

**Q: Why do I have to create a new account in Workday?**

**A:** Effective April 27, 2020, SCI Shared Services, LLC is transitioning to a new applicant tracking system. You must create a profile in our new system to have access to all open positions.

**Q: I'm currently in the background process to be hired. Do I need to create a new account?**

**A:** Yes. As your recruiter takes next steps toward your hire, they will send you a link, specific to you as a candidate, which will allow you to create a Candidate Home, where your existing application is already in place.

**Q: I forgot my password. What should I do?**

**A:** Click on the "Forgot Password" option and you will be prompted to create a new password.

**Q: Do I have to create an account to apply for a job?**

**A:** Yes. Once you identify a position that interests you, apply by creating a Candidate Home page. From the Candidate Home, you may search additional opportunities and create job alerts for positions that interest you.

**Q: How do I know my application was received?**

**A:** Applicants will receive an immediate confirmation that the application has been submitted as well as an email confirmation. A recruiter will then view your application and if you meet the qualifications for the position, they will contact you to move forward.

**Q: I've completed the application process. How can I check the status?**

**A:** Log in to your Candidate Home to review your profile. To view the status of an application, review the "My Applications" section in the Candidate Home.

**Q: Can I attach my additional documents, such as cover letters and references?**

**A:** No. You can only upload one attachment (such as a resume or CV) per application. Once the application is complete, the attachment can no longer be edited.

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

**A:** No. You must apply to a specific position.

**Q: Can I start my application and finish it later?**

**A:** Yes. If you log out prior to completing the application, it will save your progress. You will find incomplete applications in the "My Drafts" section of your Candidate Home page.

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**Q: If I apply for a position with your company, will Workday maintain my information for subsequent applications?**

**A:** Yes. You can use the last resume you uploaded or choose to upload a new resume, which will pre-populate your job application with new information.

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

**A:** Workday no longer supports version 10 or earlier 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.

**Q: How do I access and sign my offer letter?**

**A:** If 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 available. Click on "Your Tasks" to review and accept your offer letter.

**Q: How do I access my offer letter after I've accepted employment?**

**A:** Access your Candidate Home and under "My Submitted Applications" select the appropriate job. Clicking the "Review Document" option under "Your Tasks" will allow you to pull up a PDF version of your offer letter.

**Q: How do I withdraw my application?**

**A:** Access "My Submitted Applications" from your Candidate Home. Click on the application and withdraw.

**Q: I am a current contractor. Do I apply as an internal or external applicant?**

**A:** You must apply as an external applicant by creating a new candidate account.

**Q: How long does it take to complete an application?**

**A:** Approximately 10 minutes. It depends on the detail the applicant provides in the application.

**Q: Will I receive a response even if I am not selected?**

**A:** Yes. If your qualifications are a match for the job posting, a recruiter will contact you with additional steps. We also exercise our best efforts to notify, via email, all applicants that are not selected.

**Q: My email address has changed. Can I update my email information?**

**A:** Yes. If your email address has changed, you can log into your Candidate Home, click on your profile tab and select the "Account Settings" tab and update your email address.

**Q: My address has changed. Can I update my contact information?**

**A:** Yes. If your contact information has changed, you can log into your Candidate Home, click on your profile tab and update your contact information.