UTS iRecruit Frequently Asked Questions
External Candidates

Got a question? This factsheet covers some of the frequently asked questions you may have about using iRecruit. You may also find the topic links and user guide useful. You can find these under the Using iRecruit tab on Jobs at UTS website.

REGISTERING AND USING ONLINE ACCOUNT

“How do I register for the first time?”

You can register by following the steps below.

1. Click on the Search Jobs tab on Jobs at UTS website
2. You will see the Login box on the right hand side of the screen
3. Click the Register today button to start the registration process

“I am a current UTS staff member. Why won’t the system let me apply to jobs?”

Current UTS staff cannot apply for roles through Job at UTS: iRecruit. If you are a current staff member you need to access iRecruit through your NEO: Employee Self Service account.

Go to the iRecruit Staff Connect page for support and advice.

“Is there a different registration process if I am an ex-employee?”

Yes. There is a tailored process designed for ex-employees. Please follow the steps below.

1. Click on the Search Job tab on Jobs at UTS website
2. You will see the Login box on the right hand side of the screen
3. Click on the link circled below to complete the registration process tailored to previous UTS employees
“Will my information be held securely?”
UTS take the privacy of your information seriously. For a copy of the UTS Privacy Statement please contact the Client Services team.

“What document formats will the system accept?”
The system will accept .doc, .docx, .txt, .rtf and .pdf documents.

“What is the largest file size the system will accept?”
The system will accept documents up to 20MB.

“I have been asked by a UTS manager to activate my account so they can offer me an appointment. Why?”
Except for Casual Academics all casual, fixed term or continuing appointments are now processed through iRecruit. A manager cannot complete the appointment process unless you have registered in iRecruit.

SEARCHING & APPLYING FOR A JOB

“How do I log into my account?”
To login to your iRecruit My Account follow the steps below.

1. Click on the Search Jobs tab on Jobs at UTS website
2. On the right hand side of the iRecruit Home page you will see the Login box
3. Enter your email and iRecruit password and click the Login button.

“I have forgotten my password. What do I do?”

1. Click on the Search Jobs tab on Jobs at UTS website
2. On the right hand side of the iRecruit Home page you will see the Login box
3. Click on the TIP: Did you forget your password link at the bottom of the box and follow the instructions.

“I am unable to log into my account, what should I do?”
If you have checked your password is correct and still cannot log in contact the Recruitment Team.
**“I have already registered but how do I search and apply for jobs?”**

To search and apply for jobs follow the steps below.

1. Click on the **Search Jobs** tab on **Jobs at UTS** website
2. On the right hand side of the iRecruit Home page you will see the **Login** box. Enter your email and iRecruit password and click the **Login** button
3. Click on **New Jobs (Last 7 days)** or **Search for Jobs** under the **Quick Links** section at the top right hand side of your **iRecruit Home** page.

**“Do I have to register to search for jobs?”**

You do not have to register to search for jobs. You can either use the basic search fields on the **iRecruit Home** page to search for available jobs or for more refined searches click on the search job links under the **Welcome to UTS** heading.

**“How do I search for a job by reference number or job title?”**

Enter the vacancy reference number or job title into the **Keyword** search field and click **Go**. Use the other search fields to further refine your search by other criteria such as the date posted or job category.

**“I receive an error message when attempting to open the Position Description attachment?”**

iRecruit may not be being accessed as a **Trusted Site**. To enabled the **Trusted Site** access use the following steps:

1. Click **Tools > Internet Options**
2. Select the **Security** tab
3. Click the **Trusted sites icon**
4. Click the **Sites** button

On the **Trusted sites** window:

1. Untick the Require server verification (https:) for all sites in this zone if it is ticked only
2. In the box below **Add this website to the zone:** type the following *uts.edu.au*
3. Click **Add**

Close all dialog boxes, this should allow access to all UTS hosted websites as trusted websites.

Alternatively please clear the temporary internet files (internet cache) on your machine.

**“Can I apply for a vacancy before I have activated my account?”**

To apply for a Vacancy you must activate your **iRecruit My Account** and accept the terms of use before starting the application process.
“What if I don’t accept the Privacy Statement or agree to the use of my personal details and application history for UTS recruitment activities?”

If you do not accept the Privacy Statement or agree to the use of your personal details and application history for UTS recruitment activities you will be unable to continue in the appointment process.

