



## FREQUENTLY ASKED QUESTIONS

### APPLYING FOR JOBS

#### How do I apply for a job online?

1. Click on 'Search Opportunities'.
2. Enter the appropriate key words and criteria for your search.
3. Click on a job that matches your interest.
4. If you are a first time applicant, you will choose 'New Resume/CV'.
5. If you would like to apply for additional positions, follow the instructions above. You will have the option of either choosing an existing resume/CV or uploading a new one. (Note: In order to upload a new resume, you will need to follow the profile set up steps again).
6. Continue through the necessary steps in order to finalize your profile.
7. Following these steps will allow you to apply for a position as well as create a job profile for you.

#### How can I edit my job profile?

Your job profile will allow you to quickly apply for other positions. To edit your profile, you will click on the 'Update Your Profile'. Once you have logged into 'Update Your Profile', you can update your basic information by clicking on 'Edit Profile' at the top of the screen. To edit or upload a resume by position, you will click on the 'View Resume/CV' link beside the respective position and scroll to the bottom of the page.

## How do I see the positions to which I have applied?

You will need to log into Update Your Profile. Once in Update Your Profile, you will be able to view all of the jobs for which you have submitted your resume/qualifications in order to see the status of the position.

## Can I edit a resume that I have already submitted to a position?

Yes. To do so, go to 'Update Your Profile' and click on 'View Current Resume/CV' beside the respective position. Scroll to the bottom of the page and either upload a new resume or edit specific changes in the text box.

## AFTER YOU HAVE APPLIED

### How will I know that my application has been submitted for the position(s)?

You will receive an immediate email response from McCann Worldgroup acknowledging receipt of your application as soon as you submit one.

### How long does it take to fill a position?

The time to fill a position varies depending on a number of factors including the type of position, the number of candidates, the hiring manager's schedule and so on. While we make every effort to complete the recruitment process as fast as possible, it usually takes up to two weeks (after the closing date) to review all applications. It may take several weeks to several months (for very specialist roles) to fill a position.

### How will I know if I am being considered for the job?

If you are a candidate under consideration, a recruiter will contact you. We are unable to accept phone calls to check the status of a resume submission.

### How do I know if a position is still open?

If you have not received an e-mail indicating that the position has been filled, you can log into the career portal and view the status of any job for which you have submitted an application to through your Profile.

### Should I submit a paper resume as well?

No - our recruitment process is paperless; we no longer accept paper resumes. All applications must therefore be made through our online system.

### What does the word 'HOLD' mean when posted next to a position?

A position could be put on hold for a variety of reasons. It means that at this time, the recruiter is no longer actively seeking candidates. The department could be in the final stages of selecting a candidate or the department may no longer need the position at this time.

## TECHNICAL PROBLEMS

### How do I reset my password for my Profile?

If you have forgotten your profile password, click on 'Update Your Profile' in the Careers section. Click on the 'Forgot Password' link and you will be prompted to enter your email address. Information to log into the system will be sent to your e-mail address.

### I tried to submit my profile, but the web page indicated that there was an error. What should I do?

We support the latest Windows and Mac OS platforms and browsers, including Internet Explorer, Firefox, Chrome and Safari. In case you are not running on one of the updated platforms or browsers, try using another browser or upgrading your

existing software. In addition, make sure you have JavaScript enabled and accept cookies on your browser.

If you have any additional website/technical issues, please contact us [here](#).