

Frequently Asked Questions

Creating and Managing Your Profile

What is a Candidate Profile?

A Candidate Profile is an online resume that includes your qualifications, education, skills, and career interests that is stored in our Talent Pool. You can create a profile without actually applying for a specific position. Your profile will provide us with a snapshot of your skills and background when we conduct searches of the Talent Pool for qualified candidates.

Why should I take the time to fill out a profile rather than simply applying for specific positions?

When you register and subsequently apply for a position at MPHI, your candidate profile is built based on the information that you enter in your application. The true benefit of your profile is only realized if you release your profile. Doing so will make you visible for other career opportunities beyond what you may have applied directly to.

Also, if you create your profile first, your information will automatically populate when applying for a position.

Do I really have to make entries in every section of *My Profile* if I'm attaching a resume?

It is best to provide as much information as possible. When searches are performed to look for qualified candidates, they will be based on the information that you provide (education level, work history, job preferences, and qualifications). If you only provide a limited amount of information, and then attach a resume, those specific searches may not identify you as a potential candidate.

Why should I release *My Profile*?

When we post a position at MPHI, we may also be searching the Talent Pool for potential candidates. If your profile is released, your information will be searchable. If we find, based on our searches, that you meet the minimum requirements for the position, we may invite you to apply.

If for some reason you wish not to be contacted by MPHI with an invitation, you are able to lock your profile making your information unavailable when searches are performed.

If you are invited to apply for a position, it will be your responsibility to submit an application in order to be considered for that position.

What type of documents should be attached to my profile/application?

We recommend that you attach your resume/CV to your profile. And when applying for a position, you should attach a cover letter, references, and your resume/CV if that has not already been attached to your profile.

Can I edit My Profile?

Yes, you can change entries at any time using the edit button. There is also a delete button for removing entries. We encourage you to update your profile just like you would your resume when there are additions or changes.

Who can register in the MPHI Talent Pool?

As a general rule, anyone who is interested in working at MPHI can register.

How do I register?

Simply select the register link on the MPHI Careers home page. There you will enter your name, preferred user name and password, along with your email address. After registering, you will receive an automatic email message confirming your registration.

How long is My Profile kept on file?

Your profile will remain indefinitely provided you logon, update it, or apply for jobs from time to time. Once a profile has been dormant for more than one year, you will be contacted via email to request that you logon to the system and update your profile. If that is not done, your profile will be deleted. You can also de-register at any time, which will also delete your profile.

Submitting an Application

Do I have to apply online in order to be considered?

Yes. MPHI's application process is completely electronic. Resumes or applications submitted via email, fax or mail will not be accepted for the positions available.

How do I apply to a specific vacancy?

You must first register in order to apply for a vacancy. Once registered, take the time to fill out *My Profile*. By doing so, the information will automatically populate fields for each vacancy you apply to.

There are instructions on the first page of the Application Wizard in addition to explanations for each page during the application process. Questions marked with an asterisk (*) are mandatory and must be completed. While completing your profile and application, make sure to select the "SAVE" button located in the lower left corner of each screen before advancing to the next page. Make sure you use the next tab button  in the top right hand corner to see all available page tabs.

Refer to the step-by-step instructions that are also located on the [MPHI E-Recruiting Tips & Help](#) page of our career site.

How do I know if my application was received?

You will receive a confirmation of your application via email. Check your junk mail folder if you do not receive confirmation within 24 hours to ensure it has not been filtered from your inbox.

You will also have the ability to monitor the status of your applications while logged into our E-Recruiting system by clicking on the *Applications* link under the *Jobs & Applications* category of the main page.

If I apply for more than one position, will I be considered for each one?

Yes. You will be considered for any position you apply for.

Can I interrupt creating *My Profile* or application and then continue at a later date?

Yes. You will need to save your information after each entry of the process and as long as you have done this it will allow you to continue where you left off.

What happens if I change *My Profile* while an application is pending?

Any changes you make to your candidate profile will take effect immediately and will be incorporated into pending applications. Depending on where MPHI is in the recruiting process for this position, we may be unaware of the update to your application. Therefore, we suggest you send an email to hr@mphi.org notifying us of the change.

How can I find out the status of my application?

You will be sent an automatic notification once you have submitted your application. To view the ongoing status, simply access our E-Recruiting system and select the *Applications* line under the *Jobs & Applications* category of the main page. If the status is shown as *draft*, then you have not completed the application process. If the status is *in process*, your application has been successfully received and is being considered for the position. If the status is *rejected*, then the position has been filled by another applicant and notification of the rejection has been sent to your email address. And, the status *to be hired* means you have been offered and accepted the position.

How can I withdraw my application?

When you select *Applications*, you get an overview of all of your applications and what status they are in. Select the one that you want to withdraw and click on Withdraw/Delete button.

Technical Questions

What if I forgot my user name and/or password?

On the login screen, input either your user name, email address, or both and select the *submit password* button. The system will automatically generate a temporary password and send it to your email address. If you do not receive it within 24 hours, check your junk mail folder to ensure the email message is not being filtered out. After entering the temporary password you will be prompted to change the password. Your new password must be at least eight characters (alpha/numeric) and is not case sensitive.

How do I log out of the E-Recruiting system and end my session?

To log out of the system, select your browsers close window (X) button. Doing so will terminate the session immediately.

Is my information protected, and who can see it?

We attach great importance to privacy and data protection at MPHI. This applies particularly to the personal data of employees, applicants and any individual registering in our talent pool. Our Data Privacy Statement can be viewed when registering as a candidate. It can also be viewed on the Profile Release page of your profile.

What format and file size of documents can I upload as attachments?

Along with documents created using standard Microsoft Office programs like Word, PowerPoint, and Excel, you can also upload documents using the following formats: Rich Text Format (.rtf), Plain Text (.txt), Portable Document Format (.pdf), Tagged Image File (.tif), Joint Photographic Experts Group (.jpg), and Bitmap (.bmp).

When searching for qualified candidates, we will perform searches on attached documents for specific words and phrases. Please note that documents that have been scanned may not be searchable depending on the device used, as they are viewed as an image and not text.

Which browsers are supported?

The following browsers are supported:

- Internet Explorer 5.5 and higher
- Netscape 7.01 and higher
- Firefox 1.0 and higher
- Mozilla 1.7.5 and higher

Download Acrobat Reader?

Some information is provided in the form of PDF documents. To display correctly, you will need to have that software installed on your computer.