

## eRecruitment Frequently Asked Questions

**Q. Who do I contact if I'm having issues with submitting my application or if I have general queries about a vacancy?**


**A.** If you have any queries or issues, please contact Recruitment at [recruitment@mu.ie](mailto:recruitment@mu.ie).

**Q. I didn't receive the automated acknowledgement email when I submitted my application, has my application been received?**

**A.** The automated acknowledgement email often gets caught in the junk/spam email folder of your email account. If the email is not located there and you are still concerned about whether your application has been received, please contact Recruitment.

**Q. I've forgotten my password, how do I reset it?**

**A.** You can reset your password by selecting '**Login**' from the Menu on the left hand side of the page. Enter your email address and select the '**Forgotten Password?**' option below and a new password will be sent to your email address.

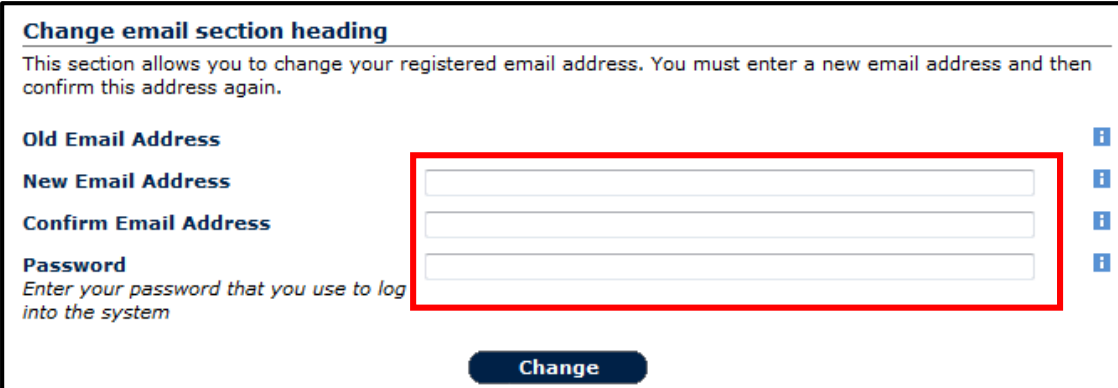


The screenshot shows a login form with the following elements:

- Email Address \***: A text input field with an information icon (i) to its right.
- Password \***: A text input field with an information icon (i) to its right.
- Login**: A dark blue button.
- Forgotten Password?**: A link highlighted with a red oval, located between the Login and Register Now buttons.
- Register Now**: A dark blue button.
- An information icon (i) is located at the bottom right of the form area.

**Q. How do I change the email address assigned to my eRecruit account?**

**A.** In order to change your email address, select '**My Account**' from the Menu. Enter the new email address you wish to change to in the fields below along with your **current password**. You will receive an email to the new email address where you will be asked to click on a link to verify the change.



The screenshot shows the 'Change email section heading' with the following elements:

- Change email section heading**: A heading with a horizontal line below it.
- This section allows you to change your registered email address. You must enter a new email address and then confirm this address again.**: A descriptive paragraph.
- Old Email Address**: A text input field with an information icon (i) to its right.
- New Email Address**: A text input field with an information icon (i) to its right.
- Confirm Email Address**: A text input field with an information icon (i) to its right.
- Password**: A text input field with an information icon (i) to its right.
- Enter your password that you use to log into the system**: A descriptive paragraph for the password field.
- Change**: A dark blue button at the bottom center.


**Q. How do I update my application once it has been submitted?**

**A.** If you would like to update your application once it has been submitted, please contact Recruitment. Please note, you can only amend your application **before the closing date and time specified on the advertisement.**


**Q. I partially submitted my application before the deadline and selected 'Save for Later', will my application still be considered?**

**A.** Only applications which have been fully submitted before the closing date and time specified will be considered for each vacancy. Incomplete applications are automatically cancelled by the system once the closing date passes.

**Q. How can I view my previous applications?**

**A.** Previous applications can be viewed by selecting '**Your Application History**' from the Menu section on the left hand side of the page. To view the application you submitted for a specific post, select 

**Q. How can I view a job description after a vacancy has closed?**

**A.** If you have applied for the position, select '**Your Application History**' from the Menu section on the left hand side of the page. To view the job description select  for the relevant post and the job description will be listed there along with your application documents.