

Frequently Asked Questions

1. What do I do if I have forgotten my password

- a. You can click the 'Forgotten password' link in the existing user login page. You will need to remember the following information for this to work.
 - i. Email address
 - ii. Forename
 - iii. Surname
 - iv. Username
- b. If you cannot remember your user name you can look back over your emails as you should have received a 'new user registration' email. It will be from itrent@corby.gov.uk or recruitment@corby.gov.uk
- c. If the above options do not work for you then you can contact the Recruitment Team at Corby Borough Council. If you have previously submitted an application form (normally within the last 6 months) then we may be able to access the account and reset the password for you. However, if you have not actually submitted an application form we will not be able to access your account and you will need to register again with a new email address. Similarly if you have submitted an application but it was several months ago you may need to register a new account. This is because we do not keep application on file and therefore periodically remove them from the system (giving us no access to the account).

2. I cannot save my employment history; an error message appears when I try to move to the next page.

- a. The issue is most likely with the salary. You should ensure that only numbers have been entered into the field. Any symbols or letters will stop you submitting the form as it is a numeric field.

3. I have completed all the details on the 'Your Details' page but it is still showing as incomplete.

- a. This probably has something to do with a mandatory field. Check they are all completed; often it will be that you have put the town you live in under 'Local Area' when the 'Post Town' is the mandatory field.