



## **Candidate Application Troubleshooting Guide**

*How do I apply?*

- Turn off pop-up blockers
- Visit <https://careers.uhealth.org/>, search/browse/refine for positions, and click the “Apply Now” link. If you are an internal employee please click the “UHealth employees apply here” link. Internal employees can also search internal positions through The Source.
- Enter your User Name and Password if a returning applicant, or click “Register Now” link to setup a profile for the first time.
- Click “Forgot User Name or Password” to discover or reset your login information.

*What is the accepted upload size for a (cover letter, resume, New-Grad/ACP application) document?*

- A 2 MB (or less) Word or PDF document.
- If your document is showing as over 2 MB please ensure that there are no high-resolution images or videos embedded in your document.

*The system is not accepting my document upload. How can I resolve this?*

- Check the document size and ensure it is under 2 MB total.
- If uploading a **scanned** pdf document, do not select “prefill application” with resume information.
- If the upload still denies your document click [HERE](#), find your position again, and try the above steps again.

*What if I am still experiencing technical difficulties?*

- You will have the opportunity to submit to a requisition and upload a Residency Program document (at the step that asks for resume) twice. After you have applied to the same requisition twice you will be unable to attempt again.
- If you have attempted to apply twice and your completed document was not uploaded, or there are any missing pieces, a Talent Acquisition Recruiter will notify you of this via email and provide instruction on how to resolve. This will occur anytime during (or at times slightly after) an application window.