Applicant Frequently Asked Questions

Faculty and Staff Job Posting and Application Questions

1. **What if I have browser issues when trying to create a candidate account or submitting my application?**

   The new applicant tracking system, which is powered by Workday, does not support version 10 or earlier versions of Microsoft Internet Explorer (IE). Use of unsupported versions may cause issues in the application process. It is recommended to upgrade to version 11 of IE or use another supported browser such as Google Chrome or Firefox.

2. **How do I create an account in Workday?**

   External Applicant
   Visit the Ohio State career site and click the "non-Ohio State Employees" button in the middle of the page. Once you are in Workday click on "sign in" at the top right corner of the page. Search for Create Account at the bottom of the sign in box. Enter your email address and create a password. Passwords must be a minimum of 8 characters and include:
   - Uppercase character
   - Lowercase character
   - Alphabetic character
   - Numeric character
   - Special Character (e.g., #, etc.)

   Internal Applicant

   Current Ohio State employees will log into Workday as an employee. Click on "Career" in the Applications box. Navigate to "Search Facility and Staff Jobs" site.

3. **If I want to apply for a specific requisition, how do I find the requisition number in Workday?**

   When you log into Workday you will see "Search for Jobs." Click on Search for Jobs and you will see a list of all open positions. Using the search bar, you can enter the Requisition Number and select search. All requisition numbers begin with "R" and can be found under the title of the position.

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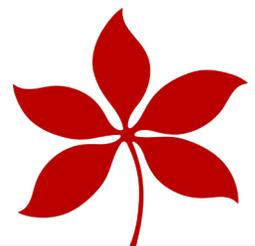
4. **How do I apply for a position?**

   On January 3, 2021, The Ohio State University launched its new applicant tracking system at https://hr.osu.edu/careers/ which houses all available positions throughout the University and Medical Center.

   To apply and have access to view all open positions at Ohio State, you must create a profile in our new system. When you log into the career site, you will see "Search for Jobs." Click on Search for Jobs and you will see a list of all open positions. If you see a position that you are interested in learning more about, click on the title of the position for more specific details. If you are interested in applying, click "Apply."

   Our new careers site also allows for you to search for open positions based on location or keywords. You will be able to search for positions based on your subject area of interest.

   External Applicant

   When you log into the career site you will see "Search for Jobs". Click on Search for Jobs and you will see a list of all open positions. Click on the title of the position for more specific details. If you are interested in the position, click "Apply".

   Internal Applicant

   Log into Workday as an employee. Click on the "Career" application. Navigate to Search Faculty and Staff Jobs and you will see a list of open positions. Click on the title of the position for more specific details. If you are interested in the position, click "Apply."

   Student

   As a current Ohio State student, you will want to apply to jobs internally. Please take the time to apply to positions internally via your Workday home page. You will then be able to track the status of your application via Workday.

5. **I applied to a position in Workday previously, however my login information is not working. What should I do?**

   If you have already created a profile and account in Workday, and are still having issues logging in, enter your email address and click "forgot your password" on the Sign In page to reset your password.

6. **How do I know my application was received?**

   External Applicant

   Once you have applied, you will receive an immediate confirmation that the job application has been submitted as well as an email confirmation. A recruiter will then view your application. If they should choose to move you along to the next phase of the hiring process, you will be contacted for an interview, otherwise you will be notified that you are no longer being considered for the position. The status of your application can be tracked in the candidate home account.

   Internal Applicant

   Once you have applied, you will receive an immediate confirmation that the application has been submitted as well as an email confirmation. A recruiter will then view your application. If they should choose to move you along to the next phase of the hiring process you will be contacted for an interview, otherwise you will be notified that you are no longer being considered for the position. The status of your application can be tracked by logging into Workday, navigating to the "career application" and selecting "My OSU Applications."

7. I do not see a position I am interested in. Can I apply without selecting a specific position?

No, you must apply to a specific position.

8. I found a position earlier, but no longer see it. How do I find it?

Unfortunately, if you cannot find the position within the jobs board then it is most likely no longer accepting applications. Going forward, the expectation is that most positions are to be posted for a minimum of seven days before the position
stops accepting applicants. You are encouraged to keep an eye on the posting start date and to keep an up-to-date, error free resume ready to use to apply as you find positions that you are interested in. Jobs are posted daily, so if you are not finding the position that you are interested in, we encourage you to continue to check the jobs board regularly. If you are an alum of Ohio State, Alumni Affairs does offer career counselling services.

