

External Applicant FAQ Document

1) Why Should I Complete an Online Application?

Once you complete the application online, your application will be:

1. Routed to a member of the Recruitment Team for review.
2. Saved in our database. You will be able to use the saved application each time you apply for new positions.
3. Check the status of your application at www.hchdonline.com any time.

2) Do I need an email address to apply online with HCHD?

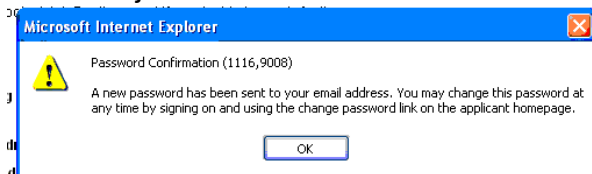
Yes. If you do not have one, you may obtain a free hotmail account with providers such as MSN (www.hotmail.com) or Yahoo (www.mail.yahoo.com). Select the option to get a free account. Follow the instructions given. During this process, make note of the email address and password that you have created. This information is needed to access your new email account. You will have a different password for your HCHD "Careers" account.

3) Do I need a resume?

No. You may select "I am not providing a resume"; however, HCHD prefers that you use the "Attach Resume File" option. Attaching a resume automatically fills in basic data.

4) What if I forget my password?

You must have your email address in order to reset your password. Type in your email address and click on the [I Forgot My Password](#) link. You will get the following pop-up message. Click OK. Within a few minutes you should get a new password. Note: Please check your spam or bulk mail for this email message as some providers may flag the HCHD email as junk mail.



5) How can I find out the status of my application?

You must log on to your HCHD "Careers" account. To review the status of an application, click the [Application Status](#) link. You will see a list of all the applications that you have submitted. The current status of each application is indicated in the Status section.

Note: A recruiter will contact you if you are qualified for the position in which you are applying. Please do not contact us to ask about the status of your applications. The information that you see on the [Application Status](#) page is the only information available and is routinely updated.

6) Do I have a time limit to complete the application?


Yes, you have 60 minutes to complete the online application. If you think you need additional time, you may want to pre-enter your personal information by creating a profile by selecting [Create/Update Resume](#) before you apply for a position to give yourself additional time.

7) What are the system requirements I need in order to use HCHD's online application?

General end user workstation hardware requirements:

- 256 MB RAM recommended (64 MB RAM minimum)
- 800 MHz Pentium or equivalent processor (Pentium 166 MHz minimum)
- VGA controller and display of 800x600 resolution or higher and High Color (16bit) mode for the best display results.

8) If I need help with the application process, whom can I contact?

You can click on  button. Then Click on [Submit Inquiry](#) link. Please complete the form that is presented and select Human Resources / Employment to receive your email. The turnaround time for our response is 24 – 72 hours.