

## Frequently Asked Questions for Applicants

If you have additional questions, please call 865-558-2166 or email [jobs@kub.org](mailto:jobs@kub.org)

- What if I don't remember my password or user name?
  - *Select "Forgot Password" or "Forgot User Name" link, and an email will be sent to you with instructions on how to reset.*
- I am a KUB customer. Can I use the same login information I use to pay my bill?
  - *No. Your login information for the Career Portal is created when you first apply, and is separate from the KUB Customer site.*
- What internet browser should I use to fill out an application?
  - *Our career site is most compatible with Google Chrome. Firefox, Safari, and Internet Explorer may be used, but are not as compatible. If using Internet Explorer, refresh the Job Search page if your first search does not display any results.*
- If I want to apply for multiple jobs, do I create multiple applications?
  - *From the Job Openings page, you may select multiple jobs and fill out one application for the jobs selected.*
- How do I attach a cover letter to my application?
  - *The cover letter you have uploaded in the "My Activities", "Cover Letters and Attachments" section will automatically attach to your application when you apply on a job.*
- How do I find the school I attended when logging a degree?
  - *Fill in Country and State fields first to narrow choices. Select "Search" and filter by using the "Description contains" selection. Type in portion of school title, such as Tenn, Knox, etc.*
- What if I don't see my major code choice?
  - *Type in Major title in "Major Description" field.*
- What if I don't see my College in the School Code list for Degrees, or my High School for School Education?
  - *Type in school name in "School Description" field.*
- How do I document a degree in progress?
  - *Change the Effective Date to future date of estimated completion. Indicate on Highest Education level field, "Some College."*
- If I made a mistake on my application, can I fix it after I've submitted?
  - *You may withdraw application and re-apply if you made a mistake in regards to your application information. If you need to update your contact information, this can be performed within your career profile page- "My Account."*
- I signed up for job notifications, but I am receiving the same email every day. How to I stop the notification emails?
  - *Log in to your profile and select "My Notifications" tab. Open the job search alert to view. Once viewed, the email will not be triggered. You may also remove your option to receive notifications of your saved search by navigating to "My Saved Searches."*
- How do I know my application was submitted successfully?
  - *You will receive a confirmation email. In your "My Activities" section, you will see the application with the status of "Submitted." If not submitted, the status would be "Draft."*
- How will I know if I'm being considered for the job?
  - *You will be contacted by phone if moving past the application stage into the interview process.*