

## How do I log in?

To log in, click the 'Log-in' tab on the left-hand side of the page. Enter your email address and password and click the 'Log-in' button.

If you have not registered before, you will need to do so by clicking on the 'Register' tab. This will take you to the registration page. On this page you must enter your email address, a password, and then re-enter your password. Your password must:

- Be between 8 and 16 characters;
- Contain at least 1 lowercase character;
- Contain at least 1 uppercase character; and
- Contain at least 1 number.

Tick the box to confirm that you have read and agreed to our terms of use on '[Storage and Use of Applicant Data](#)', then click on the 'Register' button.

Once you have created an account, you will be able to log in using your email address and password and apply for your chosen vacancy/vacancies.

## Why do I need to register an account to apply for a job?

Creating a user account gives you access to a number of useful features in our system. These include the option to:

- Save your application form when you have only partially completed it and you wish to return to it at a later stage;
- Re-use certain details that you have submitted on a previous application form when you apply for a new position; and
- View and print previous applications you have made in the last 12 months.

Choosing a secure password ensures that your personal information is held securely and is only accessible to you.

## What do I do if I have forgotten my password?

Go to the 'Log-in' page by following the link on the left-hand side of your screen.

Enter the email address you used to register for an account and click on the 'Reset Password' button. An email containing a link to reset your password will be sent to your registered email address.

When you have received the email, you should click on the link provided. You will then be prompted to set a new password to use when accessing your account in future.

## How do I apply online for a job?

Vacancies inviting online applications will include an apply button in the advert posted on the University's [Job Opportunities](#) page. Clicking on that button will take you to the Web Recruitment System log-in page. Here you must register (if you have not done so before) and then log in to access the online application form.

On completion of the log-in screen, you will see a dialog box asking if you wish to re-use a previous application. You will then be routed to the 'Personal Details' section of the form. If you save your application and log back in on another occasion, you can return to your application by selecting the vacancy under the 'My Applications' tab at the top of the screen. When you have found the relevant vacancy, click on the 'Edit Application' button.

You should complete each section of the application form. Any fields that you are required to complete are marked with an asterisk (\*). Whenever you see the information (i) button you can click it to access help for completing a specific field. When you have completed each section, you should use the check box towards the bottom of the screen to record that the section is complete, and then click on the 'Save' or 'Save and Next' button.

You can complete each section of the application form in any order you choose; click on the tab of the section you wish to complete. Alternatively, when you have completed a section, click 'Save and Next' to be moved automatically to the next section.

The final section, 'Submit', will list any fields with an asterisk (\*) that you have failed to complete. If you have completed all the necessary information, a PDF copy of your application will be available to download and save/print prior to submission of your application.

Please note: you will not be able to change your application once you have submitted it. If you are expecting any details in your application to change before the closing date of a vacancy, you may wish to submit your application once this change has taken place.

When you are ready to submit your application, you need to read and agree to the Applicant Declaration on the 'Submit' page. To confirm your agreement, click 'Yes' and then click on the 'Submit Application' button at the bottom of the page.

Your application is now complete. You will receive an auto-acknowledgement email confirming the submission of your application.

The system will direct you to the 'My Applications' page. Your application status should now be showing as 'Submitted'. You can download a PDF of your application by clicking on the 'Download Application' button. A PDF of your application will appear on the screen. Click on the PDF to open it. You can now print this page in the same way as you would normally print a web page (in most browsers, go to the 'File' menu and choose 'Print', or use shortcut keys Ctrl+P in Windows, and Command+P on a Mac). You can also save the PDF to your own computer if you wish to do so.

Once you have finished viewing and/or printing the summary, close the PDF to return to the Web Recruitment system.

## **What information will I need to fill out the application form?**

It may be useful to have the following information available to assist with the completion of your application form:

- Details of your qualifications and training, including awarding bodies, dates of awards, and results;
- Details of your employment history;
- Your referees' names and contact details.

However, you can start your application without having this information to hand. You can save and return to it later.

## **Will the Web Recruitment System re-use any of my details from prior applications?**

If you have submitted an online application via our Web Recruitment system within the last 12 months, you will be able to re-use certain details in your new application. These details will include personal information such as your name(s), address, equal opportunities; and, where applicable, educational details.

You will be asked to select whether you would like to re-use information from your latest application when applying for a new position. If you select 'Yes' then information will be taken from your latest submitted application, or your latest applications if you have recently applied for roles using different application forms. These details can be amended in the new application. If you select 'No' then a blank application form will be created.

