



# Recruitment Mailbox FAQs

Thank you for contacting Edinburgh Napier Recruitment Team. We're currently out of office for the Festive period from 1.30pm on Thursday 22 December and will return at 8:45am on 4 January 2023.

In the meantime, please use our FAQ's below to help answer any queries. If you require a response from the Recruitment Team, **please send us an email with the role you're enquiring about, reference number and closing date in the subject field** and we will respond as soon as possible upon our return.

If your query relates to a vacancy closing within the first week in January 2023, please mark this in the subject email title and we will be in touch with you as soon as possible to resolve your query.



<p><b>How do I register as a new user?</b></p>	<ol style="list-style-type: none"> <li>1. Search for the job you're looking to apply for <a href="#">here</a>.</li> <li>2. Click 'Apply Online' at the bottom of the advert.</li> <li>3. Answer any screening questions and then you will be taken to the log in page below.</li> <li>4. Select 'New User Registration'</li> <li>5. You will then be answered to input your personal information including your email address and password. <b>Please note, your email address is your username, and your password must be a minimum of 8 characters.</b></li> </ol> <p><b>Apply for job</b></p> <p>Please enter your user name and password. If you have forgotten your password please use the link below. Your username will also be reconfirmed. If you are a new user, select the New user registration link. Internal applicants should login using your current employee number and password.</p> <p>User Name * <input type="text"/></p> <p>Password * <input type="password"/></p> <p><b>New user registration</b></p> <p><a href="#">Forgotten your password?</a></p> <p><input type="button" value="Log in"/> <input type="button" value="Back to search results"/></p>
<p><b>I can't remember my username.</b></p>	<p>Your username is the email address you used when first registering to apply for a role at Edinburgh Napier University.</p> <p>If you're unable to remember the email address you used when registering, we are unable to provide you with this until our return on 5 January 2023.</p> <p>You can set up a new user by using a new email address when applying for the role you're interested in. Please see details above on how to do this.</p>
<p><b>I have an error code when trying to apply.</b></p>	<p>Please try using an alternative browser (such as Chrome, Microsoft Edge, or Safari) or device and clearing your cookies and cache.</p> <p>If you're still unable to apply, please contact us at <a href="mailto:recruitment@napier.ac.uk">recruitment@napier.ac.uk</a> with the role title, reference number and closing date in the subject field.</p>



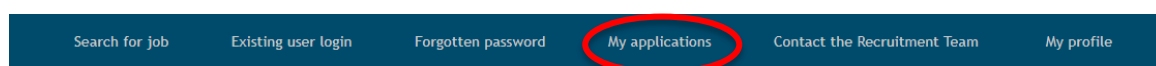
<p><b>I need to reset my password.</b></p>	<p>When trying to log in as an existing user, there is an option to reset your password by clicking 'Forgotten your password'.</p> <p><b>Apply for job</b></p> <p>Please enter your user name and password. If you have forgotten your password please use the link below. Your username will also be reconfirmed. If you are a new user, select the New user registration link. Internal applicants should login using your current employee number and password.</p> <p>User Name * <input type="text"/></p> <p>Password * <input type="password"/></p> <p>New user registration</p> <p><b>Forgotten your password?</b></p> <p><input type="button" value="Log in"/> <input type="button" value="Back to search results"/></p> <p><b>When resetting your password, your username is the same as the email address you registered with.</b></p> <p>If you're unable to reset your password, your password may be locked. Unfortunately, we're unable to unlock your password at this time.</p> <p>You can set up a new user by using a new email address when applying for the role you're interested in. Please see details above on how to do this.</p>
<p><b>Do you have any guidance on completing the application form?</b></p>	<p>Once you've found the role you wish to apply for, please review the role profile and consider the person specification which outlines the essential qualifications, skills, and experience necessary for the role. Please then complete the application form keeping this in mind.</p> <p>It is important that you complete the form so we can assess how your skills and experience match the role profile and our requirements.</p> <p>We would also suggest you review our <a href="#">values</a> and <a href="#">Leadership Behaviours Booklet</a>, as our values help create our purpose, support our vision, and shape our culture and our Leadership Behaviours provide a consistent and transparent set of competencies for everyone in the University to work to, regardless of grade, role or job to work to.</p> <p>For Academic positions, you may be asked to demonstrate your experience and achievements by addressing the criteria linked to the pathway within our <a href="#">Academic Career Development Framework</a>. You will find the pathway within the advert or role profile for the position you've applied for.</p>
<p><b>I'm unable to attach additional documents.</b></p>	<p>Please send these to <a href="mailto:recruitment@napier.ac.uk">recruitment@napier.ac.uk</a> with the role title, reference number and closing date in the subject field, we will respond to you as soon as possible upon our return.</p>
<p><b>I am an internal applicant. How do I apply?</b></p>	<p>If the role is advertised externally, you apply by logging in using your current employee number and password.</p> <p>If the role is advertised internal only, you must apply via <a href="#">HR Connect</a>.</p> <p>Please see steps below on how to do this.</p> <ol style="list-style-type: none"><li>1. Log into HR Connect Self Service.</li><li>2. Once signed in, click on the 'Utility Menu' on the top right-hand corner of the self-service page.</li></ol>

