• **How do I apply for a job?**
  o In order to complete the application process you must create an account. This allows you to take advantage of features such as saving an incomplete application and storing your profile information.  
  o Click ‘Apply to Job’.  
  o Once you have completed the application process, an email will be sent to you which can also be viewed by clicking ‘Communications’ link from your account’s Candidate Zone.

• **What if I forget my username or password?**
  o Simply click ‘Forgot Username or Password?’ – select ‘I don’t know my username’ and you will be prompted to provide information associated with your account.  
  o Simply click ‘Forgot Username or Password?’ – select ‘I don’t know my password’ and you will receive an email which will instruct you on how to update the system with a new password.  
    ▪ What if I do not get the email from the ‘Forgot password’ link?  
      • Please look for an email from Password_Security@trm.brassring.com  
      • Check your Junk Mail/spam filter.

• **How do I check the status on my submitted application(s)?**
  o Click on the ‘Job submission status’ link from your account’s Candidate Zone.

• **My address/phone number has changed since I submitted my last application, how can I update it?**
  o Click on the ‘Edit your profile’ link from your account’s Candidate Zone to update any profile information.

• **What if I cannot find the positions for a specific restaurant location?**
  o Type position title OR city OR state abbreviation OR zip code in the keyword search box and click Search.  
  o Select ‘Advanced Search’ to select from available options and Add to Search criteria.  
  o Visit our website often as new positions are posted regularly.

• **I did not complete the assessment, how do I go back to complete my assessment?**
  o Click on the ‘Assessments’ link from your account’s Candidate Zone to display your pending assessments.

• **What if I applied to the wrong restaurant location, will the manager at the location I want to work be able to process my application?**
  o No. If you applied to the wrong restaurant location, you will need to log back into your account and search and then apply to the correct restaurant location.  
  o Your previous answers will be pre-populated, so it should be quick. If you have already completed the assessment, you will not need to retake it.

• **Can I apply to more than one position?**
  o Yes. Your previous answers will be pre-populated, so it should be quick. If you have already completed the assessment, you will not need to retake it.

• **I am a current employee, do I have to fill out the application?**
  o Please speak with your immediate supervisor for the correct process.