

Frequently Asked Questions:

How do I apply to more than one location?

Conn's keeps on file one application at a time for all stores. However, if a position is not available to the store you applied to your application will be shared with locations in the general vicinity of the location you applied to.

How long is my application valid?

All applications will be kept on file for 60 Days. After 60 Days your application will expire.

How long do I have to apply?

Upon the time an account is created, you have 48 hours to complete the application process. If you do not complete your application with the 48 hour window, you will be required to start a new application.

Can I complete part of the application now and return later?

Yes, at any time during the application process, you may click "Save and Exit". To continue, you need to return to <https://pangea.geninfo.com/Conns> and enter your username and password.

When I enter in my SSN, the system says I am already in the system?

You can only apply to Conn's every 60 Days. If you try to apply again before 60 days, you will receive a message that states that you already have an application on file.

Why do I have to provide my SSN and Date of Birth?

Conn's requires all applicants to provide their SSN and Date of Birth in the application process for the purpose of processing background checks. Please note that all sensitive data including SSN, Date of Birth, and EEO data is kept confidential and not viewable by anyone directly involved in the hiring process.

What is the format for entering dates?

All dates should be entered in MM/DD/YYYY format.

How do I complete the SSN and DOB Form?

Use the following procedure to provide your Social Security Number (SSN) and Date of Birth (DOB) information and complete the SSN and DOB screen.

1. Type your social security number in the SSN fields. As you type characters for the beginning 3-digit, middle 2-digit, and last 4-digit fields, your cursor automatically moves to the next field.
2. Re-type your social security number in the Confirm SSN fields. As you type characters for the beginning 3-digit, middle 2-digit, and last 4-digit fields, your cursor automatically moves to the next field.
3. Type your date of birth, in MM/DD/YYYY format, in the Birth Date field. You can also click the calendar  icon to select the date you want.
4. Click **Next**. The next screen in the sequence displays.

What is the Tax Credit screening?

Tax credits are incentive programs established by Federal, state or local authorities for the purpose of rewarding companies for:

- Hiring and retaining employees that receive certain types of government assistance, that have disabilities, or that generally have a more difficult time finding gainful employment;
- Hiring employees from economically disadvantaged areas; or
- Creating jobs in economically disadvantaged areas

Answering the Tax screening questions will help determine if you may potentially qualify the company for one of these credits or incentives should you be selected for hire.

How do I Complete the Background Check and Fair Credit Reporting Act (FCRA) Consent Form?

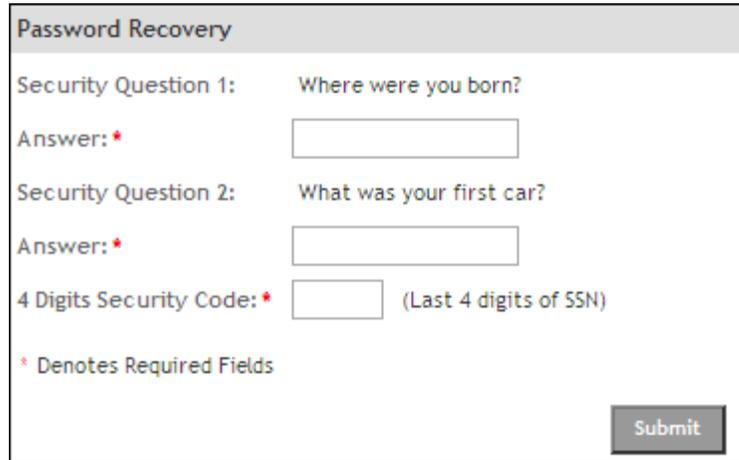
Use the following procedure to complete the Background Check and FCRA Consent screen.

1. Review the Background Check and FCRA Consent screen and then click Yes or No to indicate whether you want to receive a Consumer Credit Report.
2. Click the checkbox to indicate your consent for the Background Check and FCRA Consent information and that you agree to the release of background reports as part of this application.
3. Type your name in the Applicant Name field. The name you type must match the text that displays directly above the text field.
4. Click **Next**. The next screen in the sequence displays.

How do I Reset a Login Account Password?

Use the following procedure to reset an account password in the event that returning applicants cannot log in using their original User Name and Password fields or if they forget their password.

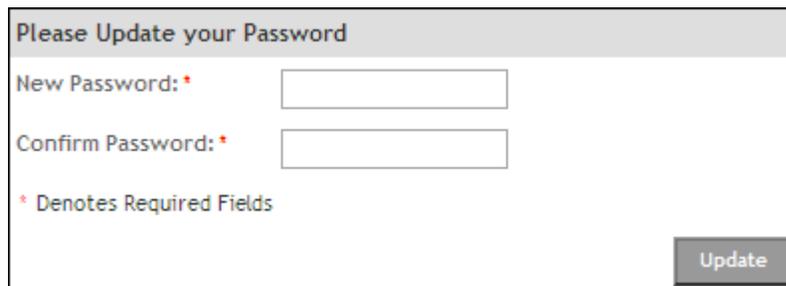
1. From the Welcome page, type your user name in the User Name field and then click the Forgot Password? hyperlink. The Password Recovery page displays.



The screenshot shows a web form titled "Password Recovery". It contains three input fields: "Answer:" for "Security Question 1: Where were you born?", "Answer:" for "Security Question 2: What was your first car?", and "4 Digits Security Code:" for "(Last 4 digits of SSN)". Each field is marked with a red asterisk. A legend below the fields states "* Denotes Required Fields". A "Submit" button is located at the bottom right of the form.

Password Recovery

2. Type the answer to the first security question you defined when you created the account in the Answer field below Security Question 1.
3. Type the answer to the second security question you defined when you created the account in the Answer field below Security Question 2.
4. Type the 4-digit security code you defined when you created the account in the 4 Digit Security Code field.
5. Click **Submit**. The Update Password page displays.



The screenshot shows a web form titled "Please Update your Password". It contains two input fields: "New Password:" and "Confirm Password:", both marked with a red asterisk. A legend below the fields states "* Denotes Required Fields". An "Update" button is located at the bottom right of the form.

6. Type the new password for the account in the New Password field, and then re-type the password in the Confirm Password field.
7. Click **Update**. The Welcome page displays.

I am trying to submit and it states that my name doesn't match.

In capturing your electronic signature, your name must match exactly how it was entered in the Applicant Information Section of this application.

How do I add multiple education experiences, addresses, etc.?

You can add multiple experiences for Education, Employment, Address History, and Skills by clicking on the "ADD" button on the lower right hand side of the screen.