3. Choose 'Useful Links' from the drop-down menu, followed by 'Current Vacancies'.
4. This should take you to the internal careers site in a new tab. Scroll down the page, enter the 'Job Title', 'Key Words' or choose the 'School/Professional Service' of your preference and click the grey 'Search' button.
5. Once your search is complete, click on the relevant job title. This will show you more information about the position.
6. To apply, scroll down to the bottom of the page and click 'Apply Online'.

Can I save my application and come back to this at a later stage?

Yes, you can start your application and come back to this at any time. **Please ensure you have clicked 'Save & Summary' before closing the page.**

You can continue completing your application by selecting 'my applications' when you next visit our Napier Jobs site. This will then ask you to log in using the details used when you registered.



Please ensure you **fully submit your application**, using the steps provided below **before the closing date**. Our adverts close at 11:59pm on the closing date.

If your application is not fully submitted prior to the closing date, we won't receive your application.

I've completed my application form. How do I submit?

Please ensure you have completed all mandatory fields in the application form. **Please note, the apply button will only activate once all fields are completed.** These are completed when they show the green tick symbol.

**Application pages**

- ✔ Personal Details
- ✔ Current Employment, Education and Professional Membership
- ❌ Supporting Statement, Relevant Work Experience and Achievements
- ❌ Supporting Documentation, Declaration and Thank You

**Icon guide**

- Mandatory field
- 🔍 Help icon (click for more information where shown)
- ✔ Mandatory fields complete
- ❌ Mandatory fields incomplete

The apply button will only become active when all the mandatory fields have been completed.

Please note, once you have clicked the 'Apply' button, you may also be required to click the 'Submit' button. Sometimes you will be required to click this more than once. **Once your application has been fully submitted, you will be unable to make any changes.**

You will receive an email confirming your application has been submitted. If you haven't received this, your application may not have been fully submitted. You can log in to check the status of your application and ensure this is fully submitted.

**In progress applications**  
Here are your current applications - please update or submit below.

Vacancy Name	Reference	Closing Date	Process application
Research Fellow - Fixed Term 36 Months	0000213064	12/12/2021	<input type="button" value="Update"/>

**Submitted applications**  
These are the applications you have already submitted. If you would like a copy of any of these, please tick the corresponding box and click Send - then we will send a PDF to your registered email address.

Vacancy Name	Reference	Current stage	Select

**If your application is still showing under 'In progress applications', this means your application has not been submitted.** Please click the update button, ensure all mandatory fields are completed and you have clicked the 'apply' and 'submit' button.



I have a question about the role I'm applying for.	Please send these to <a href="mailto:recruitment@napier.ac.uk">recruitment@napier.ac.uk</a> with the role title and reference number in the subject field, we will forward your queries to the hiring manager upon our return.
Can I have an update on my application?	<p>Once you have submitted your application, you will receive an email confirming this. You will then receive an email acknowledgement of your application, and then the next email will let you know if you have been successful and invited for interview or that your application will not be progressed any further.</p> <p>We are unable to provide status updates. However, you can log in to view the current status of your application as such, but we do normally include the interview date on the advert and if you have not been shortlisted, you will be notified prior to the interview date.</p>
Can I receive feedback on my recent application?	We are only able to offer feedback at interview stage. Unfortunately, due to the volume of applications, we are not able to provide individual feedback at the application stage of the process.
Can I receive feedback on my recent interview?	Please contact us at <a href="mailto:recruitment@napier.ac.uk">recruitment@napier.ac.uk</a> with the role title and reference number in the subject field, and the best number to call you on and a suitable date/time and we will be in touch with you as soon as possible upon our return.
I'm interested in job opportunities at Edinburgh Napier University.	<p>Thank you for your interest in applying to Edinburgh Napier University.</p> <p>Whilst we welcome your application, could we kindly ask you to apply for the role you're interested in through our website. You can search for jobs we're currently advertising by <a href="#">clicking here</a>.</p> <p><b>Please note, we do not accept speculative CV's and only accept submitted application forms for advertised vacancies.</b></p>

Please don't worry if whilst we are closed for the festive period if you experience technical difficulties you can't resolve using our FAQ's while applying for a vacancy – just send us an email to [recruitment@napier.ac.uk](mailto:recruitment@napier.ac.uk) including the closing date in the subject email title and details of the issue/question and we will be back on Wednesday 4 January 2023 and will contact you as soon as possible to resolve your query.