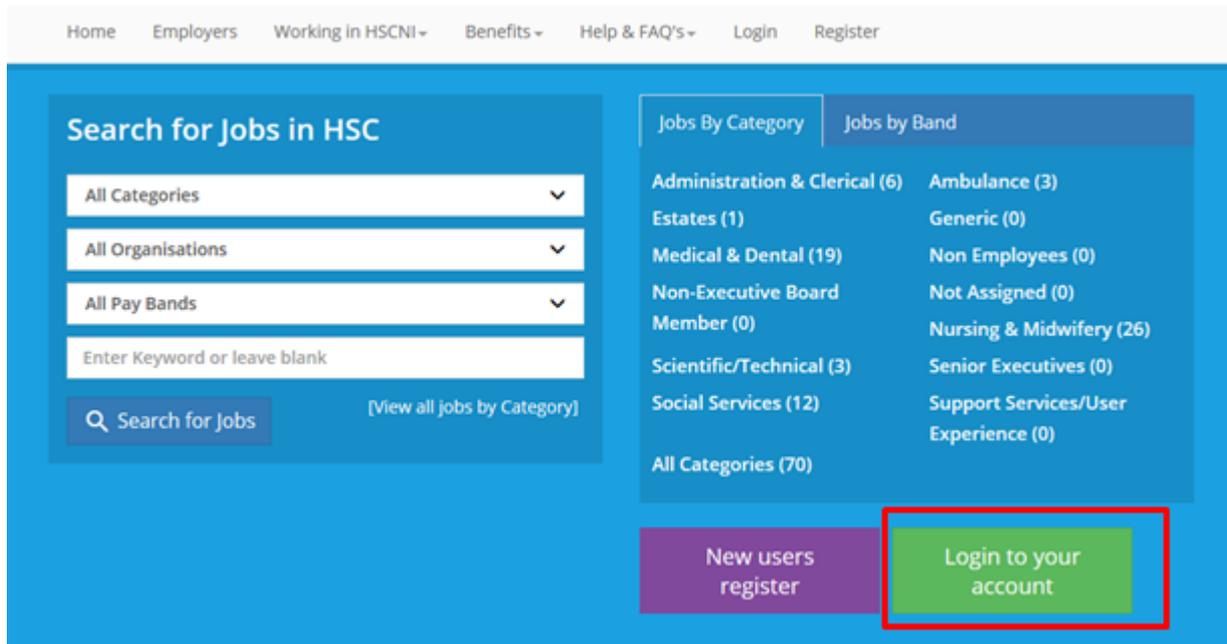


# Password Issues

## I have forgotten my password

1. Click on 'Login to your account'.



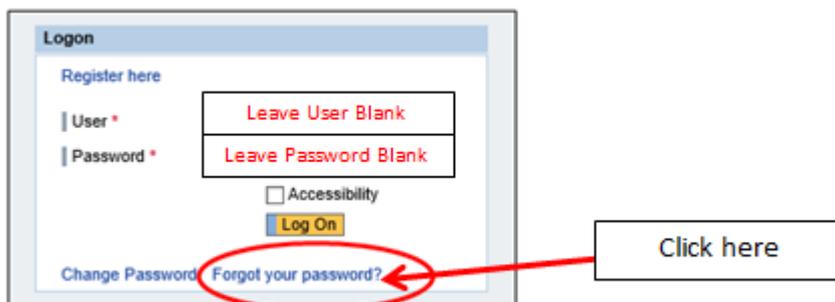
2. Click on 'Open login in full page'.

## Registered Users Login

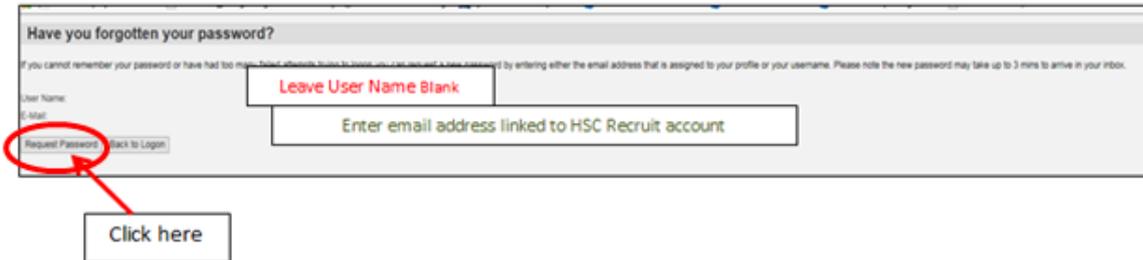
**Please Note:** The recruitment solution will be unavailable between 6.00pm on Friday 14th April and 12.30pm on Saturday 15th April. We apologise for any inconvenience.