“What document formats will iRecruit accept?”

The system will accept .doc, .docx, .txt, .rtf and .pdf documents.

“What is the largest file size iRecruit will accept?”

The system will accept documents up to 20MB.

“I want to change or add a document to an application I have already submitted. How do I do this?”

Once you have submitted your application it cannot longer be changed in iRecruit. Contact the Recruitment Team to discuss further.

“How do I withdraw my application?”

To withdraw your application complete the following steps:

1. Click on the Search Jobs tab on Jobs at UTS website
2. On the right hand side of the iRecruit Home page you will see the Login box
3. Enter your email and iRecruit password and click the Login button
4. On your iRecruit home screen identifying the role you wish to withdraw from under the Jobs Applied For section
5. Click on the Applications Detail icon at the end of the row and click on the Withdraw Application button
6. Confirmation of your withdrawal will display at the top of the page

LOGGING IN AND UPDATING YOUR ACCOUNT

“I have already registered, how do I login to my iRecruit account?”

To login to your iRecruit account, follow the steps below:

1. Click on the Search Jobs tab on Jobs at UTS website
2. On the right hand side of the iRecruit Home page you will see the Login box
3. Enter your email and iRecruit password and click the Login button
“I have forgotten my password. What do I do?”

To login to your iRecruit account, follow the steps below:

1. Click on the Search Jobs tab on Jobs at UTS website
2. On the right hand side of the iRecruit Home page you will see the Login box
3. Enter your email and iRecruit password and click the Login button.

“I am unable to log into my account, what should I do?”

If you have checked your password is correct and still cannot log in contact the Recruitment Team.

“I have changed my email address, what do I do?”

Contact the Recruitment Team to reset your email.

“Can I change my personal details?”

Yes, log in to your account and click the My Account link at the top left hand side of the screen to edit your account details.

“I want to add/delete a document to my iRecruit account profile. How do I do this?”

To add or remove documents from your iRecruit account follow the steps below:

1. Click on the Search Job tab on Jobs at UTS website and you will see the Login box on the right hand side of the screen. Enter your email and password and click the Login button
2. Click on the My Account link - you can find this at the top left hand side of the screen next to the General link
3. Scroll down the page to the Resume & Additional Documents and use the Add Another Document button or Delete icon to make the required changes.

“I need to update my Employment History or Qualifications. How do I do this?”

To update your Employment History or Qualifications follow the steps below:

1. Click on the Search Job tab on Jobs at UTS website and you will see the Login box on the right hand side of the screen. Enter your email and password and click the Login button
2. Click on the My Account link- you can find this at the top left hand side of the screen next to the General link
3. Click on the Qualification & Employment History tab.
4. Click on the Add Another Employer or Add a Qualification buttons to insert new information.
5. Click on the Delete icons at the end of each row to remove information.
### JOB ALERTS

"Can I set up an email alert so I can be notified of new jobs?"

To set up email job alerts follow the steps below:

1. Click on the **Search Job** tab on **Jobs at UTS** website and you will see the **Login** box on the right hand side of the screen. Enter your email and password and click the **Login** button.
2. Click on the **My Account** link at the top left of the screen.
3. Click on the **Preferences** tab.
4. Scroll down to the **Want to Find the Right Job** section.
5. Use the keywords and frequency options to tailor alerts to your individual requirements.
6. Click the **Save** button to submit the change to your **Preferences**.

### "How do I unsubscribe from job alerts I have set up?"

You can unsubscribe at any time:

1. Click on the **Search Job** tab on **Jobs at UTS** website and you will see the **Login** box on the right hand side of the screen. Enter your email and password and click the **Login** button.
2. Click on the **My Account** link at the top left of the screen.
3. Click on the **Preferences** tab.
4. Scroll down to the **Want to Find the Right Job** section.
5. Uncheck the **Receive emails of Matching Jobs** tickbox.
6. Click the **Save** button to submit the change to your **Preferences**.

### GENERAL

"I cannot find the answer to my question, what should I do now?"

If you are unable to answer question after reading this factsheet or checking out the topic links and user guide contact the Recruitment Team.

"What do I do when I receive an error message?"

If you repeatedly receive an error message please contact the Recruitment Team to discuss the issue and they will direct you the area that can help you resolve the issue.