

----- Applicants must apply online ----- Please do not send resumes -----

Dear Applicant,

We apologize for any inconvenience that you are experiencing while attempting to apply for positions at UT Southwestern Medical Center. Please see the appropriate section below for help on resolving application issues.

We hope the information below resolves your issue, but if not, you may contact the University Recruiting Office in the Paul M. Bass Administration Bldg. at 6363 Forest Park Road, Suite BLA.302, 214-648-9860, or the University Hospital St. Paul Recruiting Office at 5909 Harry Hines, 214-645-3583.

Thank you for your patience during this matter.

UT Southwestern Medical Center

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#### **Will Not Accept Your User ID**

If it is your User ID that the system will not accept, it could be that when you set it up, you did not fully complete the application process with an email address within the application. Unfortunately it will not let you use that log in again. You can set up another user ID and password by using a different User ID, for example, if your email is johnsmith (@gmail.com), make your new user ID as johnsmith1.

The **\*\*user ID\*\*** does not have to be a valid email address as long as it fits the form of an email address. Your application **DOES** need to have a valid email address so that we may contact you.

We understand the inconvenience of this and are working on a way to correct it.

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#### **System Freezes or Just Spins When Attaching a Resume**

There are certain browsers that are compatible when applying for a position. They are as follows:

- Safari 5
- Internet Explorer 7, 8 or 9

Any other browsers are not supported. If you are currently running the required browsers but are still experiencing difficulty in attaching your resume, copy the text from your resume and paste into the job application. You may also apply without a resume, then once you've submitted your application you may go back in and attach a resume.

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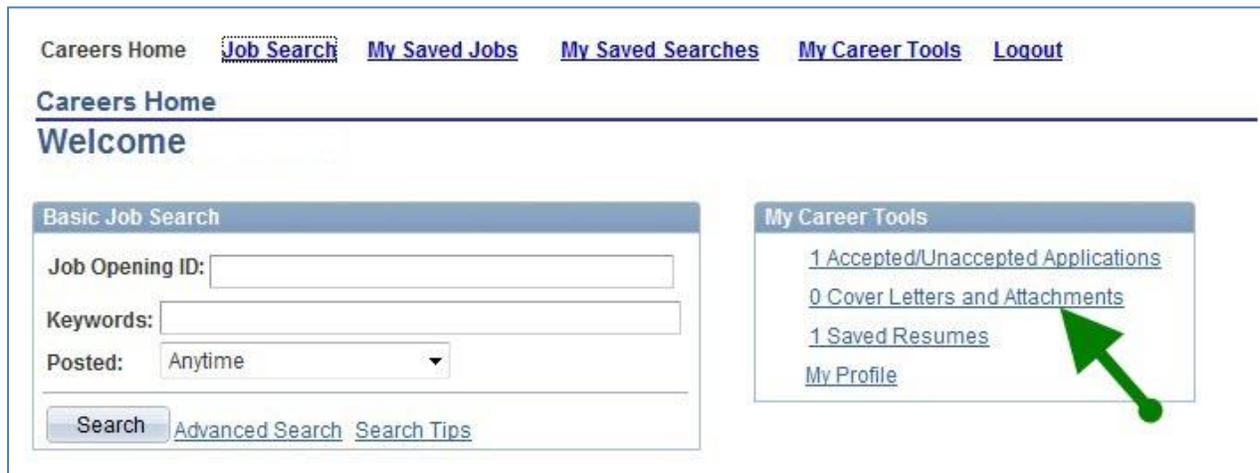
#### **Error Message "Degree is a Required Field"**

After clicking the "submit" button, you may receive the message "Degree is a required field for Degree content items. Please enter a value for this field." The resume parser may have read information that created a blank degree in the application. Follow the steps below to resolve this issue.

1. Click the "previous" button until you get to the Degree section.
2. You will see a blank degree titled "Please update". The parser that read your resume created a field incorrectly and added an empty degree.
3. To delete this empty degree, click the trash icon to the far right. Click OK.
4. The degree section should then only display your valid degree info and you can click "submit".

