

## Application Related FAQs

**I'm unable to log in to Applitrack/Recruit & Hire. It keeps telling me SSN is already in use. What do I do?**

If you have previously created an account with Aledo ISD's Recruit & Hire, you must use the original email address you used for the login.

**My old email address is associated with my Applitrack/Recruit & Hire account. Do I create a new account?**

No - The current validity of the email address is irrelevant. You will just need it to log in. Once you get in, you can change the email address.

**My login/password combination isn't working and when I request a password reset, I don't receive anything. What now?**

You are most likely **not** using the correct email address you originally set your account up with. Try a previous email address you were using when you initially applied/created your account.

**I know I'll need to reset my password but the email address I used for my account is no longer valid to receive a password reset. What do I do?**

Contact an HR staff member and we will reset the password for you. Once it's reset, you can then log in and change the email address on file.

**I've tried all suggested combinations and I'm still unable to log in. Who do I contact?**

One of the following: [msmith@aledoisd.org](mailto:msmith@aledoisd.org); [mrodriguez@aledoisd.org](mailto:mrodriguez@aledoisd.org); [staylor@aledoisd.org](mailto:staylor@aledoisd.org)