



Frequently Asked Questions



General Questions

– What are the recommended browsers for applying to open roles?

Candidate Experience was developed with diversity of technology in mind. Please use any mobile or desktop workstation you would prefer. If you have issues, please let us know by sending us an email – accessed in the footer under Contact Us, Feedback.

– How many jobs can I apply for?

You can apply to as many jobs as you see fit.

– What are the application deadlines?

The application deadline for each job posting is also referred to the closing date. The closing date is listed for each job posting.

– What are the recommended browsers for applying to open roles?

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– How do you protect my personal information?

Your highly sensitive data is not stored inside the application. All other information is protected through IT implementations compliant with National Institute for Standards and Technology (NIST) and Department of Defense (DOD) Cybersecurity standards.

– How can I protect myself when applying from a public computer?

Make sure to lock the computer when away from the device. Once you have completed the application process, make sure you log out and clear the browser cache.

<https://apps.nsa.gov/iaarchive/customcf/openAttachment.cfm?FilePath=/iad/library/ia-guidance/security-tips/assets/public/upload/Best-Practices-for-Keeping-Your-Home-Network-Secure.pdf&WpKes=aF6woL7fQp3dJi8twqbwFrNcDvTNEBvk4AecLb>

– I forgot my account password. How do I reset my password?

Select 'Forgot Password' ➡ Enter Email and Select 'Send Email' ➡ A message will be sent to your email.
➡ Go to your email and select 'Reset my Password' ➡ Reset Password and select 'Change Password'
➡ A confirmation email will be sent to your email.

– I have multiple email addresses associated with my applications.
Can I merge my accounts?

You currently cannot merge accounts yourself but please contact your HR rep: IntelCareers@IntelligenceCareers.gov

– I don't have an email address. Am I required to create one?

Yes, a valid email address is required to register for Candidate Experience.



Frequently Asked Questions



Dashboard

- How do I add or remove a job to My Favorites?

To add and remove jobs to 'My Favorites', toggle the star icon to the far right of a job posting.

- Can I make changes to my application after submitting?

Yes, you can make changes to an application to the closing date of the posting. At this time, please update your profile information and resubmit an application to the job. If a change is made to application after submission, it overwrites the previous submission and that will be the application package used for consideration.

- My application status has not changed. Who can I contact for an update?

Your dashboard is regularly being updated to display the most up-to-date status information related to each application. We are currently working on bringing real time status to the Candidate Experience product – in the meantime, the application will display current applications are open.

- Will you let me know when a job has been filled?

No, the Candidate Experience website will not update you when a job posting has been filled.



Profile

- How do I know if I am registered for Selective Service?

Visit <https://www.sss.gov/Registration/Check-a-Registration/Verification-Form> to check if you are registered.

- Will updating my contact information affect my application process?

No. Contact information should stay up-to-date so that you can receive communication.

- On average, how long does it take to fill out an application?

It takes approximately 2 hours to fill out an application.

- Can I take a break out my application and come back to finish it later?

Yes. After you save the current page of your application, you can close the page. When you return, you can find your application on your 'Dashboard' and click into it to complete.



Demographics

- What if I do not see my Ethnicity or Race?

Please contact the HR Help Desk at: IntelCareers@IntelligenceCareers.gov

- What if I do not want to enter my Demographics?

Good news – you do not have to! You can decide to not volunteer that information by checking the box, 'I do not volunteer to provide my demographic information to help improve the hiring process.'



Preferences

- Will any of my selections disqualify for a position in the Intelligence Agency?

Not immediately. Please fill out as much information as possible to qualify for a position within the NGA and NSA. We try hard to fit applicants with the best possible position so filling out as much information as possible is critical.



Experience

- If I make updates to my work experience, does that notify HR of the jobs that I applied to that there is new information?

No. If you made updates to your experiences after submission and after the closing date of the job posting, the HR contacts for the job postings you have already applied to will not receive the new information.



Attachments

- Do I need to attach a resume / CV to apply?

No. A resume / CV is not required to complete or submit an application.

- What types of attachments can be uploaded to the system?

You can upload .pdf, .doc, .jpg, .png, .txt and .docx. The file must be under 3MB. You can upload up to 10 attachments.