**UTS iRecruit Frequently Asked Questions**

**Internal Candidates (all UTS Staff)**

Got a question? This factsheet covers some of the frequently asked questions you may have about using iRecruit. You may also find the internal candidate topic links and user guide useful. You can find these under the Internal Candidate Resource section of the iRecruit Staff Connect page.

**ACTIVATING AND USING YOUR ONLINE ACCOUNT**

*“How do I register or activate my account for the first time?”*

All UTS staff members automatically have an account set up in NEO iRecruit.

Existing UTS staff members need to activate their NEO:iRecruit account following the steps below:

1. Login into **NEO**
2. Select **Employee Self Service** from the menu on the left hand side of the screen
3. Click on **My Recruitment**
4. Click on **My Applications**
5. Click on the **My Account** link – you can find this at the top left hand side of the screen next to the **General** link
6. Complete the information requested on the different tabs. Some information is mandatory – fields marked with a * are mandatory
7. Ensure you accept the **UTS Privacy Statement** and leave the **tickbox** ticked on the **Preferences** tab or your activation will not work
8. Click **Save** to ensure your information is recorded in the system

*“Do I have to activate my iRecruit account?”*

Activating your account allows Hiring Managers to search and view your details and offer you new appointments and contract extensions if you are the selected candidate.

iRecruit allows you to:

- search and apply for advertised UTS jobs
- manage your personal details and account information
- review and accept e-offers or contract renewals online

*“I have been asked by my manager to activate my account so they can extend my contract or offer me a new appointment. Why?”*

Except for Casual Academics all contract extensions and casual, fixed term or continuing appointments are now processed through iRecruit. A manager cannot complete the appointment or contract extension process unless you have activated your account, as your details will not be visible to the manager in iRecruit.
“What if I don't accept the Privacy Statement or agree to my personal information being searched by UTS for possible future positions?”

If you don’t 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 activation or appointment process.

If you do not agree to your personal information being searched by UTS for possible future positions managers will not be able to view your details, offer you an appointment or extend your contract.

“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.

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

Contact the ITD Helpdesk on ext. 2222 for assistance.

“I am unable to log into my iRecruit My Account, what should I do?”

Contact the ITD Helpdesk on ext. 2222 for assistance.

“How do I search for a vacancy?”

After logging into your iRecruit account you can use the search options in the Quick Links section at the top right hand side of the screen.
"When I search for jobs nothing comes up. Why is this?"

There are two possible reasons:

- You have not activated your **iRecruit My Account**
- There are no advertised vacancies available matching your search criteria

"Can I apply for a vacancy before I have activated my account?"

No, to apply for a vacancy you must have activated your **iRecruit My Account** and accept the terms of use before starting the application process.

"I have already registered but how do I now search and apply for jobs?"

To search and apply for jobs follow the steps below:

1. Login into **NEO**
2. Select **Employee Self Service** from the menu on the left hand side of the screen
3. Click on **My Recruitment**
4. Click on **My Applications**
5. Once you are logged in to your iRecruit account use the search options in the **Quick Links** section at the top right hand side of the screen
6. Identify the vacancy you want to apply for and click the **Apply** icon at the end of the row

"I can’t login to NEO to apply for a job. What do I do?"

If you are unable to login to NEO contact the IT Helpdesk on ext. 2222.

"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.

"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 am trying to apply for a job on Jobs at UTS but can’t get in. Why is this?”**

UTS candidates cannot apply through Jobs at UTS. UTS candidates must apply through NEO→Employee Self Service→My Recruitment→My Applications. Jobs at UTS is the online portal for external candidates only.

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**“I receive an error message when attempting to open documents submitted by an applicant?”**

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. Type in the box below Add this website to the zone: the following *uts.edu.au
3. Click **Add**

Close all dialog boxes, this should allow access to all UTS hosted websites as trusted websites. If problems persist please contact the ITD Helpdesk on 2222.

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

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

Once you have submitted your application it can no longer be changed in the system. Contact the Recruitment Team to discuss further.

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**“How do I withdraw my application?”**

If you need to withdraw your application follow the steps below:

1. Login into NEO
2. Select **Employee Self Service** from the menu on the left hand side of the screen
3. Click on **My Recruitment**
4. Click on **My Applications**
5. On your iRecruit home screen identify the role you wish to withdraw from under the Jobs Applied For section
6. Click on the **Applications Detail** icon at the end of the row and click on the **Withdraw Application** button
7. Confirmation of your withdrawal will display at the top of the page
**LOGGING IN AND UPDATING YOUR ACCOUNT**

**“How do I log into iRecruit My Account?”**

To log into your *iRecruit My Account* follow the steps below:

1. Login into *NEO*
2. Select *Employee Self Service* from the menu on the left hand side of the screen
3. Click on *My Recruitment*
4. Click on *My Applications*
5. Your *iRecruit Home* page will display

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

Contact the ITD helpdesk on ext. 2222 for assistance.

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

If you have checked your password is correct and still cannot login contact the ITD helpdesk on ext. 2222 for assistance.

**“Can I change my personal details?”**

To change your personal details please go to the *Personal Information* section under *NEO Employee Self Service* and make the required changes.

**“I want to add/delete a document on my iRecruit My Account profile. How do I do this?”**

To add or remove documents from your *iRecruit My Account* follow the steps below.

1. Login into *NEO*
2. Select *Employee Self Service* from the menu on the left hand side of the screen
3. Click on *My Recruitment*
4. Click on *My Applications*
5. Click on the *My Account* link - you can find this at the top left hand side of the screen next to the *General* link
6. Scroll down the page to the *Resume & Additional Documents* and use the *Add Another Document* button or *Delete icon* to make the required changes.

Please note that you cannot delete any documents from an application that is already submitted.
“I need to update my Employment History or Qualifications. How do I do this?”

To update your Employment History or Qualifications follow
1. Login into NEO
2. Select Employee Self Service from the menu on the left hand side of the screen
3. Click on My Recruitment
4. Click on My Applications
5. Click on the My Account link- you can find this at the top left hand side of the screen next to the General link
6. Click on the Qualification & Employment History tab. Click on the Add Another Employer or Add a Qualification buttons to insert new information. 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?”

You can set up email job alerts by logging into NEO→Employee Self Service→My Recruitment→My Applications→My Account and clicking on the Preferences tab.

Use the keywords and frequency options to tailor alerts to your individual requirements.

“How do I unsubscribe from job alerts I have set up?”

You can unsubscribe at any time by following the steps below.

1. Login into NEO
2. Select Employee Self Service from the menu on the left hand side of the screen
3. Click on My Recruitment
4. Click on My Applications
5. Click on the Preferences tab
6. Scroll down to the Want to Find the Right Job section
7. Uncheck the Receive Emails of Matching Jobs tickbox
8. Click the Save button to submit the change to your Preferences.
### GENERAL

"**I cannot find the answer to my question. What should I do?**"

If you are unable to answer your question after reading this factsheet, or after checking out the topic links and user guide, please contact your local area iRecruit Champion who will be happy to help you.

A list of Faculty and Unit iRecruit Champions can be found under the *Related Documents* section.

"**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. They will direct you to the area that can help you resolve the issue.