[Open Login in a full page](#)

3. Click on 'Forgot your password?'



4. Enter the email address linked to your HSC Jobs account.



"You will receive a temporary password and your username to your email address on a PDF document (Please ensure to check main email inbox, junk and spam folders)."

We recommend using a PC or laptop when resetting the password for best results.

When copying the temporary password and Username ensure that you don't alter the text in any way.

If you add a space to the beginning, middle or end of the text, the process will fail.

When you receive the password reset email, copy the confirmed Username into the first field/box.

Then copy the temporary password into the second field/box.

Then select 'Log On'.



The next step is:

· Copy the [confirmed Username](#) into the first field/box.

---

- Copy the [temporary password](#) into the second field/box. (Current Password)
- Enter a [new password](#), of your choice, into next field/box. (New Password)
- Enter the [same new password](#) into the last field/box. (Repeat)
- Click the “Change” button.

Your new password is now set and you can log in using it.

The below will be displayed if there are too many failed attempts.

The above steps will need to be repeated again to gain a new temporary password.

### **I have forgotten my username**

- Follow the guidance in “I have forgotten my password”. This will generate a PDF which will be sent to the email address registered to the account.
- The PDF will contain a new password and the username linked to the account.
- If using this process to gain your username, you will also need to follow the guidance to re-set your password.

### **I can't login to the site**

- Have you registered? To log in to HSC Recruit you will need to have an account
- Ensure the username is entered to login and not the email address
- If you have forgotten your username or password please follow the steps within "I have forgotten my password"
- Login details from the earlier version of HSC Recruit (which ceased in March 2017) will not work in the current version. A new registration is required.

---

### **I followed the guidance in "I have forgotten my password" but it is not working/I did not receive a temporary password email**

You do not need to use your username when requesting a password reset. The Username will be confirmed in the password reset email.

#### **If self-reset email is not received:**

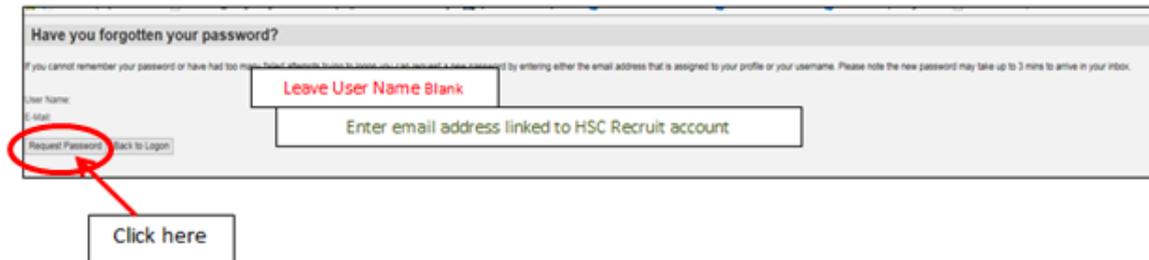
- Ensure the email address entered is the one linked to your account, has been entered correctly and that you have access to this email inbox to retrieve the temporary password.
- Please check all email folders including main inbox, spam, junk etc.
- Please refresh your email inbox/close and re-open
- email will be sent from: no-reply@hscni.net: Ensure your email provider allows emails from our recruitment system
- Please allow sufficient time for the password re-set email to arrive
- If the email address was typed incorrectly at registration, the temporary password will not be received. You will need to contact candidate support via the online contact form who will be able to advise.

When you are following the password reset procedure can you confirm that you have left the two fields/boxes empty when selecting the '**Forgot your password**' option?



The next screen to appear only requires the email address linked to the account to be populated.

Then select the Request Password option



If these steps are followed correctly, the process will enable a password reset email to be issued by [no-reply@hscni.net](mailto:no-reply@hscni.net)

If the process isn't followed, the password reset email will not be issued.

**If self-reset email is received but does not work:**

- Please ensure username is entered correctly
- Please ensure only the 40 characters from the temporary password are copied and pasted i.e. no extra characters or spaces
- Please ensure to enter the temporary 40 character password again when asked for current password
- Ensure to choose a password that fits with the password convention

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**I have entered an incorrect password when trying to login and the system says 'Too many failed attempts'.**

- The "forgotten password" option is still available
- Please follow the steps contained in "I have forgotten my password"

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### **I no longer have access to the email I registered with so am unable to use the “I forgot my password” guidance**

- Due to GDPR regulations, we cannot reset a password unless we receive an email from the email address linked to the account.

