

## How to use the applicant hub in NHS Jobs user guide

This guide gives you instructions for how to use the applicant hub in the NHS Jobs service.

The [applicant hub](#) has links to:

- search for jobs
- sign in or create an account to apply for a job or track your application
- help and guidance resources
- NHS Jobs website updates
- Frequently asked questions
- links to social media and YouTube
- further information for applicants
- contact us information

You must have an account to sign into your account. If you don't have an account, you can create an account.

## Contents

<a href="#">How to use the applicant hub in NHS Jobs user guide .....</a>	<a href="#">1</a>
<a href="#">Applicant hub .....</a>	<a href="#">3</a>
<a href="#">Information for applicants .....</a>	<a href="#">4</a>
<a href="#">Links to our social media.....</a>	<a href="#">5</a>
<a href="#">Further information for applicants .....</a>	<a href="#">6</a>
<a href="#">Contact us.....</a>	<a href="#">7</a>

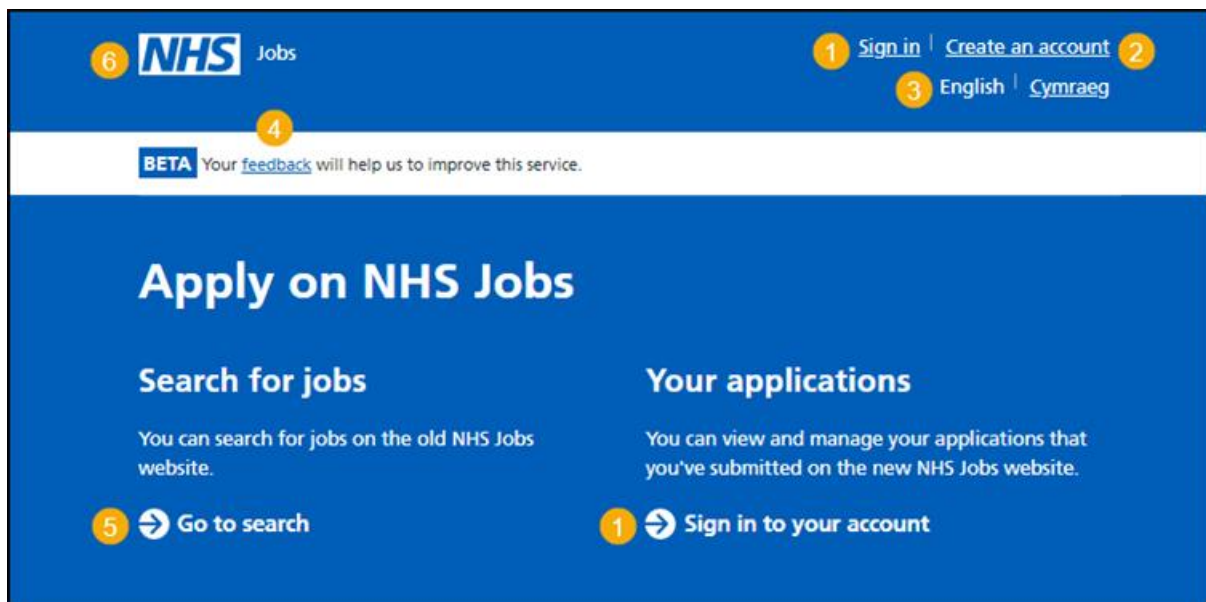
## Applicant hub

This page gives you instructions for how to use the applicant hub.

**Important:** You must have an account to sign into your account. If you don't have an account, you can create an account.

To use the applicant hub, complete the following steps:

1. Select the '[Sign in](#)' link to sign into your account.
2. Select the 'Create an account' link to create an account.
3. Select the 'English' or 'Cymraeg' link to change the language between English and Welsh (optional).
4. Select the 'feedback' link to email your feedback to help us improve the service.
5. Select the 'Go to search' link to search for a job in the current NHS Jobs service.
6. Select the 'NHS Jobs' logo to return to the applicant hub from any page in the service.



Go to the '[Information for applicants](#)' page.

