

E-Recruiting – External Candidate

Frequently Asked Questions

E-Recruiting System Questions

Where do I go to search and apply for open positions? You can search and apply for open positions via experiencedone.com.

What happens if I forgot my login and password? Use the **Forget Password** link located on the login page. The link will request an email address and a new password will be sent immediately to your email address.

How do I handle required fields that do not pertain to me when applying for a job? Enter Not Applicable (N/A) in the Employer or Education text field. This will allow you to proceed through the process.

Why can't I upload an attachment? The attachment must be less than 150KB to upload or the virus scanner is restricting the file from being uploaded.

Why didn't my resume properly upload the fields? The Resume Parsing tool is approximately 70% accurate, therefore you should review the data for accuracy and edit appropriately.

How do I complete multiple questionnaires? The number and types of questionnaires vary by the position. Click the additional **Questionnaire** tabs to complete them.
You will not be able to apply for a position without completing all questionnaires.

What is the status of my application? After logging into the site, you can view your application status online through **My Applications**.

Why does the provided link not work? There are two reasons why the link does not work. One reason is the job posting has been removed. The other reason could be a system issue.

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How do I delete my Registration?

Login to the site, go to the **Candidate Profile** tab, and click the **Delete Registration** button.

How do I delete my application?

You can not delete an application.

How do I save a partially completed application?

If you are entering information into the Education or Work Experience pop-up screens, there is a **Save** button at the bottom of the screen. It is important to note that the system will auto save information entered in other sections once you close your application.

How do I use the Reference Code?

You can copy the Reference Code and paste it into the **Key Word** search. This will take you directly to the position.

How do I release my profile?

You enter the E-Recruiting site; click the **Candidate Profile** tab, click the **Overview & Release** step, and then click the **Release** button.

What happens if the website is down?

Please, try again later.

What happens if an error message occurs when applying for a job?

Review the error message; check to ensure you are completing all required fields and questionnaires.

Who is the Hiring Manager responsible for the requisition?

We do not provide candidates with the name of the Hiring Manager.

Why was I not considered for a specific job?

Contact your Recruiter.

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When is Grainger hiring for a specific job?

All job openings are posted on the website which can be found on this website. You can search and apply for open positions through experiencedone.com internet site.

Also, you can use a feature called Job Agents to set up notification of specific openings based on your criteria.

What is Tell a Friend?

Tell a Friend is a feature located on the job posting that allows a person to directly send an email to a friend or family member to notify them of an open position at Grainger.

Can I cut and paste my work history or education?

No, you can not cut and paste this information. However you can upload your resume which will auto populate fields within the Candidate Profile. This is not 100% accurate, so make appropriate changes.

Can I update my contact information on a posting?

Yes, you can update your information through **Candidate Profile**.

What happened to my previous candidate profile?

Past profiles were not carried over from our previous system. You will need to create a **Candidate Profile** within the current system.

How do I register in Talent Pool?

You can register in Talent Pool by clicking on the **Register** link and releasing your profile.

What happens if my email address is occupied by another candidate?

If your email address is shared by more than one person and is currently used by a Registered Candidate, it is recommended that the Candidate use a different email address. Visit hotmail.com to create a free email address.

How do I delete my Registration?

Log into the site, go to the **Candidate Profile** tab, and click the **Delete Registration** button.

Do you have directions to the interview location?

You will find the location listed on the confirmation letter. If you cannot locate the address, call the Recruiter.

If you are running late for the interview, contact the Recruiter.