#### **The 2 options available are:**

1. Gain access to the email account you originally registered with and follow the guidance within “I forgot my password”
2. Create a new registration. There is no means of linking previous application data on other accounts with the new registration; unfortunately this information will be lost if candidates are unable to gain access to previous accounts.

**Note:** If your eRecruitment account has an email address linked to it which you no longer use, this should be amended once you gain access to your account or any correspondence will continue to go to the old email address.

The email address should be amended in the “My profile” section of your eRecruitment account.

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### **I wish to request a password re-set on behalf of another user**

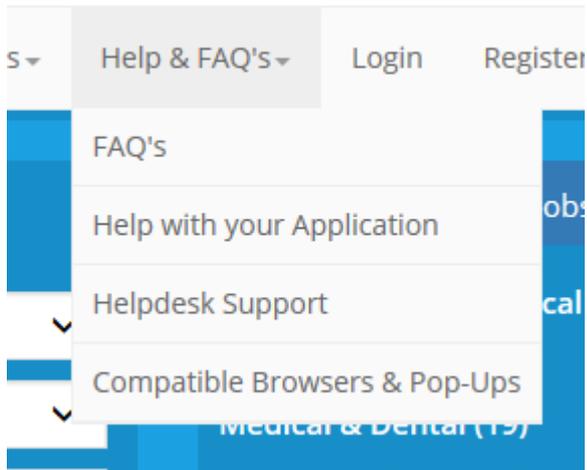
- Due to GDPR regulations, we cannot take actions on another users account without their authorisation
  - The authorised user/owner of the account will need to contact us directly
- 

## **Registration Issues**

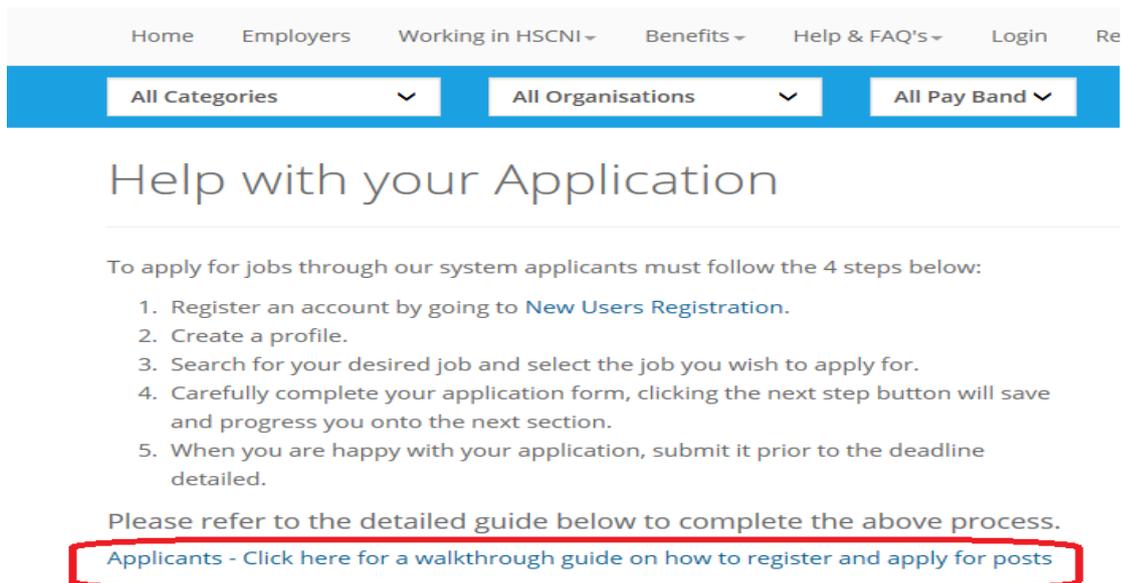
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### **How do I register?**

Please see our walkthrough guide on how to register and apply by clicking on the Help&FAQs menu as below



Select the Help with the Application option



## I have tried to register and the system will not allow me to

 E-mail address is already reserved; enter a different one



- If error message E-mail address already reserved, enter a different one is displayed, there is already an account linked to this email address. Please follow the “I have forgotten my password” guidance to gain access to the account. \*Note: You will need to have access to this email inbox to use the self-reset function.