9. I see a job on another website, but why can't I find it on Ohio State's website?

Unfortunately, the position you are looking for is no longer accepting applications. Often the third-party websites do not accurately reflect the actual posting deadlines for our positions. Our best advice is to check our Ohio State Careers website often as new opportunities are posted daily.

We are unable to accept application materials via HR Connection or through direct email, but we do encourage you to create an account on our Ohio State career site at https://hr.osu.edu/careers/ and apply for positions that interest to you.

To apply and have access to view all open positions at Ohio State, you must create a profile in our new system. When you log into the career site, you will see "Search for Jobs." Click on Search for Jobs and you will see a list of all open positions. If you see a position that you are interested in learning more about, click on the title of the position for more specific details. If you are interested in applying, click "Apply."

10. Where can I attach my additional documents, cover letters and attachments?

As part of the job application process, you will be given the opportunity to upload any documents including resume, cover letter, licenses, certifications, etc. within the job application process. Please note, once you have applied for a specific job requisition you cannot change the attachments you uploaded. New attachments can be added for each job requisition you apply to.

11. If I apply for a position, will Workday maintain my information for subsequent applications?

Yes. A candidate can use the last CV/resume they loaded or select to upload a new resume which will prepopulate your job application with new information.

12. I accidentally withdrew my application. What can I do?

Once you withdraw your application you cannot reapply for the same position. If you accidentally withdrew your application, please contact HR Connection and they will connect with the appropriate recruiter for the specific position. The recruiter can transition your application back to active status.

Please note, once an application for a specific job requisition has been submitted, unfortunately, you cannot change the application or resubmit it. Applications can be updated, and new documents can be attached for each new job requisition you apply to before submitting, so we encourage you to please thoroughly review your applications before you submit them in the future.

13. I just realized there is an error on my application, and I already submitted it. Can I re-submit it?

Once an application for a specific job requisition has been submitted, unfortunately, you cannot change the application or resubmit it. Applications can be updated, and new documents can be attached for each new job requisition you apply to before submitting, so we encourage you to please thoroughly review your applications before you submit them in the future.

14. I accidentally marked that I am under the age of 18 on my application, however I am not. Can you please change this for me?

Once an application for a specific job requisition has been submitted, unfortunately, you cannot change the application or resubmit it. Applications can be updated, and new documents can be attached for each new job requisition you apply to before submitting, so we encourage you to please thoroughly review your applications before you submit them in the future.

Please contact HR Connection and we will contact the recruiter for this position and let them know that the question has been answered incorrectly.

15. How do I update my personal information in my Candidate profile?

You can update the following information in your Candidate profile at any time during the recruitment process: Country, Legal Name, Address and Phone number.

16. How do I check the status of my application or get feedback on my application?

While we would love to be able to contact each applicant to provide feedback on their application or additional information about the position, we are only able to do this with candidates who are selected to interview. You do have the ability to stay up to date on the status of the application so that you will know if you are being considered for the position or not. Please see the information below to view the status of your application:

External Applicant log into the career site at https://osu.wd1.myworkdayjobs.com/OSUCareers using the email and password created when the account was created. Click on Candidate Home on the top right corner of the page. To view the status of an application, review the "Submitted Applications" section in the candidate home.

Internal Applicant log into Workday using your name.nuimber and password. Click on "Career" in the Applications box. Navigate to "My OSU Applications" site. You will see a listing of the job requisitions you applied for and the status.

Our general advice is to be sure that you are applying to positions that you meet the minimum qualifications for. At times, our applicant pools are such that interviews are limited to those who meet all the desired qualifications as well.

We encourage applicants to attach an up-to-date, error free resume with all applications and make sure that they are tailored to each posting you apply to. If you are an alum of Ohio State, Alumni Affairs does offer career counselling services.

17. My application was rejected right after I submitted it, what does this mean?

One reason your application may have been rejected is because you answered that you are a current OSU employee or student when you were completing the external application. You will receive an email asking you to reapply by logging into Workday as a student or current employee and submitting your application.

Our general advice is to be sure that you are applying to positions that you meet the minimum qualifications for. At times, our applicant pools for interviews are limited to those who meet all the desired qualifications as well.

We encourage applicants to attach an up-to-date, error free resume with all applications and make sure that they are tailored to each posting you apply to. If you are an alum of Ohio State, Alumni Affairs does offer career counselling services.

