

## New Graduate Residency FAQs

1. If you do not have a login or have forgotten your login, please click on Register Now to create an account.

**Sign In**

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You must sign in to continue.

\*User Name  [Forgot User Name](#)

\*Password  [Forgot Password](#)

[Don't have a User Name or Password?](#) [Register Now](#)

\* Required Information

2. How do I upload my letters of recommendation and transcripts to my application?

- If you are not currently logged in, you should go to: <http://applyjobs.lpch.org>. Then you need to login using the same user name and password you used when they initially applied. You can check your email for this information as well, because it will have been emailed to you after you submitted your application.
- To attach your documents (Cover letter, Transcript, Letters of Recommendation), go to My Activities, under My Activities, click on Add Attachment button under Cover Letters and Attachments. (Note: You will not be able to upload a new resume on that page, the resume is already attached to this application.)

3. I am having technical difficulties applying online. What should I do?

- a. If you are unable to use "Apply Using a Resume" option, please click "Copy and paste resume" option instead.

The image shows a progress bar at the top with steps: Start, Prequalify, Resume (highlighted), Preferences, Education and Work Experience, Referrals, and Self-Identify. Below the progress bar are buttons for Exit, Save for Later, Previous, and Next. The main content area is titled "Resume - Step 3 of 8" and "Applying for: Clinical Nurse I - Versant". It instructs the user to provide their resume using one of the options below:

Resume Options	
<input type="button" value="Copy &amp; Paste Resume"/>	Copy and paste your resume
<input type="button" value="Apply Using a Resume"/>	Provide us with your resume

At the bottom of the screen, there are buttons for Exit, Save for Later, Previous, and Next.

- b. If you are not located from within the United States, our system is not able to accept your application. You must physically located in the United States to apply.
- c. Our system accepts all browsers ( IE, Chrome, Safari )
- d. Pop-ups: If the application form is not opening on your computer, or you are not able to get the system to allow you to apply, you may have pop-up blocking software on your computer that is blocking the form from opening.

Our application opens in a new window. You must allow pop-ups on your browser to successfully

complete the online application. Many web browsers (such as Internet Explorer or Firefox) have tools to turn on or off text windows called "Pop-ups". When visiting unfamiliar web pages, it is precautionary to block these pop-up windows as they could be used to display annoying ads or possibly impose a security risk. However, this application process will not work if pop-up blockers are turned on for healthcaresource.com. Please look for instructions on your software for how to disable the pop up blocker.

**4. I have tried all of these things, and I still can't apply!**

- a. If you have tried all of the suggestions in #2 and you still cannot apply, please email your resume, cover letter, transcripts and letters of recommendation to [dali@stanfordchildrens.org](mailto:dali@stanfordchildrens.org). In the subject line, please put: "New Graduate Application Technical Difficulties" and include a description of the problem in your email. Please make sure to include your contact information. We will get back to within 1-3 business days.

**5. I do not have my letters of recommendation ready? Can I still apply?**

- a. We recommend waiting until you have all of your documentation ready before starting our application process. However, if you are close to our application deadline of 10/31/2016 and you are still waiting for letters of reference, please apply online. You can email your remaining documents to [dali@stanfordchildrens.org](mailto:dali@stanfordchildrens.org). Please note, the final deadline for all documents is 11/4/2016. If your application is not complete by this date, you will not be considered for our program.