 Username already reserved choose an alternative username



- If error message Username already reserved choose an alternative username is displayed, there is already an account with this username. If there is a possibility this is your account, please follow the “I have forgotten my password” guidance to gain access to the account. If not, please continue registration choosing an alternative, unique username.
- Please ensure the password you have chosen follows the correct password convention (it may be helpful to choose a password of exactly 8 characters to include a special character e.g. ABCDEF\*2)
- Consult the guide in this link to ensure the issue is not caused by your browser <https://www.hscrecruit.com/Home/Browsers>
- If the above does not work, please clear cookies/browser history and re-start your device (guidance should be available via a search engine such as google on how to do this).
- Please try registering on an alternative device
- If you still cannot register, please send a screenshot so we can investigate

### Note for HSC Employees with HRPTS accounts:

The eRecruitment and HRPTS systems are linked. The same email address cannot be linked to both systems.

If you have an HRPTS account and are trying to register on eRecruit with the same email, the system will reject this highlighting the email address as already in use. HSC work email addresses should be reserved for any recruitment duties carried out for your trust/organisation. Similarly, HRPTS will not allow an email address to be used if it is linked to HSC Recruit.

---

### What email address should I use to register?

- It is recommended a personal email address is used. This ensures you can access previous applications and profile should you move jobs or need access to correspondence/self password reset outside working hours.

- The system doesn't allow the same email address to be registered to multiple accounts. An error message stating the email address is already reserved can be due to the following:
  1. The email address has already been used to create a registration. The "I forgot my password" guidance may be followed if the username/password have been forgotten.
  2. The password convention has not been followed when choosing a password. Please re-try and ensure the password convention guidelines have been followed.

**Note for HSC Employees with HRPTS accounts:** Please see guidance for "I have tried to register and the system will not allow me to"

### **I no longer have access to the email address I used to register**

It is the responsibility of the candidate to gain and maintain access to the email address they use when completing registration for an HSC Recruit account.

If you no longer have access to the email address linked to your HSC Recruit account, you will need to complete registration again for a new account.

There is no means of linking previous application data on other accounts with the new registration; unfortunately this information will be lost if candidates are unable to gain access to previous accounts.

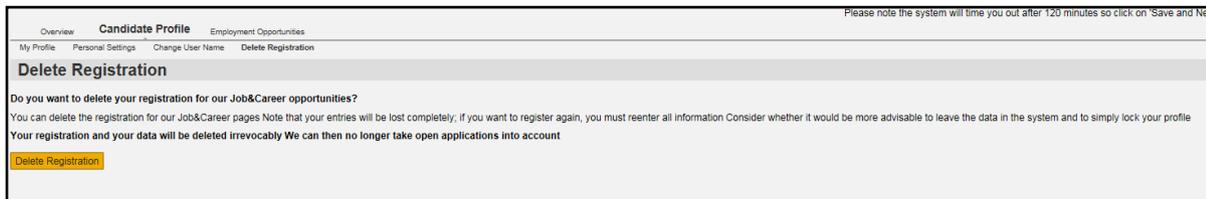
## **Completion of Candidate Profile Issues,**

### **How can I delete an account?**

To delete your HSC Recruit account, first access the account and in Candidate Profile access Overview:



Select 'Delete Registration':



Once you have deleted your account, you will no longer have access to that account or any information held in it.

---

### Where can I enter my qualifications?

There is no distinct section for qualifications; this is captured (if required) within the job specific questionnaire. There is also nowhere to attach a personal statement or C.V.

The job specific questionnaire is normally within section 4 – questionnaires, you will be asked to demonstrate how you meet the essential and desirable criteria as per the personnel specification.

---

### How do I add and amend referees?

Log in to the website, go to your candidate profile.

Click on box 3 “Referee Details” to display current referees.

You can add or edit the referee details.

You can delete referees by clicking on the line until its highlighted blue and use the delete button.

Click save and next.



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### How do I complete the residency section of my profile?

In regards to immigration/residency queries, our remit only covers the following:

- Guidance on how to complete profile/application

We can only provide guidance on **how** to complete this section and cannot provide advice on which option a candidate should select.

**Guidance on how to complete the residency/immigration section of the candidate profile below:**

(Note: this is a mandatory section which will need to be completed prior to submitting any applications)

This section is available to view when logged in to your account. To add, edit or delete the information click on the line to highlight blue/select it. Use the buttons below as appropriate to add new information, edit or delete what is already populated.

Overview **Candidate Profile** Employment Opportunities

My Profile | Personal Settings | Change User Name | Delete Registration

**My Profile**

1 Personal Data 2 Work Experience 3 Referee Details 4 Professional Registration 5 **Residency/Immigration Details** 6 Overview and Release 7 Completed

Previous step Save and Next >

**Residency/Immigration Details**

Nationality Text	Document Type Text	National Insurance	P45	P60	Letter from Gov Agen	National ID	Country of issue	Visa type	Visa Start c
UK Nationals (GB01)	A01 - Passport (UK)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Add Edit Delete

Select appropriate nationality which will give you the available document types which can be used.