The system will use the most up-to-date information available; however, we urge you to review data re-used by the system to check that it remains accurate for your new application.

## **What types of file can I attach to my application?**

Some vacancies do not require any attachments to be uploaded as all of the information we need is collected in the application form. For other vacancies, you will be required to upload documents (such as a Curriculum Vitae and covering letter). Where these are required, an 'Upload' section appears in the application form. Details of the documents that you need to provide will be given in the advert and/or Further Information document for the vacancy. If you upload any additional documents which have not been requested, we will not be able to consider these as part of your application.

The Web Recruitment system supports the following preferred file types are supported:

- Microsoft Word (.doc, .docx)
- Powerpoint (.ppt, .pptx)
- Plain text (.txt)
- Rich text format (.rtf) – most word processors can produce files in this format

If you cannot upload a file in any of these formats, you may also upload a \*.pdf file.

A maximum file size of 4MB is allowed with an overall limit of 10MB per application. Other types of files will not be accepted by the system. Any file you upload will be converted to a file in PDF/A format. You will have a chance to review the converted document before submitting your application.

Where possible, you should submit an original electronic document rather than a scan of a paper document. If you need to submit a scanned document, then scanner software will often allow you to scan directly to a PDF file. If this isn't possible then you can paste the image produced by the scanner into a word processor document and submit that. Make sure that the image is legible.

Please check the following before you attach your documents:

1. Files are not password protected or encrypted;
2. Documents do not contain any macros or other executable code; and
3. Documents are not read only.

Otherwise, the system may prevent you from uploading the document or we may not be able to view your documents properly or consider them as part of your application.

## **Am I able to save an application and return to it at a later stage?**

You can save your application and return and complete it at a later stage. Click on the 'Save' button at the bottom of the page that you are currently completing. Your application will then be saved and can be modified at any time up to the closing date for the vacancy. You can then log out of the Web Recruitment System.

When you are ready to continue with your application, log back in. A list of all applications you have started will be shown under the 'My Applications' tab. Navigate to the relevant vacancy and click on the 'Edit Application' button at the far right of the screen.

You will then return to the relevant vacancy where you can continue to complete your application.

## **How do I return to a saved application?**

When you are ready to continue with a saved application, log back in to the system. A list of all applications you have started will be shown under the 'My Applications' tab. Navigate to the relevant vacancy and click on the 'Edit Application' button at the far right of the screen.

You will then be routed to the relevant saved application form, which you can continue to complete.

## **How do I print a copy of my application form?**

To view a printable version of a saved application form, click the 'My Applications' tab. This will provide a summary of all your current applications. Navigate to the correct vacancy in the Existing Applications table. At the right-hand side of the screen, click on the 'Review Application' button. A PDF of your application will appear on the screen. Click on the PDF to open it. You can now print this page in the same way as you would normally print a web page (in most browsers, go to the 'File' menu and choose 'Print', or use shortcut keys Ctrl+P in Windows, and Command+P on a Mac). You can also save the PDF to your own computer if you wish to do so.

Once you have finished viewing and/or printing the summary, close the PDF to return to the Web Recruitment system.

## **How do I amend my application after it has been submitted?**

You will not be able to amend an application after it has been submitted.

If there is still time before the deadline, and you wish to add extra information to your application then please do not submit your application until you have all the necessary information to hand. This will allow you time to enter the correct information and submit your application in time to meet the deadline.

If you have any further queries then please contact the department in which the vacancy is based. Contact details can be found in the advert and/or Further Information document for the vacancy.

## **How do I withdraw my application?**

If you have submitted an application and no longer wish to be considered for the position, please contact the department in which the vacancy is based. Contact details can be found in the advert and/or Further Information document for the vacancy.

## **How do I view my previous applications?**

To view a list of your current and previous applications, log in to your account. Under the 'My Applications' tab you will be able to view any current or previous applications made to the University in the last 12 months.

To view an application you have already submitted, click the 'Review Application' button against the relevant vacancy. A PDF will now be downloaded that you can review or print as required. Please note: information that you have entered in the Equal Opportunities and Adjustments section of the form will not be shown in your application. This is because this sensitive information is held in a separate, restricted access area in our system and is not used as part of the selection process.

