

FREQUENTLY ASKED QUESTIONS

DO I NEED TO REGISTER?

Yes. To apply online, you need to create an online profile and complete an electronic Intermountain Healthcare employment application.

WHAT IF I DON'T HAVE AN EMAIL ADDRESS?

Intermountain makes every attempt to notify candidates of the status of their application by providing 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. There are many no-cost email options available (search on “free email”). You do not need to own a computer to have an email address.

DO YOU ACCEPT PAPER RESUMES?

Intermountain’s application process is entirely on-line. However, your resume and cover letter can be attached to your application. Attaching your resume makes a viewable copy of your resume available. Note: your completed application is the primary source used to determine your qualifications, so make sure all information is included, such as personal information, work experience and education. Resumes are viewed for additional detail or clarification later in the review process.

I'M HAVING TROUBLE GETTING THROUGH THE APPLICATION PROCESS

If you are having difficulty applying, verify you are using a recent version of your preferred internet browser. Consider updating your browser version or use a different browser if needed.

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 “Submission Confirmation” screen which states, “You submitted to this job on (date)”. In addition, an email confirmation is sent to the email address provided on your application.

CAN I CHANGE MY APPLICATION AFTER APPLYING FOR A POSITION?

Updating contact information on the ‘My Home Page’ tab will update your contact information for all submitted applications. All other information is not updatable once your application has been submitted. If discrepancies are noticed or updates must be made, please contact your local [Recruitment department](#).

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.



HOW CAN I ENSURE MY APPLICATION IS GIVEN THE GREATEST CONSIDERATION?

Provide complete information including all work experience, education history and question responses. Missing information may result in our inability to determine your qualifications for a position.

CAN I SUBMIT A DRAFT SUBMISSION?

You will not be considered for positions where you have only saved a draft submission. Please set aside enough time to complete the entire application process. (About 60 minutes, especially the first time you apply.) Your application is not submitted for consideration until you reach the final screen which states, "You submitted to this job on (date)".

I'M NOT RECEIVING EMAIL COMMUNICATION FROM INTERMOUNTAIN. WHAT CAN I DO?

Verify your email address is correctly reflected in your "My Home Page" contact information. Incorrect email addresses result in undeliverable emails. Check your e-mail settings to verify e-mails from Intermountain will not be blocked. 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.

CAN I SEE A LIST OF POSITIONS FOR WHICH I'VE APPLIED PREVIOUSLY?

Yes. While logged into your account, select the "View Your Job Submissions" link located in your "My Home Page" tab.

I SUBMITTED MY APPLICATION, BUT THE RECRUITER SAYS THEY CAN'T FIND IT?

From the "My Home Page", View My Job Submissions to verify your application was submitted. If the position is not listed, you did not complete the application process. Locate the position, click the "Apply Now!" button, and continue all the way through the application process. Your application has been submitted when you reach the "Submission Confirmation" screen that states, "You submitted to this job on (date)". You will now see this position listed on the "View My Job Submissions" page.

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:

- Intermountain posts jobs for a minimum of 3 days. At the end of three days, the job may close as soon as sufficient qualified applicants are received, even if the original expiration date has not been reached. Once a position is no longer accepting applications, it cannot be viewed on Intermountain's career site.
- Third party sites may list closed or filled positions. IntermountainHealthcare.jobs is always up-to-date and will always display the most current list of active postings.
- Some jobs are posted for Intermountain employees only. This supports our commitment to the career growth of our employees.
- In some cases, the criteria selected in your search may eliminate positions. Try broadening a search by simply selecting a job category. Use keyword instead of job title searches. This will allow you to see positions with differing titles, but similar characteristics. Using too many or too specific criteria in your search may limit some very good job possibilities.

WHEN WILL I BE CONTACTED FOR AN INTERVIEW?

Only the top 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 WITHDRAW A JOB SUBMISSION AFTER I'VE APPLIED?

Yes. Contact your local [Recruitment Department](#) or email Recruitment@imail.org if you wish to withdraw a job submission.

WILL YOU NOTIFY ME OF POSITIONS FOR WHICH I QUALIFY?

In some cases, yes. When very few qualified applications are received, Recruiters may search the Intermountain database for candidates that meet the position criteria. They may then contact the qualified candidate to determine interest in the position and invite the candidate to apply. In most cases, however, many qualified candidates apply and only those current applications are considered.

CAN I SEND AN INTERMOUNTAIN JOB TO A FRIEND?

Yes, you can share job postings with a friend. Simply click on “Refer This Job To a Friend” on the job posting page. Include your friend’s email address and a message of your choice. Click OK and the job posting will be forwarded.

WHAT IF I FORGET MY PASSWORD?

You are able to recover your Password. Begin by entering your e-mail address in the Lost Password section and click the **Lost Password?** button. Answer the password recovery question you specified at the time of account setup and click “Retrieve Password”. You will receive an e-mail message with a new password in a few minutes. When you next log in, use this new password. You are able to change your password once logged in on your “My Home Page” section.

LINKEDIN APPLY ISN'T WORKING IN MY BROWSER. WHAT CAN I DO?

Please complete the below two configuration changes and try again:

1. Log in to LinkedIn and go to Account & Settings > Privacy & Settings > Account > Manage security settings and turn on the A secure connection will be used when you are browsing LinkedIn option.
2. If you are using Internet Explorer, navigate to Tools > Internet Options > Security > Trusted Sites > Sites. Add these two URL's to the list of trusted sites: *https://*.authoria.net* and *https://*.linkedin.com*

Intermountain Healthcare is an Equal Opportunity Employer --M/F/D/V

Reasonable Accommodations Notice

If you are a qualified individual with a disability, you may request a reasonable accommodation in Intermountain Healthcare’s application process by calling 801-442-2100 (or toll free 1-888-655-3429) or dial 711 for access to Telecommunications Relay Services (TRS) or email recruitment@imail.org.

