Applicant FAQs

I am currently employed by a North Carolina state agency. Can I apply to internal job postings?
Only applicants with UNC Health Care employee ID numbers are able to apply as internal candidates. Please begin your job search using the job category links for external applicants.

Do you accept resumes or paper applications?
Due to the number of application submissions we receive each day, we require all applications to be submitted electronically through our online system. Resume information should be included in the application.

Why is the online application not working on my computer?
Our system currently does NOT support Internet Explorer 9 or above, Google Chrome, or any type of Mac (including iPhone and iPad, etc.). Please complete applications on other internet browsers, PC's or visit the employment office to complete an application on our computers.

I am receiving a conversion error while completing my application; how can I fix this and continue with my application?
If you are using Internet Explorer Version 9 or 10, please click the Compatibility icon (which is located at the end of the address bar; it should resemble a page torn in half) and you will be able to complete the application. If you are still experiencing difficulty with Internet Explorer Version 9 or 10 you may want to switch to Firefox or revert to Internet Explorer Version 8 or lower.

How long will my profile and application remain on file?
Your profile will remain of file permanently; your application will be valid as long as the position is open. You do not need to create multiple profiles.

I am applying for an internal position. Do I need to create a new profile?
Please use your existing profile to apply for new internal positions. Be sure to update all contact information, education and experience details.

Can I apply for more than one position?
Yes, you may apply for multiple positions using only one profile. Please apply only to jobs for which you meet the minimum requirements.

How long do I have to complete my profile?
There is no time limit to completing a profile.

Do I have to apply for a specific position?
Yes, we do not accept general applications but you may apply for multiple positions under one profile.

The job I am interested in has an old posting date. Is the position still open?
All of the positions posted on our website are open and updated daily. We are still seeking candidates for our posted jobs regardless of the posting date.

What do I do if I forget my user ID and/or password?
Please refer to the “Forgot your username? Forgot your password?” links on the application login screen.

My information (Address, phone, e-mail) has changed. How do I update it in the system?
If you need to change your email address, please click the “My Account Options” link at the top of the webpage. If you need to change any additional information, please use the “Access my profile” link on the right of the *Job Search* or *My Jobpage* pages.

How can I be sure my application was submitted correctly?
You will receive an email confirmation after your application is submitted, and your submission status will appear on the “My Jobs” page. Creating a profile within the applicant tracking system is only the first step and does not submit an application for any job postings.

How can I check the status of my application?
You can track the status of your applications on the **"**My Jobs**”** tab in the application system.

"Resume acknowledged" indicates the recruiter has received your application. "Under consideration" means the recruiter is reviewing your qualifications against the minimum requirements for the position. "In review" would indicate that the minimum requirements for a position have been met and that your application has been sent forward to the hiring manager.

Due to the number of applicants this can sometimes be a long process. Please keep in mind that not all applicants are scheduled for an interview.

Can I talk to a recruiter or hiring manager?
Due to the volume of applicants we are not able to distribute contact information for the recruiters. If you are selected for an interview you will be contacted by either a recruiter or a hiring manager. Applicants will also receive notification when a job has been closed. You can check the status of your application on the “My Jobs” tab in the application system.

How can I find out the minimum salary for the job to which I’m applying?
Salaries are determined by education, experience and qualification for the position and will be calculated for a qualified individual before an offer is made.

I am receiving a “No Criteria” error while creating my profile.
The “No Criteria” error occurs when an abbreviation is used in the state name field. Be sure to spell out state names instead of using abbreviations i.e. “North Carolina” instead of “NC”.