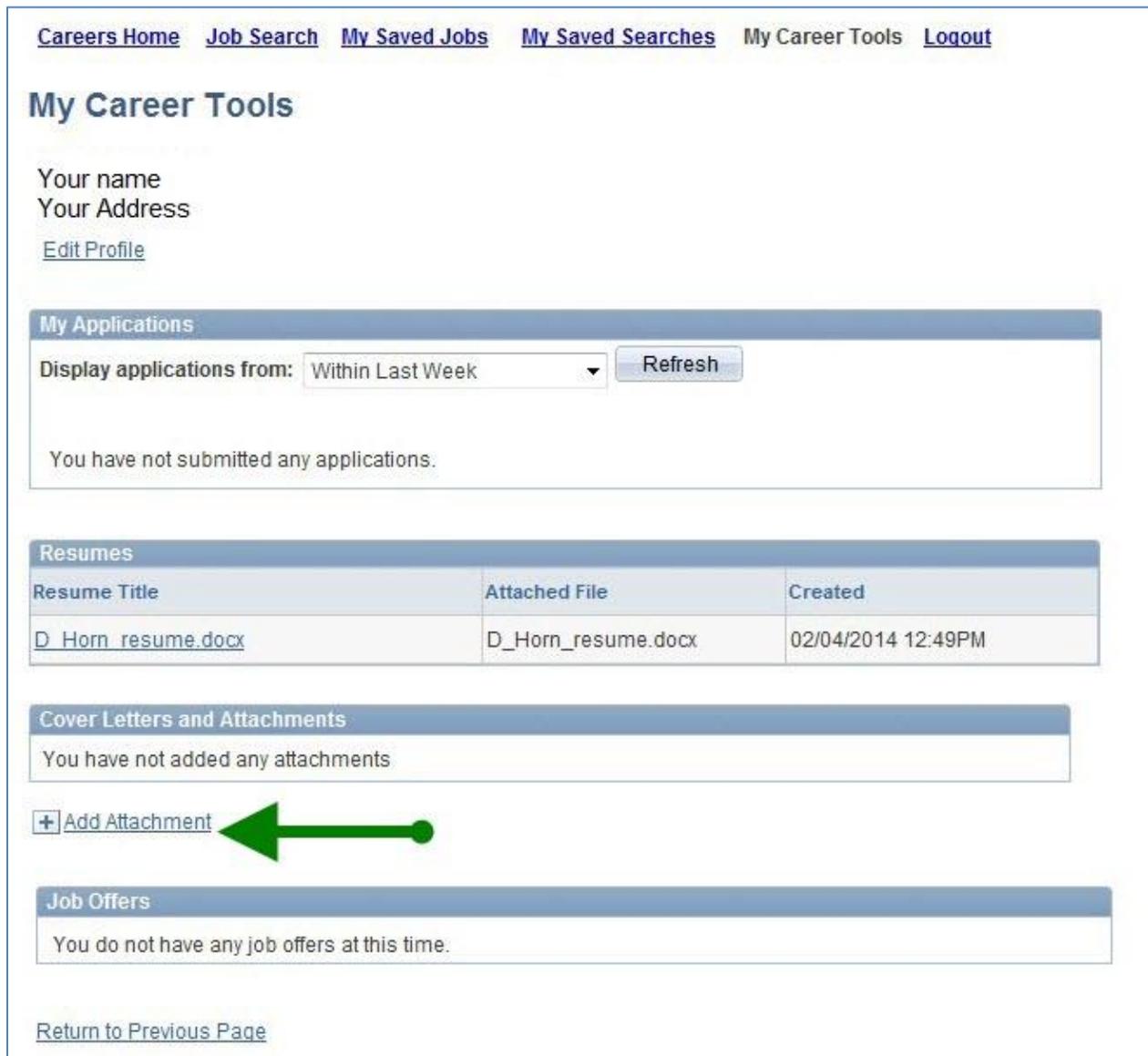
## How to Attach Transcripts and/or Cover Letters

Log in to the Careers website. Click the Cover Letters and Attachments option (see below).



The screenshot shows the top navigation bar with links: [Careers Home](#), [Job Search](#), [My Saved Jobs](#), [My Saved Searches](#), [My Career Tools](#), and [Logout](#). Below the navigation bar is a 'Welcome' message. On the left is a 'Basic Job Search' form with fields for 'Job Opening ID', 'Keywords', and 'Posted' (set to 'Anytime'), and a 'Search' button. On the right is the 'My Career Tools' section with links: [1 Accepted/Unaccepted Applications](#), [0 Cover Letters and Attachments](#), [1 Saved Resumes](#), and [My Profile](#). A green arrow points to the '0 Cover Letters and Attachments' link.

Click the Add Attachment option (see below).



The screenshot shows the 'My Career Tools' page. At the top is the navigation bar with links: [Careers Home](#), [Job Search](#), [My Saved Jobs](#), [My Saved Searches](#), [My Career Tools](#), and [Logout](#). Below the navigation bar is the 'My Career Tools' header. Underneath, there is a section for 'Your name' and 'Your Address' with an [Edit Profile](#) link. The 'My Applications' section shows a dropdown menu set to 'Within Last Week' and a 'Refresh' button, with the message 'You have not submitted any applications.' Below that is a 'Resumes' table with the following data:

Resume Title	Attached File	Created
<a href="#">D_Horn_resume.docx</a>	D_Horn_resume.docx	02/04/2014 12:49PM

The 'Cover Letters and Attachments' section shows the message 'You have not added any attachments' and a green arrow pointing to the [+ Add Attachment](#) link. Below that is the 'Job Offers' section with the message 'You do not have any job offers at this time.' At the bottom is a [Return to Previous Page](#) link.

Choose the appropriate type.

**My Attachments and Cover Letters**

### Add Attachments

Cover Letters and Attachments

\*Attachment Type:

\*Attachment Purpose:   
Cover Letters  
OIF  
Personal References  
Professional References  
Reference Attachments  
Transcript Attachments

Save & Return

You will be prompted to browse to the file you want to attach. Follow the onscreen instructions.

Once the attachment is selected and uploaded click either Save & Return or Save & Add More (see below).

**My Attachments and Cover Letters**

### Add Attachments

Cover Letters and Attachments

\*Attachment Type:

\*Attachment Purpose:   
[DHornTranscript.pdf](#)

Save & Return   Save & Add More   Cancel

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Medical Center

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