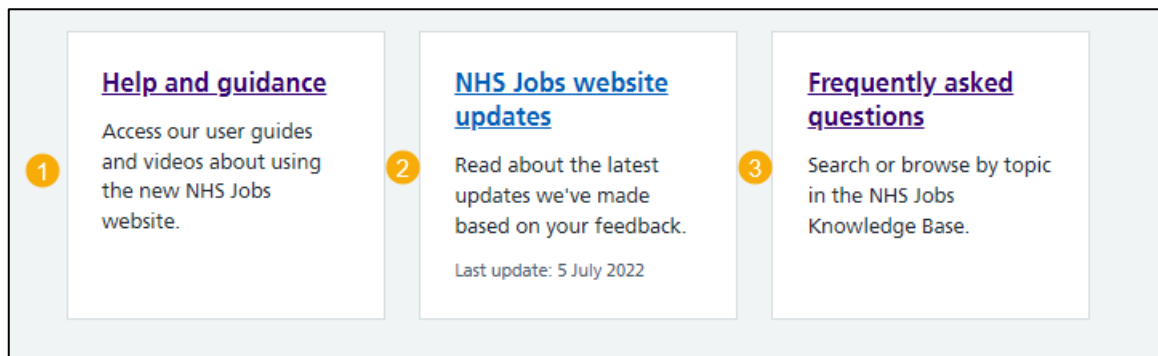
## Information for applicants

This page gives you instructions for how to access the latest information for applicants.

**Important:** You'll be redirected to an external website when selecting any of the tile options other than the 'NHS Jobs website updates' tile.

To access the latest information, complete the following steps:

1. Select the 'Help and guidance' tile to access user guides and videos about using the new NHS Jobs website.
2. Select the 'NHS Jobs website updates' tile to find out about the latest updates.
3. Select the 'Frequently asked questions' tile to view articles in the NHS Jobs Knowledge Base.



**Tip:** This page is updated with the most recent information, and this means the links and content regularly change.

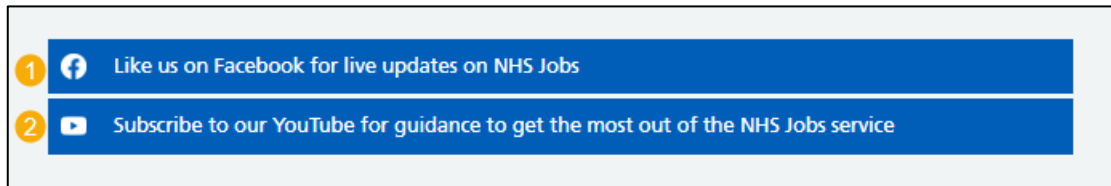
Go to the [Links to our social media](#) page.

## Links to our social media

This page gives you instructions for how to access our social media pages.

To access a webpage, complete the following step:

1. Select 'Like us on Facebook for live updates on NHS Jobs'.
2. Select 'Subscribe to our YouTube for guidance to get the most out of the NHS Jobs service'.



Go to the [Further information for applicants](#) page.

## Further information for applicants

This page gives you instructions for how to access further information for applicants.

**Important:** You'll be directed to an external website when selecting any of the links.

To access a website, complete the following steps:

1. Select a 'link'.



Go to the [Contact us](#) page.

## Contact us

This page gives you instructions for how to contact the NHS Jobs team for help and support.

To contact us, complete the following steps:

1. Select a contact option:
  - email
  - telephone
2. Select the 'Find out about call charges' link (optional).

### Contact us

If your query relates to the job vacancy you're applying for, you'll need to contact the employer directly. You can find their contact information on the right hand side of the job advert.

For help and support with using the new NHS jobs system, you can contact the NHS Jobs team by:

Email: [nhsbsa.nhsjobs@nhsbsa.nhs.uk](mailto:nhsbsa.nhsjobs@nhsbsa.nhs.uk)

- 1 Telephone: **0300 330 1013**  
Telephone outside UK: **+44 300 330 1013**
- 2 [Find out about call charges \(opens in new tab\)](#)

We're available Monday to Friday between 8am to 6pm and Saturday between 9am to 3pm, except Bank Holidays including Christmas Day, Boxing Day and New Year's Day.

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[Help and guidance](#)

You've learned how to use the applicant hub and have reached the end of this user guide.