

Answering Applicants' FAQs

Applicants perform a series of tasks during the application process, and administrators must prepare themselves to answer potential questions that arise. This article covers a few commonly asked questions, and you can reference each section to prepare yourself for future needs.

Click a hyperlink below to jump to that topic:

- [Using Applicant Help](#)
- [Viewing Applicant Profiles](#)
- [Applicant Password Resets](#)
- [Applicant's Confirmation Page](#)
- [Gaining Access to Application Pages](#)
- [Resetting Fit Assessments](#)
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Using Applicant Help

Applicants are provided a knowledge base where they can request help or review training materials if they require assistance. We recommend you never provide applicants with the support phone number but rather, direct them to the help section on their applicant landing page. From here, they can select **Request Technical help** and proceed to their application's Learning Center.

Need Help?


We're here to help! For questions regarding position qualifications or application procedures, please contact District 123 directly.

For technical questions regarding the Applicant Tracking system, please contact the Applicant Tracking help desk using the Request Technical Help link below.

[Request Technical Help](#) ►

The Learning Center provides instructional materials and includes a request link to contact support. Applicants can either search for an answer within these help articles, or they can click the **Submit a Request** link to email a support specialist.

How can we help?

 Search



Basics & Tips



Job Details



Application
Overview



Application
Management



Post-Application
Process

Promoted articles

Clearing Your Web Browser's Cache

When you visit a website, your browser will sav...

Email in Use

You may encounter one of two common errors when...

Can't find what you're looking for?

Let us help you!

[SUBMIT A REQUEST](#)

If they select to submit a request, the applicant is required to include contact details (name, email, etc.) and a description of their inquiry. (Take note that the system automatically provides recommended articles based on the entry made within the "Subject" box.)

Once complete, the applicant will select **Submit** and await a reply.

Submit a request

Your email address *

apond@education.com

Full Name *

Amelia Pond

What District are you applying to? *

Gallifrey

What is your question regarding? *

Job / Posting List

Questions or comments about the hiring process & policies as well as questions about the requirements of the application are best directed to the district. Most districts provide contact information on their district website, sometimes in sections specifically for HR or Career/Employment Opportunities.

Subject *

Vacancy or position

Suggested articles

[Vacancy vs. Position](#)

[Different Pages Per Position/Vacancy](#)


Description *

Can you help me understand some of differences between a vacancy and position?

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Attachments

[Add file](#) or drop files here

 **Note:** Clients who embed the links onto their website rather than use the standard landing page for applicant tracking must always add the following link for applicants to see the help option: <https://talent-help.frontlineeducation.com/hc/en-us> (<https://talent-help.frontlineeducation.com/hc/en-us>)

Using "Add Materials on Files" to View Applicant Profiles



Some applicants may experience problems related to their profiles and you can troubleshoot these issues within the "Modify Files" portion of your applicant tracking feature. This section allows you to search for a specific applicant within the system and review their information.

To do this, enter the first and last name and click **Next**.

A screenshot of the 'Modify Files' interface. On the left is a sidebar with a 'Filter' box at the top. Below it are four menu items: 'Maintenance Tasks' (with a pencil icon), 'Modify Files' (with a pencil icon and highlighted in purple), 'Manage Trashed Applicants' (with a trash can icon), and 'Document Retention' (with a document icon). At the bottom of the sidebar is 'Warn Incomplete' (with a warning triangle icon). The main area on the right has a header 'Modify Files' with a person icon and the instruction 'Type the name of the person you would like to modify:'. Below this is a tip: 'Tip: names are found that start with what you enter.' There are two input fields: 'First:' with 'Rebecca' and 'Last:' with 'Bretz'. To the right of the 'Last:' field is a 'Next ->' button with a mouse cursor pointing at it.

You can then select **Modify Files** to view the applicant's data and any materials on file. This information includes profile details and the email being used by the applicant.

Materials On-File

The following documents have been received for Rebecca Bretz.