18. My application is listed as under review. What does that mean?

If your application is listed as "under review" that means that the Recruiter is currently reviewing applications, including yours. This is the first phase of the recruitment process. If the recruiter should choose to move you along to the next phase you will be contacted for an interview and moved to "in process", otherwise you will be notified that you are "no longer being considered" for the job. Individuals that are in the interview, reference check, background check or offer process will be listed as "in process" in the system.

19. How long will my application status be listed as under review?

Each job posting has its own unique timeline for reviewing applications. Most positions are posted a minimum of 7 days but some postings, are posted for 3-4 weeks. This is to capture a broader applicant pool. When a job is posted for a longer period of time there are often a large volume of applications to review. Our recruiters work diligently to keep candidates informed as much as possible through the process. You can follow the recruitment process by checking your application status online using the login and password you created when you completed the application.

20. When will I hear back from someone?

Because the hiring manager is ultimately responsible for the hire, we are unable to provide additional information on when they are making that decision.

21. Will I receive a response even if I am not selected?

If you are selected for an interview, you will be contacted by a talent acquisition professional. You will also be able to view the status of your applications by viewing the "Submitted Applications" section in the candidate home.

22. How do I access and sign my offer letter?

Congratulations on getting to the offer stage of the application process! We appreciate the time you have taken to reach out to us here at HR Connection. Once 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. Click on the task and the offer letter will open in DocuSign in Workday, then all that is left to do is review, sign, and submit the offer letter.

If you are an external candidate, you will receive a task to enter your Date of Birth and Social Security Number shortly after signing your offer letter.

Student Job Posting and Application

23. What do I do if I am a student applying for a position and my application was rejected?

It appears that your applications have been rejected because the Workday system recognizes that you are a current OSU student. Please take the time to apply to positions internally via your Workday home page; a **job aid** is attached. You will then be able to track the status of your application via Workday.

24. I am looking for Federal Work Study student positions. Where are they posted?

If you are a current Ohio State student, you will log into Workday using your name.number as the username and then enter the password associated with that account. This is the same name.number and password used to log into Compass. Click on "Career" in the Applications box. Navigate to "Search Student Federal Work Study Jobs."
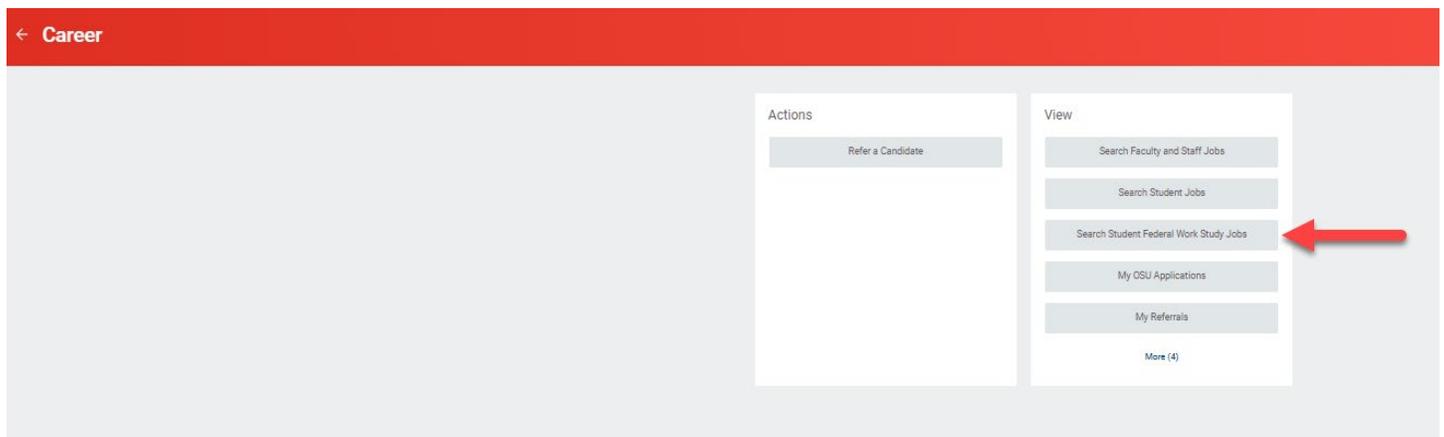
25. I am looking to apply for a student position (non-Federal Work Study). Where are they posted?

If you are a current Ohio State student, you will log into Workday using your name.number as the username and then enter the password associated with that account. This is the same name.number and password used to log into Compass. Click on "Career" in the Applications box. Navigate to "Search Student Jobs."