If UK is selected, there are a number of options available within the document type list.

Enter the relevant information in the box below and click the transfer button to save or the cancel button to cancel.

The only passport option available is UK Passport and if this is selected as the document type, only a UK passport number should be entered in the box below.

## Edit Residency/Immigration Details



Instructions: Please complete required details on this section.

Nationality: UK Nationals (GB01) ▼

Document Type: A01 - Passport (UK) ▼

Your eligibility will be determined by your immigration status on the closing date for application for this post.

Passport Number / National ID Card Number:\* [Redacted]

Transfer

Cancel

If EEA or Swiss Nationals is the nationality selected, the only document type available will be a Passport or National Identity card and the appropriate number should be entered in the box below along with the Country of Issue from the drop down menu.

Click the transfer button to save or the cancel button to cancel.

## Edit Residency/Immigration Details



Instructions: Please complete required details on this section.

Nationality: EEA or Swiss Nationals (GB02) ▼

Document Type: A02 - Passport / National Identity Card ▼

Your eligibility will be determined by your immigration status on the closing date for application for this post.

Passport Number / National ID Card Number:\* [Redacted]

Country of Issue:\* Ireland ▼

Transfer

Cancel

If Non-EEA Nationals is the nationality selected, there are a number of options available to select as the document type.

Select the appropriate document type which you will be using.

Once the document type is selected, there will be information similar to the below which will need to be populated. This may be different depending on which document type is selected.

Once complete, click the transfer button to save or the cancel button to cancel.

### Edit Residency/Immigration Details ✕

Instructions: Please complete required details on this section.

Nationality:

Document Type:

Your eligibility will be determined by your immigration status on the closing date for application for this post.

Visa Type:

Visa Start Date:

Visa End Date:

Sponsorship Number:

Sponsorship End Date:

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## Application Issues

### Where can I add a personal statement or cover letter to my application?

There is nowhere within the application process to add a personal statement.

There is a section within the application named “Cover letter” but this is a field for adding information on how you heard about the post.

---

### I'm having problems completing an application for a specific job

To allow us to investigate the problem, please provide us with the following information via the candidate support contact form:

- Job Title
  - Trust/Organisation
  - Band
  - Location
  - Job reference number
-

## How do I move through the various areas within the application process?

To view different parts of the questionnaire, you can either click on the folder icon which will give you a drop down enabling you to go straight to a specific section by clicking or use the arrow to tab through each section.

The screenshot shows the 'Application Wizard' interface. At the top, a progress bar indicates seven steps: 1. Personal Data, 2. Work Experience, 3. Cover Letter, 4. Questionnaire (highlighted), 5. Residency/Immigration Details, 6. Professional Registration, and 7. Referee Details. Below the progress bar are buttons for '< Previous step' and 'Save and Next >'. A message states: 'before you submit an application, answer the following questions: You can change the information in the questionnaire at any time until you submit your application'. Below this, there are three tabs: 'HSCNI\_Personal Declaration V2', 'HSCNI\_All Applications V3', and 'BSO\_Legal Assistant Band 4'. A red box highlights a folder icon next to the 'BSO\_Legal Assistant Band 4' tab. The main content area contains a 'Personal Declaration' with nine numbered statements. A 'Reset' button and a link 'Continue to Questionnaire "HSCNI\_All Applications V3"' are also visible.

## I'm ready to submit my application but am receiving error messages

Any errors or incomplete sections will prevent submission.

These will be displayed as a red exclamation mark.

You will need to go through the application again and ensure all mandatory sections are completed in full.

These could include areas where something that does not apply to you needs to have an "N/A" entered in the box.

The screenshot shows the 'Application Wizard' interface. The progress bar indicates five steps: 1. Personal Data, 2. Work Experience, 3. Cover Letter, 4. Questionnaire, and 5. Residency/Immigration D. Below the progress bar are buttons for '< Previous step' and 'Send Application Now'. Two error messages are displayed, each with a red exclamation mark icon: 'Questionnaire: Complete the questions marked with an \* in the questionnaire "BSO\_Legal Assistant Band 4"' and 'Questionnaire: Complete the questions marked with an \* in the questionnaire "HSCNI All Applications V3"'. Below the error messages is a checkbox labeled 'Yes, I have read the data privacy statement and I accept it' with a link to 'Data Privacy Statement'. The 'Send Application Now' button is highlighted in yellow.

