

**I submitted applications on the previous online application system. How do I copy my information over into Workday?**

We did not transfer any applicant information from Greentree (our previous system) to Workday. You will find the application process to be very easy in Workday. Simply log onto our Career Center at <http://www.sluhn.org/careers> and search for jobs for which you qualify and are interested in at St.Luke's.

**If I applied for a position in Greentree and it was before June 20, 2016, how do I access my profile in order to view my application status?**

Please access the following URL:

[https://slhncss.igreentree.com/css\\_external/CSSPage\\_UpdateProfileStatus.ASP](https://slhncss.igreentree.com/css_external/CSSPage_UpdateProfileStatus.ASP)

Enter your Greentree user name and password to check your status of any applications that are still active on Greentree.

**Will I be able to apply to any of the jobs listed in Greentree after June 19, 2016?**

No. Job applications **will not** be accepted in Greentree after June 19, 2016. You may, however, view your application status in Greentree for any jobs you applied to on or before June 19, 2016. All other applications will be submitted through our Workday system.

**Will I be able to set up an Account or Profile like I did in Greentree?**

Prior to your first application, you will be prompted to set up a Candidate Account in Workday. Setting up a Candidate Account will allow you to check the status of your applications and is a requirement of Workday. To set up a Candidate Account on the Workday site, click on "Create Account". You will be prompted to enter your email and create a password. (Please note the password requirements.) Once submitted, you will be prompted to re-enter your email and password.

**What if I lost my password?**

Click on the link that says "Forgot Password" and it will be emailed to you. We are unable to re-set passwords in Human Resources.

**How do I apply to a specific position?**

You may search for jobs using the search box, or by job category, location, job type, or full/part time. A complete list of open positions is on the right hand side of the page. Once you find a job that you are interested in, click on the requisition, which will list the job responsibilities and requirements.

If you wish to submit an application for the position, click on the orange Apply box, and follow the instructions to complete your application. Please remember to go back a minimum of seven (7) years in employment history. You will be asked a series of questions towards the end of the application. Finally, you will read the Terms and Conditions page and check the box indicating that you have read and agree to the Terms and Conditions. By checking this box, you are providing us with an electronic signature. You will be given an additional opportunity to review your application before submitting the application.

**What happens to my application when I click the "Submit" button?**

Your application is sent electronically to the requisition. You will receive a confirmation email from [sluhn1@myworkday.com](mailto:sluhn1@myworkday.com) acknowledging your application.

**Must I complete the application on a computer?**

While you may complete the application on a desk top or laptop computer, you may also complete an application using a mobile device including tablets and phones. If you opt to use a mobile device to apply to a position, you will want to make sure you have a copy of your resume saved on your mobile device.

**How can I be sure you received my application?**

You will receive an email notification from us [sluhn1@myworkday.com](mailto:sluhn1@myworkday.com) that will indicate your application has been received. (Please note that the email notification frequently goes to a spam file.) If you do not receive this email notification, your application has not been received. You will also see the position listed on your Candidate Account, under “My Applications”.

**If I submit one application, will I be considered for multiple openings?**

No, you must “apply” to each specific opening that you are interested in. Each opening is tied to a particular job or requisition number and you must apply to that specific opening to receive full employment consideration. You may search for jobs using the search box, or by job category, location, job type, or full/part time. A complete list of open positions is on the right hand side of the page.

**How can I increase the opportunity to be selected for an interview?**

Make sure your application is complete, reflective of accurate and recent employment information, truthful and error free. You are required to go back a minimum of seven (7) years of employment/school history. Apply only for jobs that you are qualified for, based on the job requirements.

**How long will it be before I hear from someone?**

We receive over 100,000 applications per year from both internal and external applicants. Sometimes it takes a few weeks to review and interview any potential internal applicants. It may be up to a month or longer before you see a change in your application status or are contacted by a Recruiter. We appreciate your patience during this time.

**Will I be contacted directly after I submit my application?**

Based on the high volume of candidates, we will only contact the candidates who are selected for an interview. You can continue to check the “My Applications” section of your Candidate Account to review your status.

**How will I be contacted?**

You may be contacted by either phone or email. Be sure to list your preferred contact phone number and an email address that is checked regularly so that we may get in touch with you.

**I received a phone call after submitting my application telling me I need to complete an assessment. What does this mean?**

This means you are being considered for the next step in our application process. You are being asked to complete an important assessment so we can evaluate your alignment with our values and culture. This is our **Customer CARE Assessment**. Following this phone call, you will receive an email with a link to this assessment. For further consideration and an opportunity for an interview with our hiring team, we are asking you to take this assessment as soon as possible; preferably within the next forty-eight (48) hours.

**What happens after I take this assessment?**

Once we have received and reviewed your completed assessment, we will follow up with you regarding proposed next steps in our process. You may or may not be scheduled for an interview at this point.

**What if I already took the assessment in the past?**

Your Recruiter will be aware of this and will be able to review your assessment as part of the evaluation process. Should you already have a satisfactory score, you need not take the assessment again. Should you not achieve a satisfactory score, you will be able to re-take the assessment following six (6) months.

**May I call/e-mail the hiring manager myself?**

You may call or email, but most times the Manager will direct you back to Recruitment/Human Resources, as all interviews are coordinated through the Human Resources Department.

**May I mail, fax or email my resume to Human Resources?**

Sorry, all of our applications are through Workday. Should you not have access to a computer at home, public library, or CareerLink site, you may visit a St Luke's Human Resources Office to access a computer to complete an application or assessment.

**What if I don't have internet access?**

Should you not have access to a computer at home, public library, or CareerLink site, you may visit a St. Luke's Human Resource Office to apply online.

**What if I do not have an e-mail address?**

Email addresses are available at no charge from a wide variety of providers, including gmail™, Yahoo®, AOL® or Hotmail™.

**The information that I originally put on my application has changed. How do I update an application?**

Once an application is submitted, it cannot be changed. If you are called for an interview, please be sure to bring along all updated information. Then, on subsequent applications, make sure the updated information is included.

**What does "per diem" mean? I'm not familiar with this term.**

"Per diem" is used to describe an employment status. This term is frequently used in healthcare. "Per diem" means that there are no budgeted hours for the position; that you will be scheduled on an "as needed" basis. Some weeks this could mean that you will have forty hours, some weeks none, or some weeks eight hours. Schedules vary depending on the needs of the department.

**What is the dress code for an interview?**

We strongly recommend you wear business attire and encourage business suits, professional dresses, jackets, ties, etc. Appropriate attire and professionalism make a strong first impression. Our dress code says no jeans, visible tattoos or body piercings (other than earrings), so you should follow those guidelines when coming in for an interview.

**How can I find out the salary for a position?**

Salary ranges are discussed when scheduling an interview or at the interview. Our compensation and benefits package is very competitive in the community. It's a good idea to indicate on your application the salary range you are targeting as well as your salary history.

**What if I have a question that isn't answered here?**

You may contact Human Resources at [human.resources@sluhn.org](mailto:human.resources@sluhn.org) should you have a question.

8/2016