



## **Applicant Portal Frequently Asked Questions**

### **Do I have to apply online?**

We can only accept application materials that are submitted online through the [Sinclair Applicant Portal](#).

### **How do I begin the application process?**

To begin, please click on “Log In/Create Account” in the sidebar. If you do not have an existing account and/or this is your first time on the [Sinclair Applicant Portal](#), please click the “[Create an Account](#)” link. Please create a username and password that you will easily remember. You will need this username and password when you check the status of your application or if you decide to apply for other positions within Sinclair.

### **I forgot my username and password. What should I do?**

If you forgot your username and/or password, click on the “Forgot your username or password” link on the login page. This will guide you through the process of reacquiring your login credentials. Instructions on retrieving your username and resetting your password will be sent to the email address you provided when creating your account. If you need additional assistance, please contact Human Resources.

### **I am receiving an error message saying the PDF failed to convert. What do I do?**

- Clear browser cache and re-attach the document: close all browsers, clear cache, reopen, log in directly to the application with no other tabs open, and re-attach the document
  - Alternatively, paste text directly into the application
- Check for document artifacts: passwords, digital signatures, or watermarks prevent conversion—print/scan the document and upload the scanned version
- Reduce file size: Keep files under 5 MB by scanning at lower DPI/resolution in black and white

### **Can I apply for more than one job?**

Yes! We encourage you to apply for all the positions for which you qualify.

### **How will I know that my application has been submitted?**

Once you have submitted your application, you will immediately receive an automated email confirming receipt of your application. Please be sure to check your spam folder if you do not see the email in your inbox. You can also log into the [Sinclair Applicant Portal](#) and navigate to “Your Applications” to check the status of your application.

If you do not receive a confirmation email, or if your application is in “draft” status, then your application was not successfully submitted, and the hiring committee will not have access to it.

**How do I update or make a correction to a submitted application?**

Applicants can make updates to the general application data, uploaded documents, or answers to supplemental questions if the position is still open.

Be sure not to withdraw your application to make changes. If you withdraw your application, you will not be able to make changes to it or re-apply to the position. If you withdraw your application by mistake, please email [hrdept@sinclair.edu](mailto:hrdept@sinclair.edu) for assistance.

Please email [hrdept@sinclair.edu](mailto:hrdept@sinclair.edu) with the position title and position number in the subject line. In the body of the email, specify whether the change pertains to your general application information, uploaded documents or responses to supplemental questions. You do not need to attach updated documents to the email since you will be uploading them later.

**The application is asking for transcripts. Can I wait and submit them later?**

You can upload *unofficial* transcripts for application purposes. If you are selected for the position, you will be required to submit *official* transcripts to HR.

**Can I be notified of other job postings that match my interests and qualifications?**

Yes! Job seekers who are interested in receiving email notifications that match their interests can sign up for Job Alerts. The email notification will include information on job titles, position purposes, and links to the job postings.

**Who do I contact to request a status update on my application?**

Thank you for taking the time to submit your application and for your interest in working at Sinclair. We understand that waiting for an update can be difficult. Below are ways you can check in with us regarding the status of your application during the recruitment process.

- Log into the [Sinclair Applicant Portal](#) and navigate to the “Your Applications” menu item to see if your application’s status has been updated. You may not receive notification that a change has been made.
- Reach out to the Human Resources Department by contacting the individual listed as the *Talent Acquisition Consultant* in the [HR Directory](#).