uchealth

Residency Program Candidate Application Troubleshooting Guide

How do I apply?

1. Don't panic. ☺
2. Prepare your Residency application packet per Residency Website "application requirements" **before** attempting to apply. Preferably, export to pdf to maintain your preferred formatting and reduce overall document (MB) size.
3. Turn off pop-up blockers and ensure that you are attempting to apply during the posted application window.
4. Visit https://careers.uchealth.org/, search for "Residency," select your desired participating Campus, and click the "Apply Now" link. If you are an internal employee please click the "UCHealth employees apply here" link. Internal employees can also search internal positions through The Source.
    a. If desired, it is perfectly acceptable to apply to multiple campuses.
5. Enter your User Name and Password if a returning applicant, or click "complete application manually" 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 3 MB (or less) Word or PDF document.
- If your document is showing as over 3 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 3 MB total (under 2.99 MB).
- Ensure that pop-up-blockers are disabled.

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. <u>This will occur anytime during (or at times slightly after) an application window.</u>