## **How will my personal information be stored?**

Your information is held securely in a database that is owned and maintained by the University of Cambridge. Until you submit an application to the University, the information you provide will not be made accessible to the department to which you are applying.

When you have submitted an application, the information provided will be used to assess your suitability for the post according to the requirements stated in the advert and/or Further Information document for the vacancy. Applications will not include any equal opportunities information – this will have been automatically separated out and stored in a restricted access area of the system.

The University's retention policy for recruitment documentation is that it will be destroyed 12 months from the closing date, unless the successful applicant requires a Certificate of Sponsorship when immigration rules require documents to be retained until a UKVI compliance officer has approved them.

Further information can be found in our [Storage and Use of Applicant Data](#) policy, to which you must agree when registering to use the Web Recruitment System, and when submitting an application.

## **Do I have to apply online?**

Where a vacancy at the University of Cambridge accepts online applications, you will normally be expected to apply using this method. Completing an online application offers many benefits, including guaranteed delivery and immediate confirmation of submission.

If you are unable to apply online, for example, because you have a disability which prevents you from doing so, please contact the department you are applying to in order to request an application form in an alternative format. Contact details can be found in the advert and/or Further Information document for the vacancy.

## **How do I provide information relating to Tier 2 Certificate of Sponsorship?**

If you require a Tier 2 Certificate of Sponsorship in order to apply for a visa and take up your University appointment, you will normally be sent an email inviting you back to the system to enter or upload the required information (e.g. your passport number, the number of points you have scored on the UK Visas and Immigration points-based calculator and copies of certain documents). We will use the information you provide to apply for a Certificate of Sponsorship from the UK Government. When a Certificate has been issued, you will then need to use it to apply for a visa. Please contact the person specified in the job advert and/or Further Information document for the vacancy if you have any questions about this process.

## **How and when will references be taken up?**

The timing of reference requests will depend on the type of vacancy and what you have told us about when we can contact your referees.

Reference requests are normally sent electronically at the required point in the process to referees for whom you have:

- Supplied an email address; and
- Indicated in the application form that they can be contacted at that time (you have the option to tell us that referees can be contacted during the selection process, or only if you receive an offer of employment).

Where you have indicated on the application form that you do not wish the referee to be contacted before you have received an offer, the recruiter will not contact the referee until you have accepted our conditional offer.

## **Will my referee be able to view details of the vacancy I have applied for?**

Referees are emailed and provided with a unique link and PIN to upload their reference into the Web Recruitment System. When the referee clicks on the link they will be required to enter their PIN to log in to a references page. The referee will supply their organisation name and their role in the organisation and can then view the role details (advert and further information) and attach their reference.

## **Am I able to upload my own reference?**

The University's normal practice is to request references from referees so there isn't the facility in our Web Recruitment System to upload your own references. You are required to enter the details of two (or three) referees.

Once you have submitted your application these referees will be emailed with an invitation to provide a reference for you (you have the option to tell us that referees can be contacted during the selection process, or once you have received an offer of employment). Where you have indicated on the application form that you do not wish the referee to be contacted before you have received an offer, it will not be possible for the recruiter to use the system to request a reference until they have recorded in the system that you have accepted a conditional offer of employment.

## **Who do I contact with questions about a specific job?**

If you have questions about a specific job you wish to apply for, such as a query related to the selection criteria or duties of the post, please contact the department in which the vacancy is based. Contact details can be found in the advert and/or Further Information document for the vacancy.

## **Who can I contact if I'm having technical difficulties?**

If you encounter technical difficulties when using the online application form, please contact our helpdesk at: [Technical.RecruitmentSupport@admin.cam.ac.uk](mailto:Technical.RecruitmentSupport@admin.cam.ac.uk). Please provide the following details in your email: your name, the vacancy you are applying for, and a brief outline of your problem. Please note that this email address is only monitored during working hours, and is unattended in the evenings, at weekends, on UK bank holidays and during the period between Christmas and New Year.

Please note: if your question is not about a technical issue, this helpdesk will be unable to respond to your query. Questions about the vacancy and the application process should be directed to the department to which you are applying. Contact details can be found in the advert and/or Further Information document for the vacancy.

Please also note: following feedback from a few applicants we are aware that some users of old web browsers on Windows XP may receive a 'Certificate Error' message. If this occurs simply click ok to proceed and apply in the normal manner.

## **How do I provide feedback about the online application process?**

We would welcome your comments on the online application process. Please complete our [online survey](#).