

## FREQUENTLY ASKED QUESTIONS

- I would like to apply for a position at Troy. How do I submit my resume and other application materials?
  - Applicants must apply online in order to be considered for employment. We do not accept application materials in paper format, by mail/email/fax, or through any other method.
- I see a particular posting on your employment website. Is the position still open and/or are you still accepting applications?
  - If a posting is available on our employment website, then the position is open and we are accepting applications.
- I forgot my username/password. How can I find this information?
  - Please contact Human Resources at [jobs@troy.edu](mailto:jobs@troy.edu) or 334-241-9581. We can look up your username and we can reset your password.
- How do I create an online application if I don't have a social security number?
  - Please contact Human Resources at [jobs@troy.edu](mailto:jobs@troy.edu) or 334-241-9581. We can provide a generic number to use in place of the social security number in order to create an account and submit an online application.
- What is the status of my application?
  - Applicants can check the status of their application at any time by returning to our employment website, logging in to their account, and selecting Your Applications from the menu.
- Who can I talk with about my application or to schedule an interview?
  - We do not give out contact information for the supervisor/committee. The supervisor/committee will directly contact the candidates they wish to speak with and/or interview.

- If I am not selected, how will I know if/when the position has been filled?
  - All applicants will receive an email notification when the position is filled. Additionally, your application status will change on the Your Applications page of your account within our employment website.
  
- I didn't see a place to attach documents when I completed the online application. How do I attach my supplemental documents?
  - Either the posting did not require/allow supplemental documents to be attached or you filled out the application form without applying to a specific posting.
  
- I provided the names and email addresses for reference providers, but my reference providers have not been contacted to request a reference letter. How do my reference providers submit a reference letter?
  - We are only requesting reference letters on applicants selected for consideration. If the supervisor/committee selects your application for consideration, your reference providers will be contacted to request submission of a reference letter and will be given instructions on how to do so.
  
- My application is not complete. How do I edit it?
  - Return to our employment website, log in to your account, and select Your Applications from the menu. If the posting is still open and we are still accepting applications, you should select the red Application link in the right hand column in order to complete your application. If the red Application link is not available and instead there is a note stating Posting Closed, then we are no longer accepting applications for that posting.
  
- My application is complete and submitted, but I want to make changes. How do I edit it?
  - Please contact Human Resources at [jobs@troy.edu](mailto:jobs@troy.edu) or 334-241-9581. We can reactivate your application so that you can make changes. You will need to notify Human Resources once your application has been resubmitted, so that we can inform the supervisor/committee that your application has been edited.

However, if your application has already been reviewed, we cannot guarantee that the supervisor/committee will conduct another review of your revised application.

- I withdrew my application accidentally or unintentionally. How do I resubmit or reapply?
  - Please contact Human Resources at [jobs@troy.edu](mailto:jobs@troy.edu) or 334-241-9581. Applicants cannot reapply, or submit more than one application, to the same posting. However, Human Resources can resubmit your withdrawn application.