

## Frequently Asked Questions

**Q:** I am unable to login, how do I reset my password?

**A:** If you need to reset your password follow the steps below:

1. Click the “forgot your password” link below the application login fields.
2. Enter the username and email address that you used to create your profile.
3. You will receive an email with step-by-step instructions to reset your password.

**Please note:** You will be given a temporary access code; this is not your new password. You will be promoted to enter a new password once you log-in.

**1**

### Login

To access your account, please identify your account.

*Mandatory fields are marked with an asterisk.*

\*User Name

\*Password

[Forgot your password?](#)

Login New User

**2**

### Forgot Your Password?

Please enter your user name and email address below, click OK, then follow

*Mandatory fields are marked with an asterisk.*

\*User Name

\*Email Address

OK Cancel

**3**

Northwell Health Talent Acquisition <hr-nshs@invalidemail.com>  
to me

Dear LeeAnn

We have received your password change request.

Please follow the steps below / use the information provided to sign-in and change your password

1. Close opened Taleo web page.
2. Click this link to enter [new password](#).
3. Use login details below
  - o User Name: [annierocket@gmail.com](mailto:annierocket@gmail.com)
  - o Access Code: in5+dRQI

Best regards,  
IS Help Desk Team

**Q:** How do I enter my education? My school name is not listed.

**A:** Please use [Select](#) to make your entry. **Please note:** You must have this field filled in to move forward.

1. For High School/GED entries select “Other US Institution” from the selection list and enter

#### Education 1

Educational Institution Name

Other US Institution [Select](#)

*The field will auto-suggest as you type; select from the list when possible.*

Education Level

High School Diploma/GED

High School Diploma/GED as Education level.

2. For any other education level, enter “Other US Institution” if you are unable to locate your school name.

It is the policy of Northwell Health to provide equal employment opportunity and treat all employees equally regardless of age, race, creed/religion, color, national origin, alienage or citizenship status, sexual orientation, military or veteran status, sex/gender, gender identity, gender expression, disability, genetic information or genetic predisposition or carrier status, marital status, partnership status, victim of domestic violence, or other characteristics protected by applicable law. Northwell Health leaders, including the CEO, are committed to the principles of Equal Employment Opportunity and Affirmative Action.

**Q: How do I enter my employer name? My employer is not listed.**

A: Please use [Select](#) to make your entry. **Please note:** You must have this field filled in to move forward.

If your employer name is not listed please select “Other Employer” from the selection list.

**Work Experience 1**

Current Job

\*Employer

Other Employer [Select](#)

*The field will auto-suggest as you type; select from the list when possible.*

**Q: Why am I unable to upload my resume?**

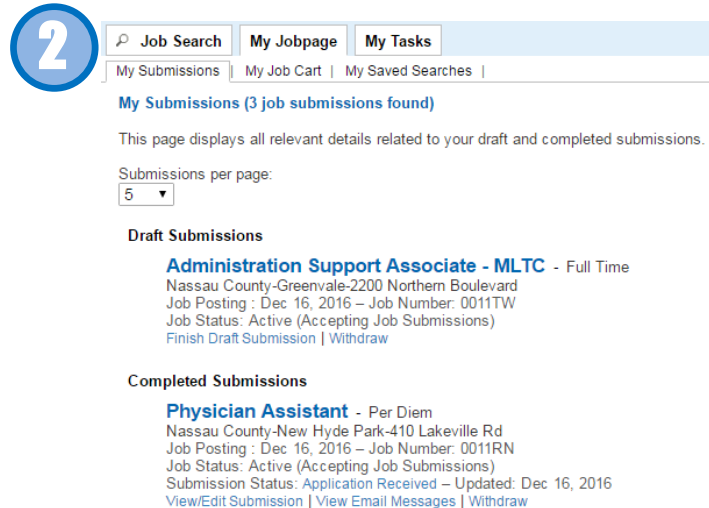
A: The resume attachment page allows up to 5 entries and each entry must be less than 2048 kilobytes. If your size exceeds this limit you will not be able to upload.

**Q: How do I know my application was submitted?**

A: Once you have completed your application you must ensure that you click “Submit” after you review your application summary. Once your application is submitted you will see a “Thank you” page and receive a confirmation email.

**Q: How do I check the status of my submission?**

A: You are able to review the status of your submission by checking your “Job Page” tab when logged in to your profile. Your Job Page will display all your job submissions and their status.



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