

Applicant Frequently Asked Questions

What is the status of my application?

Applicants can log in to their application at any time to see if all areas are complete.

A complete application includes:

External

- Online application
- Uploaded resume
- At least 1 supervisor reference
- Transcript(s)
- Any required test scores (certified)

Internal

- Online application
- Uploaded resume

The application will not let me advance to the next page of the application. I keep getting an error message. What should I do?

We recommend Chrome or Firefox for best performance results and security settings. Once you are using one of these Internet browsers, try the following strategies:

1. Clear your browsing history and log in again.
2. If that does not work, try using a different computer.
3. Finally, email hrapplitrack@wcpss.net with a description of the error message and what strategies you have tried.

How do I know which application to complete, internal or external?

External Application

- New applicants
- Former employees regardless of length of separation
- Current or former WCPSS substitute teachers

Copies of transcripts already contained in the employee file can be uploaded by request at transcript-upload@wcpss.net.

Internal Application

- WCPSS permanent employees (*Substitutes are not considered permanent employees and should not complete the internal application.*)
- Teacher Assistants applying for certified positions. Transcripts, test scores and any other relevant professional documentation must be uploaded. Copies of these documents already contained in the current employee file can be uploaded by request at transcript-upload@wcpss.net.

** When applying for a position(s) that includes additional areas of certification not currently on your NC teaching license, applicants should upload a current transcript with the requisite coursework or test score reports if applicable.*

How will I know if my references have been completed?

Applicants can log in to their application at any time to see if the references have been returned. The reference will either say "Pending" or "Complete".

I have questions about a position but there is no contact person or description on the posting.**What should I do?**

For specific questions about a position, please contact the school or department.

I have completed my application but no one is calling me for an interview. What should I do?

First, make sure that you have completed the application to be considered for employment in WCPSS. Second, be sure you are applying to each position in which you are interested. Hiring Managers will then determine which applicants to invite for an interview. If hiring managers need more information or would like to set up an interview, they will contact you directly. Finally, proofread your application or have a person you trust proofread it for typos.

Can you resend the reference survey to my references for me?

Applicants can resend reference surveys themselves. Login to your application and go to the section for "References". Click on "Re-send the Survey Now". This will send a new reference request to your references.

What should I do if I want to change something in my application, ie. Add references, upload new documents, etc.

Applicants can log in to their application at any time to add to or change existing information.

What should I do if I forget my password?

Please go to the AppliTrack log-in page and click "Forgot Password". You will receive an email about your password. Make sure you are using an Internet browser other than Internet Explorer. Prior to using the new password, please clear your browsing history.

Will I get a confirmation once I complete my application online?

A pop-up menu verifies that the online section of the application has been submitted. Remember that there are other requirements for a complete application to be eligible for hire. See list above. You can log-in to the system to see when your application was submitted and for which positions. If hiring managers need more information or would like to set up an interview, they will contact you directly.

Are my references sent new surveys each time I apply for a new position?

No. Reference surveys are sent out once unless you manually send out a second request by logging in to your application.

Can I open my transcripts to upload even if they are official transcripts?

Yes, please open them, scan and upload them. As long as they were official at some point we can accept them, hang onto the official copy just in case it is needed if/when you are hired.

Who do I send my resume to? I'm applying for a job and don't see the contact name?

Apply online and upload your resume to the application. Administrators view applicant info and resumes through AppliTrack.

I keep getting an error message that my transcript is too large. What should I do?

If your upload is too large, try these strategies:

1. Scan may be creating a large image, try a smaller size scan
2. Black and white scans may take less space
3. Upload one page at a time
4. Go to smallpdf.com to create smaller image.

SUBSTITUTE TEACHERS**How can I also apply to be a substitute teacher?**

Fill out an external application and apply to the substitute teacher position pool. If you have a transcript in your sub folder, we would be happy to upload that transcript for you. Please send this request to transcript-upload@wcpss.net.

I am a substitute and want to apply for a permanent position. Do I fill out an internal or external application?

Fill out an External Application since substitute teachers are not considered permanent employees.

If the question is not one you are able to answer after reviewing the information above, please email hrapplitrack@wcpss.net.