



eRecruitment Frequently Asked Questions

Q. Do I need a user name and password to submit an application?

A. Yes, in order to log in to our on-line application system you will need both a User ID (your e-mail address) and a password (created by you).

Q. Do I need a valid e-mail address to apply?

A. You do not necessarily need a valid e-mail address to apply. If you do not have one set up, you can make up an e-mail address to continue with your application. However, you will not be able to receive e-mail notifications from us regarding the status of your application. There are many free, available and easy-to-navigate e-mail providers to choose from. Some of these include, but are not limited to: Yahoo, AOL, Hotmail and Google.

Q. How do I retrieve my forgotten or lost password?

A. On the initial login page, there is a link to click if you have forgotten your password. From there you will be taken to another screen where there are two ways to retrieve your password. You can either enter your e-mail address to have your password e-mailed to you or you can choose to enter your e-mail address and the answer to the secret question you created during your initial profile setup.

Q. How do I apply for more than one job?

A. At your first login, you will create your candidate profile which will contain all of your basic information you would provide on any paper application. If you want to apply for any one job in particular, you select that job from our job board and click on the "Apply Online" choice within the posting. You will then be prompted to enter your login information (e-mail address and password). You will need to review your application details and will then be prompted to answer additional questions that are required for that specific job. Once completed, your application for that particular position will be registered. This can be done for as many positions in which you are interested.

Q. How do I check the status of my application?

A. You can check on the status of your application for a particular position at any time during the hiring process. To do this, return to the American Specialty Health website and click "Career Opportunities" on the left side of the page. Then click "Current Job Openings" and then "View Applications". You will be prompted to log in with your e-mail address and password. You will then be taken to a page that will show all of the jobs for which you have applied and the status of your application.

Q. What does it mean when my status says "Incomplete"?

A. This means you have not fully completed the application, and we will not be able to consider you for the position for which you have applied. To correct this, please log back in to the system and make sure you complete each page, filling out each form on the application.

Q. What do I do if I got disconnected in the middle of my application?

A. You can resume your application at any point where you were disconnected by logging back in to your profile. To do this, return to the American Specialty Health website and click "Career Opportunities" on the left side of the page. Then click "Current Job Openings" and then "Edit Profile". You will be prompted to log in with your e-mail address and password. You can then page through your information to completion.

Q. Can I update my application?

A. Yes, you can log in to your account and make any changes that you would like to your profile at any time. Remember to save the information before exiting the system.

Q. How can I speak to someone regarding my application?

A. If your experience matches the qualifications of the position to which you have applied, you will be contacted by a member of the staffing team for a prescreening interview.

Q. How will I know if American Specialty Health has received my application?

A. An email will be sent to your e-mail address on file to confirm receipt of your application.