### **I applied for a post which has now closed and I need a copy of the job spec/description**

Unfortunately once a post closes the full job specification/description becomes unavailable.

Please contact [erecruitsupport.ssc@hscni.net](mailto:erecruitsupport.ssc@hscni.net) with the full details of the post and location.

It's advisable when applying for a post to either print off the job spec or save a copy to your device for reference prior to the closing date as job specs are not available after this time.

While posts are open, a copy of the job description/specification is available within the job posting under "Job Summary".

It is recommended to save/print a copy before the post closes as this becomes unavailable when a post has closed.

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### **How can I edit an application I have already submitted?**

If you wish to go back and add to or amend an application after submission we would advise you to only do this if there is plenty of time before the closing date.

Applications cannot be edited once submitted so the only way to do this is to withdraw your application. You will then need to start a fresh application for the same post and ensure to add the missing information.

**\*\*Important Note: Any information from this application will be lost when withdrawn. Any information you wish to use in the fresh application, particularly answers to how you meet the criteria should be pasted onto a blank word document. This can then be pasted into the fresh application form.**

N.B: The equal opportunities section is not mandatory and will not be used for shortlisting.

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### **How can I access old applications?**

To view old applications, go to "My applications" within your account.

You will see a list of all current and previous applications completed or in draft.

To view an application, click on the post for the one you wish to view and it will highlight blue.

At the bottom of the page the button "Continue/Display Application"

Select this option and scroll down.

At the bottom you will see "All questionnaires of the application"

Choose which section you wish to view by clicking on it.

---

### **How do I know if my application has submitted?**

Please check the following:

- Check your email inbox and junk items for an automated email confirming submission.
- Check the status of the application is “In process”

If there is no confirmation email and status doesn't show as in process, please contact the recruitment team on [erecruitsupport.ssc@hscni.net](mailto:erecruitsupport.ssc@hscni.net) who should be able to advise if your application has been received.

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### **Can I apply for posts using the Employee Self-Service area of HRPTS?**

It is advisable that candidates apply for posts through the HSC recruit website rather than through HRPTS.

This ensures candidates HSCNI email addresses are kept free for any future recruitment duties and also ensures notifications re receipt of application, interviews etc. can be received outside of the office.

If you do not have an external HSC recruit account, registration will need to be completed on <http://www.hscrecruit.com> using an external email address (Hotmail, yahoo, BT etc.).

Any queries regarding the HRPTS system should be directed to your own H.R dept.

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### **I have applied for a post and not heard anything**

Please be reminded to continually check your email account for correspondence in relation to your application as all communication to candidates is shared via email details provided on application forms. Sufficient time should be allowed for shortlisting to take place.

If you query is in regards to your application form being processed by Recruitment Shared Services, please contact 95362998 to speak to a recruiter who oversees the recruitment & selection activities.

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### Is there a character limit in the answer fields of the application?

There is no character limit in the answer fields of the job specific questionnaire section.

The system will allot as much memory/space as is required to store the answer/text entered by the candidate.

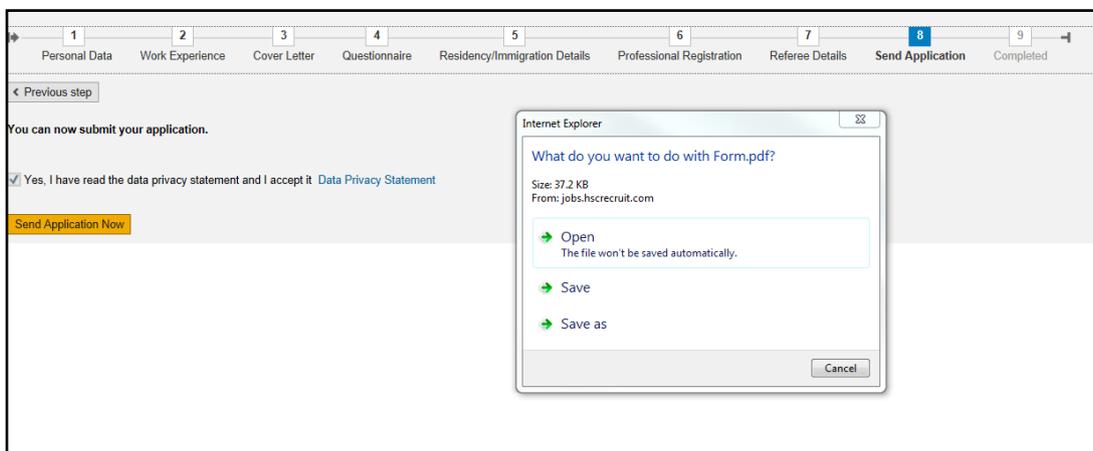
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### I would like to check my application before I submit it

When the application is ready to submit, the file option below will be displayed containing a PDF.

