

Frequently Asked Questions

I've heard the term "Profile". What is this?

Your Profile is the secure record you create to apply for current and future positions with Intermountain. It contains your basic contact information, work history, and education. Allow 30 minutes to complete your Profile the first time. It will take less time to apply for jobs in the future once you've completed or updated your Profile. You need only to complete this information one time. You create a username and password to access your Profile.

How do I update my Profile?

You may sign on at any time using your username and password to update your Profile or apply for positions. Updating your Profile only affects future applications, or job submissions, it will not update any information in an application previously submitted.

What is the difference between my Profile and an application?

Your Profile is your "on-line" resume. Your job submission transfers a copy of your Profile and submits it for a specific job opening. If you have any changes or updated information in your personal information, work experience or education, make them to your Profile prior to applying for jobs. If you apply for a position and make updates or corrections in your application, those changes will not be reflected in your Profile.

What if I don't have an email address?

Intermountain makes every attempt to notify candidates of the status of their application by providing automatic emails when the application is received, when a candidate is no longer being considered and when there are known delays in the selection process. A current email address is essential to receiving timely communication on job submissions. Most Internet providers allow multiple users on one account. Or, there are some no-cost email options available (search on "free email"). You do not need to own a computer to have an email address. If you do not have an email address, use the following email address format in your Personal Profile: your first and last name [@invalidemail.com](mailto:invalidemail.com), for example: johnsmith@invalidemail.com.

Do you accept paper resumes?

Intermountain has an entirely on-line application process. However, your resume and cover letter can be attached to your Profile. Attaching your resume creates a viewable attachment of your resume. However, the completeness of your Profile is often a consideration when screening applications, so make sure all information is included, such as personal information, work experience and education in Profile fields. The Profile is the basis of initial evaluation and screening. Resumes are viewed for additional detail or clarification only in later steps of the hiring process.

How can I change the order of my education and work experience in my Profile?

List most recent work experience and education first. To reorder work experience or education entries, click **Move Up** or **Move Down** at the bottom of the entry until the entry reaches the desired position.

How do I know you received my application?

Job submissions for Intermountain positions are real-time, meaning that the moment you apply on-line, your job submission has been received and the recruiter has access to that application. You've completed the application and can be confident that your application has been received when you reach the "Process Completed" screen. In addition, an automatic email response is sent to your email address.

Can I change my application after applying for a position?

You may change information contained in an application for a position if the position is still posted on Intermountain's career site. However, in most cases, applications are screened and evaluated very quickly, so most likely your initial application has already been reviewed by the recruiter.

How can I ensure my application is given the greatest consideration?

It is important that all information is complete, including answers to questions related to the position, work experience and education history. Missing information may result in the inability to evaluate potential fit for a position.

What happens to my application after I apply?

Applications are reviewed for work experience, education, skills, and responses to job application questions. If you are not a top candidate, you will receive an email notification as soon as is practically possible following screening. Applications forwarded to the hiring manager are again reviewed and generally only the top few candidates are selected for interviews. In some cases, notification may be at the completion of the selection process.

Can I submit a draft submission?

As you apply for a job, you can opt to exit the job submission process prior to completing the application. As long as the job is still posted, you can complete the job submission at a later time. This feature provides you flexibility to complete an application when it is most convenient to you, however, applications may be reviewed by the recruiter very quickly, so the risk is that your application will be evaluated in an incomplete state. Or, a job may no longer be posted at the time you go back to complete your job submission. It is recommended that you complete your job submission immediately.

I'm not receiving email communication from Intermountain. What can I do?

Be sure you can receive email from the following address, Recruitment@intermountainmail.org (Please do not send emails to this email address it is not a monitored email box). As a courtesy, some email service providers filter out email containing specific characters or words as SPAM. If you do not know how to change these settings, please check with your email service provider.

Or, verify your email address has been included correctly in your Profile. Incorrect email addresses result in undeliverable emails.

What is "My Job Cart"?

My Job Cart is where you can hold jobs that are of interest to you as you search through the job listing. After searching all jobs, you can apply for or remove jobs from the job cart. This allows an organized approach to applying for positions.

Can I see a list of positions for which I've applied previously?

Yes, you can see a list of jobs that you've applied for in the past. At the top of the Job Search page, select the tab, **My Job Page**. However, you can only view this page after you've signed in using your username and password. To sign in to your Profile, click on [Access my profile](#).

Can I withdraw a job submission after I've applied?

Yes, as long as you are still under consideration, you can withdraw a job submission. After you login to your Profile, select **My Jobpage**, click **Withdraw** on the job from which you wish to withdraw your application. You will be asked to indicate why you are withdrawing your application. This job will now be shown in a separate section called **Withdrawn Submissions**.

Why can't I find a job posting that I've heard about?

There are several reasons you may not be able to find a position:

- Some positions are posted for a very short time. Once a position is no longer accepting applications, it cannot be viewed on Intermountain's career site.
- Intermountain posts jobs initially for at least 3 days. A job may be posted indicating a future date that the position will close, however, the recruiter may close the job posting at any time after 3 days if there are a sufficient number of qualified applicants.
- Some jobs are posted for Intermountain employees only. Intermountain supports career growth for its employees and by doing so posts some jobs only for Intermountain employees.
- In some cases, too many criteria or the wrong criteria are selected in your job search. Try broadening a search by job category only. Or, using a job title in a search that is different than posted may limit search results, so try searching on a key word instead of job title. Using too many or too specific criteria in your search may limit some very good job possibilities.

How can I find jobs that are close to where I live?

Intermountain has over 100 work locations throughout Utah and Southern Idaho. Many people look for jobs that are close to where they live. An easy way to locate jobs available at work locations within the number of miles you are comfortable commuting from where you live is by using the Zip Code Radius Search. To perform a zip code search, simply select United States in the Country drop down menu, enter your 5-digit zip code and then select the number of miles you are willing to commute from your home.

Will you notify me of positions for which I qualify?

In some cases, yes. Where there are very few qualified applications, recruiters will search the Intermountain database for candidates that meet the position criteria and you may receive a phone call or email inviting you to apply for a position. Where there are many highly qualified candidates for a position, only current applicants are considered.

When will I be contacted for an interview?

Only the top most qualified candidates are forwarded to a hiring manager. Generally, those candidates are contacted for interviews within a couple of weeks. Depending on schedules and

other commitments, it may be longer. Recruiters and managers make every effort to ensure the process moves forward as quickly as possible.

Can I send an Intermountain job to a friend?

Yes, you can share job postings with a friend. Simply click on “Send this job to a friend” on the job posting page. Include your friend’s email address and your email address. Click **Send** and the job posting will be forwarded.

What do I do if I forget my password?

It is important to retain your username and password for future use. When you set up your username and password, you will select a security question to help reset your username or password in the event you forget it. From the Login page, enter your Username and select **Forget your password?** You will be asked to enter your email address and answer your security question. A new temporary password will be sent to you immediately via email. You will be asked to reset your temporary password. If you need additional help, you may email employment@intermountainmail.org - please allow one business day for a response.