** icon.
3. Click the **Privacy** tab.
4. Click the **Advanced** button.
5. Select the option 'Override automatic cookie handling' under the Cookies section in the Advanced Privacy Settings window.
6. Select the 'Accept' or 'Prompt' option under 'First-party Cookies.'
7. Select the 'Accept' or 'Prompt' option under 'Third-party Cookies.' (Note: if you select the 'Prompt' option, you'll be prompted to click **OK** every time a website attempts to send you a cookie.)
8. In the Internet Options window, click **OK** to exit.

To enable cookies in Mozilla Firefox 3.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'
4. Select the checkbox labeled 'Accept third-party cookies.'
5. Click **OK**.

To enable cookies in Mozilla Firefox 2.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Select the checkbox labeled 'Accept cookies from sites.'
4. Click **OK**.

To enable cookies in Mozilla Firefox 1.x (PC):

1. Click **Tools > Options**.
2. Click **Privacy** in the top panel.
3. Click the **Cookies** tab.
4. Select the checkbox labeled 'Allow sites to set cookies.'
5. Click **OK**.

To enable cookies in Mozilla Firefox (Mac):

1. Go to the **Firefox** drop-down menu.
2. Select **Preferences**.
3. Click **Privacy**.
4. Under Cookies, select the option 'Accept cookies from sites.'

To enable cookies in Safari (Mac):

1. Go to the **Safari** drop-down menu.
2. Select **Preferences**.
3. Click **Security** in the top panel.
4. Under 'Accept Cookies' select the option 'Always.'

If your browser is not listed above, please refer to your browser's help pages. You may need to restart your browser to proceed.

Q: Why do I receive an Invalid File Type error when I upload my resume?

A: The system will accept resumes in many formats* including Microsoft Word documents, rich text and plain text. When you upload your resume, the system can extract certain information and populate the Resume Profile form. If the file is in a format other than that specified you will receive an Invalid File Type Error as shown below.

*Note: The system will not accept scanned PDFs. Text cannot be interpreted from these documents. If you attempt to upload a scanned PDF you will receive an Invalid File Type Error.

EDMC™ Education Management Corporation

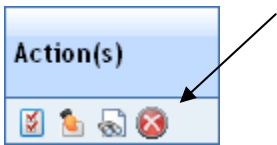
The screenshot shows the EDMC HR system interface. At the top left is the HR logo. Below it is a navigation menu with 'Jobs' and 'User' options. The main content area is titled 'Upload a Resume'. A red error message banner at the top of the form reads 'Error: Invalid File Type'. Below the error message, there are three input fields: 'Find the resume *' with a 'Browse...' button, 'Referral Source *' with a dropdown menu showing '-- Select --', and 'Mark as clean formatted resume' with an unchecked checkbox. A 'Continue' button is located at the bottom right of the form.

Q: Will I be contacted after I submit my resume?

A: You will receive an email confirmation after you successfully submit your resume and apply for a position. If you are among the candidates selected to interview, you will be contacted directly by one of our recruiters regarding the process and timing.

Q: What happens if I withdraw my application?

A: If you withdraw your application, you will not be considered for the opportunity. You can do this in the Actions section on the Resume Submission History page by clicking on the “Remove Myself from Consideration” button indicated below.



Q: What can I do if I receive a notice that I was not selected for the position?

A: Since you can only apply to a specific job opportunity once, it is important you pay close attention to the questions asked on the application and ensure you respond to all required questions. If you receive a notice advising that you have not been selected for a position, please understand that your application was reviewed and considered against the requirements of the job. While you were not a fit for that specific opportunity, we encourage you to continue exploring our other opportunities for which you may be interested in and that match up with your skills.

Q: Who should I contact if I have questions about my application or a particular job opening?

A: Contact the [location](http://www.edmc.edu/Locations/) to which you are applying (http://www.edmc.edu/Locations/)