This is a short preview of your application and does not display the job specific questions and answers.

If you wish to review your full application before submitting, do not click on the “Send Application Now” button at this point.



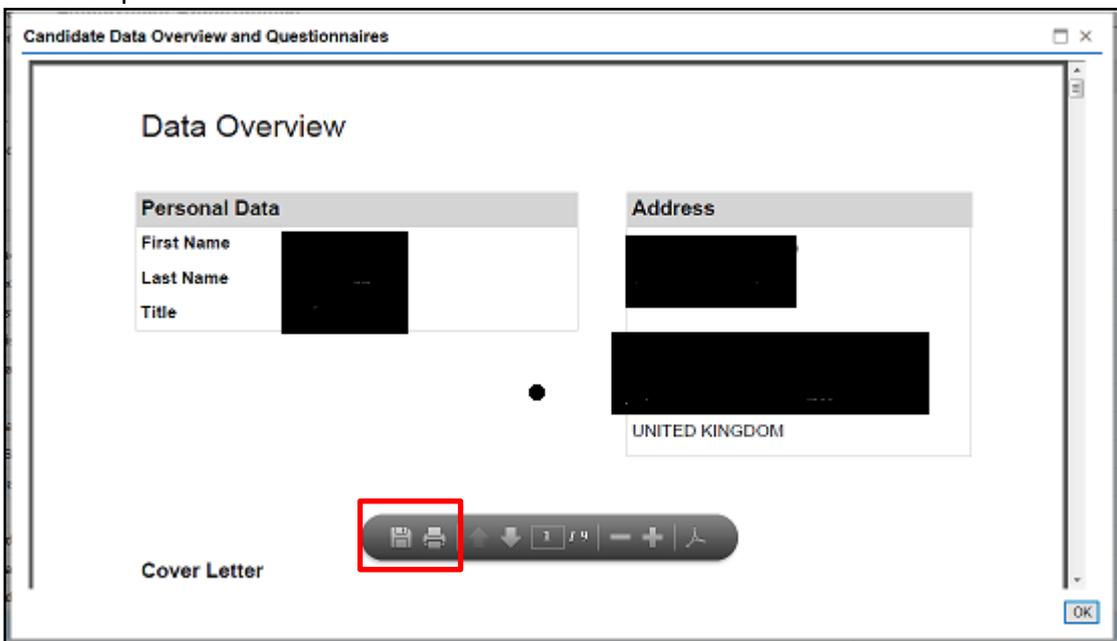
To review the full application, click on “My Applications” within the overview section.



Click on the relevant post until it is highlighted blue.  
The buttons below will become available; click the “Print/Preview” button.



The preview will be displayed as a PDF document. This can be scrolled through and reviewed, saved or printed.



Once you are ready to submit, return to “My Applications” and follow the previous guidance to select the relevant post.  
This time choose the option to “Continue/Display Application” where you can tab through the sections and either add/edit your answers or submit your application by clicking the “Send Application Now” button.

## Other Issues

### How can I find out what position I am on the waiting list?

If your query relates to requesting your position on the waiting list, please email [foi.ssc@hscni.net](mailto:foi.ssc@hscni.net).

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### **I am interested in the graduate intern scheme, how can I get more information?**

For further information on the Graduate/Intern scheme please visit the website via the following link:

<http://mts.hscni.net/>

Unfortunately, we do not hold a list of future dates.

Please check back regularly to the HSC Recruit website.

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### **What queries does eRecruitment candidate support cover?**

**We only deal with eRecruitment queries as per below:**

- Passwords
- Browser or device compatibility
- Username/Registration
- Guidance on how to complete profile/application
- Application submission issues

**Unfortunately we cannot advise on training courses, when jobs are going to be advertised or any non eRecruitment system queries.**

**For queries in respect of the following, please email [erecruitsupport.ssc@hscni.net](mailto:erecruitsupport.ssc@hscni.net):**

- Criteria queries from candidate i.e. do I meet a particular criterion?
- Job Advertisement Post
- Governance and Shortlisting
- Interviews
- Pre-employment checks
- Offer, Hire and Data Transfer issues

Please see our 'How to Apply' guide (which will take you comprehensively through the application process) and FAQ section on our website in case this can be of any assistance to you as well

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### **How do I delete my account?**

To delete an account, login to the account and go to the overview section.