Type	Date Entered	Functions
Online Application	4/29/2013 3:48:00 PM	<input type="button" value="Open NotePad"/>
Certificate	2/8/2016 8:38:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Lesson Plan	2/8/2016 8:38:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Reference Letter	2/8/2016 8:39:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Reference Letter p. 2	2/8/2016 8:39:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Reference Letter p. 3	2/8/2016 8:39:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Resume	4/24/2014 10:10:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>
Transcripts	2/8/2016 8:38:00 AM	<input type="button" value="Rename"/> <input type="button" value="Delete"/>

Applicant Data

[Log in as this applicant](#)

[Applicant's Profile](#)

Name	<input type="text" value="Rebecca"/> <input type="text" value="Bretz"/>
Address	<input type="text" value="1060 West Addison"/> <input type="text" value="Chicago, IL 60657"/>
Phone	<input type="text" value="773"/> <input type="text" value="123-4567"/>
Email	<input type="text" value="rbretz@education.com"/>
Date Completed	<input type="text" value="4/29/2013 3:48:00 PM"/>
Locked Until	<input type="text" value=""/>
<input type="button" value="Save"/>	

For further applicant assistance, candidates can use the Request Technical Help link on the main application page or visit talent-help.frontlineeducation.com to create a ticket with our job seeker support team.

Applicant Password Resets

Applicants can receive assistance with logging in to frontline applicant tracking by resetting their password on the login page of the application. Feel free to send the **Resetting Your Applicant Password** (<https://talent-help.frontlineeducation.com/hc/en-us/articles/360053133854>) link to applicants if they ask for assistance with the process, or review the **Helping Applicants Reset Their Own Password** (<https://recruiting-help.frontlineeducation.com/hc/en-us/articles/360053636853>) article yourself.

Employment Application

[Home](#)
[Employment Application](#)
[Login to Existing Application](#)

Log in below.


Enter your email address and password.

Invalid email address or password.


Email Address:

Password: [Forgot Password](#)

Activities for you:



START
begin the process



LOGIN
to existing account

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Logging in to View an Applicant's Confirmation Page

Some applicants experience errors or warnings while attempting to submit an application and these errors generally occur when certain required sections are not completed within the application (as seen in the example below).

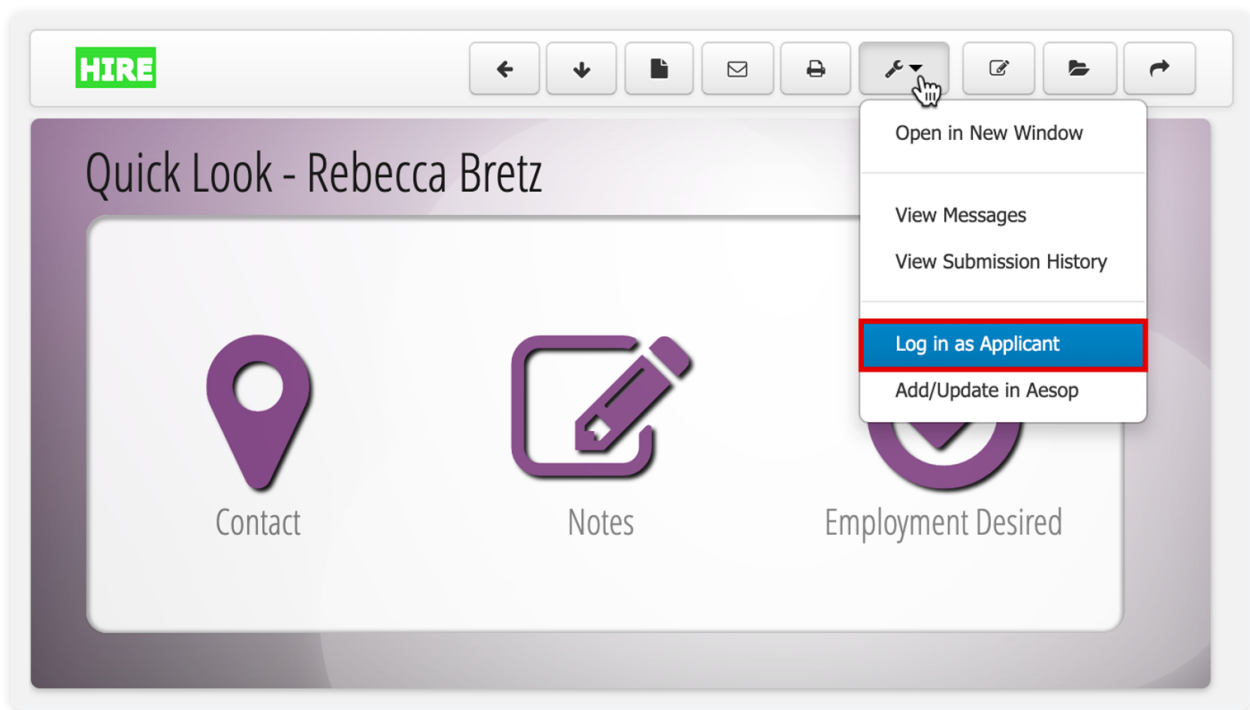
There are omissions that prevent submission of your application. You must correct the following errors before you can submit your application.

