

# HR NAVIGATOR

## FAQ's: ELECTRONIC APPLICATION PROCESS

### 1. WHAT DO I DO IF I FORGOT MY USERNAME AND/OR PASSWORD?

Please [email us](#) and we will reset your password. Your password will then be reset in the system. You will receive the temporary password and can create a new password.

### 2. I ATTEMPTED TO SUBMIT MY APPLICATION THROUGH THE NORTHEASTERN CAREERS WEBSITE, BUT I AM EXPERIENCING TECHNICAL DIFFICULTIES. WHAT SHOULD I DO?

Our system works best with the certain web browsers. If you are experiencing an issue we suggest first making sure you are using one of these browsers:

- Firefox 7 or higher
- Google Chrome

It may also help to:

- Clear your browser cache and cookies and then restart your browser.
- Complete your application in a supported browser (Firefox or Chrome)
- Confirm you have the most recent versions of the following applications:
  - Adobe Reader
  - Adobe Flash
  - Java

If the recommendations do not resolve the issue, please use another computer that has been updated to the conditions listed to complete your online application.

If you continue to have issues please call us at 617-373-2230 or [email us](#) and, if possible, please include a screenshot of your error message.

### 3. WHAT TYPE OF FILE SHOULD I USE WHEN UPLOADING MY RESUME?

- When uploading a resume, Word (.doc) or PDF (.pdf) formats present well to the hiring teams. Scanned resumes and other formats are not readable by our systems.

4. WHY ISN'T INFORMATION FROM THE RESUME THAT I UPLOADED GOING INTO THE CORRECT APPLICATION FIELDS, SUCH AS WORK EXPERIENCE, QUALIFICATIONS, AND EDUCATION?

- Resumes must be in a text format (.doc) or (.pdf) files rather than an object format (i.e. scanned document) for proper parsing of the information. If this continues to be an issue please [email us](#).

5. I CAN'T FIND THE INTERNAL JOBS WEBSITE?

- All available staff positions at Northeastern are posted on the [Northeastern University Careers Website](#).

6. I APPLIED FOR A POSITION AND HAVEN'T HEARD ANYTHING BACK YET. WHAT SHOULD I DO?

- For Administrative Professional Staff positions, hiring is decentralized. Each organization and college within the university conducts its own recruitment, interviews, and hiring for positions. To inquire about the status of your candidacy for the position to which you applied, contact the department directly; contact information is provided on its [webpage](#).
- Northeastern's main phone number is 617-373-2230; the operator can connect you with the department. You can also send inquiries to our [email account](#). If possible, please include a screenshot of your error message.

7. WHY WON'T THE SYSTEM LET ME SUBMIT MY APPLICATION EVEN WHEN I THINK ALL THE FIELDS ARE FILLED OUT?

- If you accidentally add too many entries, be sure to remove redundant or blank entries. Under each section there should be a field that says "Remove Entry". This will remove any extra blank fields that are not complete. This may be what is keeping you from submitting your application.

School	<input type="text"/>
Year Graduated	<input type="text"/>
Highest Degree Achieved	<input type="text" value="Please select"/>
Major	<input type="text"/>
Country	<input type="text" value="Please select"/>
State	<input type="text" value="Please select"/>
<input type="checkbox"/> Remove Entry?	

- Please ensure that all dates are entered in the following format:
  - 2 digit Month, 2 digit day and 4 digit year- ex. 08/24/2015
  - Under the employment section, reason for leaving is a mandatory field. This must be filled in before you can submit your application

Supervisor Name	<input type="text"/>
Telephone	<input type="text"/>
May we contact this employer?	<input type="text" value="v"/>
Annual Salary	<input type="text"/>
Reason For Leaving	<input type="text"/>

- Please check that both of these fields are filled in properly. If they are and you are still experiencing difficulties please reach out to us. The Northeastern University main phone number is 617-373-2230, or you can send inquiries to our [email account](#).

## 8. WHAT IS THE DIFFERENCE BETWEEN REFERENCES AND LETTERS OF RECOMMENDATION?

- References are a document you upload and letters of recommendation are submitted confidentially from a recommender of your choosing.
  - Your personal references are a person (e.g. supervisor/manager, coworker, professor) whom the hiring manager or human resources (HR) specialist can talk with regarding your past work performance. If a requisition asks for references they are asking for you to upload a document with a list of references and their contact information.
  - Letters of recommendation are generally only required for specific positions, like faculty positions. They are a document in which your recommender assesses your qualities, characteristics, and capabilities in terms of your ability to perform a particular task. You enter in your recommender's name, email, relationship to you, reference title and an automatic email is generated to them so they can fill out the necessary information.

9. I AM HAVING DIFFICULTY SUBMITTING MY APPLICATION. CAN I EMAIL OR MAIL IN A HARD COPY OF MY APPLICATION AND/OR DOCUMENTS?

- In order for your application to be reviewed you need to submit an application online. Please be sure you are attaching all the required documents needed for the position and that all required sections of the application are filled out appropriately. When filling out the application we recommend that you use Google Chrome or Firefox as they are the most compatible with our system.
- If there is an issue with our system preventing you from applying, please let us know immediately. If you have forgotten your log in and password you can reset that information as well when you go to the log in page.

10. A JOB HAS BEEN POSTED FOR A WHILE SHOULD I STILL APPLY?

- Yes – if the position is on our site we recommend that you apply if you are interested.

Northeastern University  
*Human Resources Management*