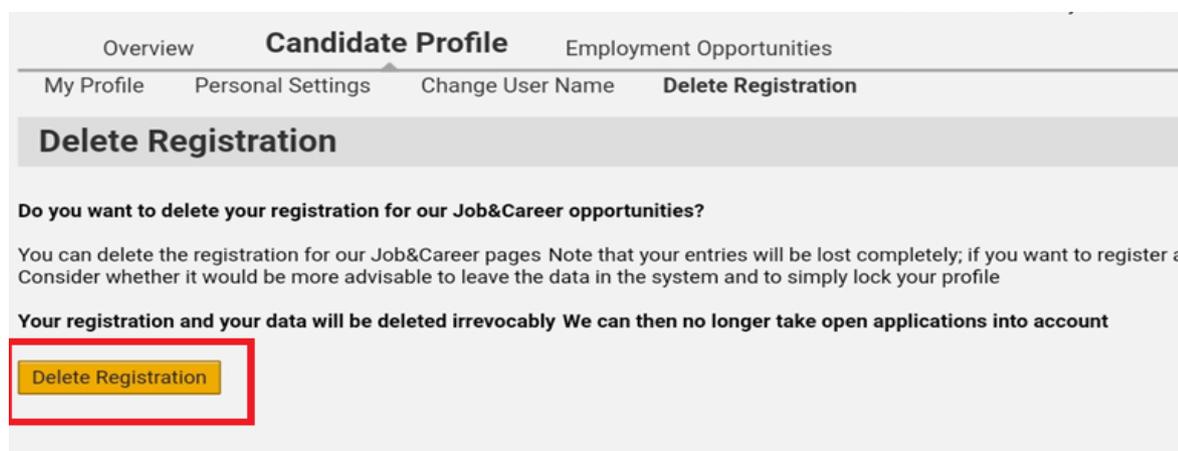
Click on "Delete Registration" as below.



Click on the “Delete Registration” button as below.

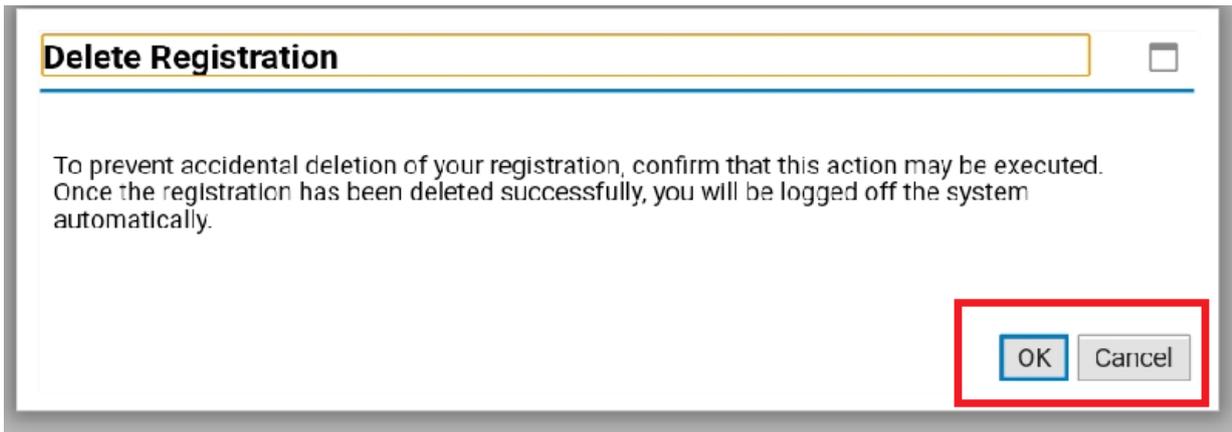
**Note: Once an account is deleted there is no means to retrieve it. All information attached to the account including any active applications will be lost.**

**Deleting accounts is only recommended where absolutely necessary.**



To prevent accidental deletion, the system will prompt for a further confirmation.

Once “OK” is clicked, the account and all information and applications tied to the account will be irretrievable.



Once successfully deleted, you will be taken back to the registration page.

## Register with us

To start applying for jobs you must first create an account on our recruitment system. The system has been embedded into the page below, if you wish to open the system on its own page, please click the button on the right.

[Open Registration in a full page](#)

**You were logged off successfully.**

The account is no longer available and attempted logons will fail.

## Logon

 Client, name, or password is not correct; log on again

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[Register here](#)

User \*

Password \*

Accessibility

[Change Password](#) [Forgot your password?](#)

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