Tip: After you correct the errors on a page use the "finish" button at the bottom of the window to return here.

Type	Message
Error:	<ul style="list-style-type: none"> Permanent country is missing. [Go to the Postal Address step]

You can log in as the applicant through one of two ways. The easiest method involves accessing the applicant's Quick Look. Simply click **Tools** on the tool bar and select **Log in**

as Applicant.



You can also access this option from the "Add Materials on File" page and easily select **Log in as this applicant** to review their profile and identify any missing entries.

Additional Resources:

🔗 [Logging In as an Applicant \(https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003571948\)](https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003571948)

🔗 [Completing an Application \(https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003572308\)](https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003572308)

Gaining Access to Application Pages

Some applicants do not understand how to associate themselves with specific positions or vacancies within their "Employment Application" tab. You can direct these applicants to select either the **Vacancy Desired** page (where they can view/apply for currently available jobs) or the **Position Desired** page (where they can express interest in a specific

position type).

Home Employment Application Interviews Forms Bretz, Rebecca · [Log Off](#)

Navigation:

1. Personal Info
2. Current Employment Status
3. Postal Address
- 4. Vacancy Desired**
5. Position Desired
6. JobID1120 Questions
7. Experience
8. Education
9. Education (cont.)
10. Work Schedule
11. Certifications

Please check the positions for which you would like to be considered.

Options: [group by location](#) | [search for jobs](#)

Administration

☐ **General**

☐ [JobID 1153](#): School Psychologist
Location: Hazel Dell Elementary

☐ **Assistant Principal**

☒ [JobID 1330](#): Assistant Middle School Principal
Location: Carlinsville Middle School

How many years of experience do you have in similar positions?

☐ **Associate Principal**

From the "Vacancy Desired" page, they can click the checkbox beside a vacancy and submit their application.

Home Employment Application Interviews Forms Bretz, Rebecca · Log Off

Navigation:

1. Personal Info
2. Current Employment Status
3. Postal Address
- 4. Vacancy Desired**
5. Position Desired
6. JobID108 Questions
7. JobID1120 Questions
8. Experience
9. Education
10. Education (cont.)
11. Certifications
12. Social Security Number
13. Student Teaching
14. MS Teaching Areas
15. Language Skills
16. Highly Qualified Teacher
17. HOUSS Certification Page
18. Extracurricular

Please check the positions for which you would like to be considered.

Options: [group by location](#) | [search for jobs](#)

Administration

Action Required!

In order to be fully considered for this new selection you must:

- Complete any additional questions associated (Use the navigation or the "Next Page" button)
- Resubmit your application (click the "Finish and Submit" button).

OK

Location: How many is?

☐ Assistant

☒ JobID 1141

Location: How many is?

☐ Associate

☐ JobID 1142

Location: How many is?

☐ JobID 1143

Location: How many is?

☐ Guidance

☐ JobID 1141: School Counselor

Applicant Tracking
Formerly AppliTrack Recruit & Fit

Save as Draft Finish and Submit (Required!)


Prev Page Next Page

This action navigates the applicant to their confirmation page and if no errors are listed, the applicant can select **Submit Application**.

- Upon submission, your application will become active in our files. You will be notified by email when your application expires so that you can log in and re-activate it if you wish.

Submit Application

From the "Position Desired" page, applicants can simply click a checkbox beside the desired position pool(s) to associate themselves.

 **If you are interested in future openings in the following areas, please check the positions in which you are interested.**

☐ **Administration**

- ☐ Associate Principal ****Vacancy****
- ☐ Athletic Director
- ☒ Guidance Counselor ****Vacancy****
Select Experience:
- ☐ Personnel Part 2
- ☐ Superintendent

- ☐ Associate Superintendent
- ☐ Director of Curriculum
- ☐ Personnel ****Vacancy****

- ☒ Principal ****Vacancy****
Select Experience:

☐ **Athletics/Activities**

- ☐ Activity Sponsor ****Vacancy****
- ☐ Athletic Trainer


- ☐ Athletic Director ****Vacancy****
- ☐ Coaching

If you have any further questions, consider referencing this [article](#) to learn more about submitting an application and how to address any errors which occur during the applicant's submission process.

Resetting Fit Assessments

Some districts utilize Fit assessment tests to standardize hiring, interviews, and job management. An applicant may wish to reset an assigned assessment, however, this can only be performed under specific circumstances. Applicants who answer a Fit assessment can only have the test reset if it was not fully completed. When this occurs, the applicant can request to have their incomplete assessment reset via the Request Technical Assistance link on the applicant landing page.

Apart from applicants, only authorized users/Admins can request to have the test reset and only a SuperUser with the ability to control users can have the test reset once it is complete.

 **Additional Resources: Fit Assessment Overview** (<https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003573808>)

Troubleshooting Social Security Number Acceptance

The system may indicate that an applicant's social security number is already in use. Reference the "Add Materials on File" page to view the current social security number listed for that applicant or use the search form to identify which applicant already has the SSN.

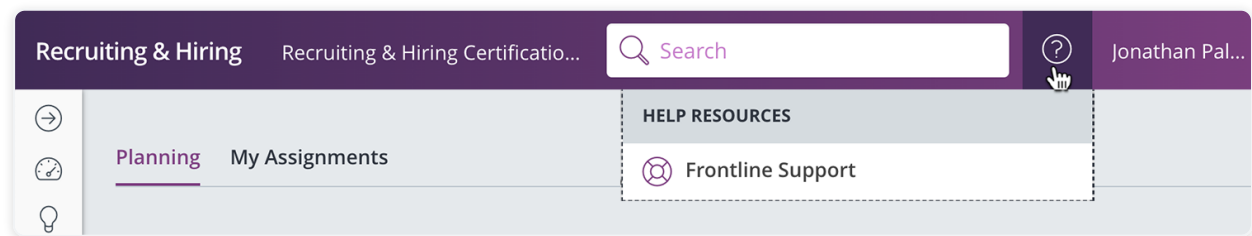
Additional Resources:

🔗 [Modifying an Applicant's Files \(https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003571928\)](https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003571928)

🔗 [Using the Search Form \(https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003456787\)](https://recruiting-help.frontlineeducation.com/hc/en-us/articles/115003456787)

Referencing Chat

You can utilize Frontline's Chat and Support functionality if time does not permit the applicant to receive and act on feedback from the applicant help and if you are unable to fix their problem. Simply select the "?" in the top right corner of your Applicant Tracking feature and click **Frontline Support**. Once selected, your application's Learning Center will open where you can select a contact option.



Each of these topics highlights some of the pending questions Admins receive from their applicants. Consider each scenario and determine the best approach for your specific need!

