

# Applicant FAQs

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## ***I lost my application/was logged out/what do I do?***

The most likely reason you were logged is that for security reasons, the system automatically logs you out if you do not move within pages at least once within a 60-minute timeframe.

To recover the portion of the application you have started please follow the following steps:

1. Log in to the employment site with your user name and password.
2. Click the Edit Application link on the far left hand side of the screen.
3. From the Edit/View Application Page you can edit and view your application.
4. If you do not have an application to view/edit you can create an application from this page by clicking Create Application.

## ***What if I have already created an application and want to edit it?***

If you have already created an application with the online employment system and wish to update your information, please click the "login " link with the username and password that you selected when you created your application.

Note: Please do not use your browser's "Back", "Forward" or "Refresh" buttons to navigate the site. Instead, use the navigational buttons within the site. In addition, for security purposes, this system automatically logs you off when it senses no activity for 60 minutes.

## ***Why can't I access the site?***

In order to troubleshoot why this is happening, there a few general things you may try, starting with the easiest step to the most difficult.

- 1) Close all your browser windows, open a new browser window, and type the URL directly into the browser address bar.
- 2) If you have access to more than one type of browser on your computer, try using a different browser. The site is accessible in many browsers but is recommended to be used with Internet Explorer 5.5 and higher.
- 3) Adjust the settings on your browser to check for newer pages on every visit to the page or "automatically". Details of how to make these adjustments can be found in the attached document.
- 4) The site requires JavaScript and Session Cookies, so please check to see that your browser is set up so that javascript and session cookies are enabled.

## ***I can't remember my password.***

1. From the website, click the "Login" link on the left, and then click "I Forgot My Password" (below the boxes where you enter your username and password).
2. At the prompt, enter your User Name.
3. The system will ask you the password retrieval question that you entered when you originally created your account. Respond with the answer you selected when you created your account (the answer is case-sensitive).
4. The system will reset your password to be the same as your User Name.
5. Enter your User Name and new password (also your User Name) in the login boxes. You will immediately have to change your password once you have logged in.

This should enable you to log in, view your application and apply for positions online.

### ***How do I begin the application process?***

To begin, please select a username and password that you will easily remember. You should write down your username and password. You will need it to apply for other positions or to check the status of your application the next time you visit our website.

Once you enter the site, you may complete an online application by clicking "Create Application", then follow the directions on each screen that comes up.

After completing and saving your application, you may apply your saved application to positions that are of interest to you. To do so, click "Search Postings", and then click "View" under a Job Title that interests you, then click the "Apply For This Posting" button. Follow the instructions on the screens that follow in order to complete the application process.

### ***How do I save my application?***

You must click SAVE AND CONTINUE TO NEXT or SAVE AND STAY ON THIS PAGE to save the information you have entered. If you close your browser prior to clicking SAVE AND CONTINUE TO NEXT or SAVE AND STAY ON THIS PAGE your application and account will be saved, but you will lose the information on the last page that was not saved.

### ***Will I receive confirmation that my application was received?***

Yes, a page will be displayed indicating that your application has been submitted and you will be provided with a confirmation number.

### ***Can I copy selected information from another electronic document?***

Yes. For example, you can copy and paste the information from a Word or WordPerfect document directly into the appropriate fields in the application form.

### ***Do I need to fill out an application?***

To be considered for a position, you must create an application. Required information is indicated with an asterisk (\*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications.

### ***What information will I be asked to provide?***

You will be asked to provide personal information such as your name, address, phone number, etc. You will also be asked to provide information about your education and previous employment, as well as contact information relating to your employment history.

### ***How do I attach my resume/cover letter to my application?***

If the position you are applying for accepts resumes or other documents, you will have the opportunity to attach your documents after you have clicked the Apply for this Position button for the position you are applying to.

After clicking that button and answering any questions associated with that position, an Attach Documents screen will appear, which will inform you of the documents that are accepted for that position (if any). The online employment site accepts documents in Microsoft Word or Adobe Acrobat (.pdf) format, of a file size less than 2 MB. If neither format is available to you, you may copy and paste the text of your document into the "Paste a new Resume/CV" box.

### ***I'm having trouble attaching documents.***

The online employment site only accepts documents in Microsoft Word or Adobe Acrobat (.pdf) format, of a file size less than 2 MB. If neither format is available to you, you may copy and paste the text of your document into the "Paste a new Resume/CV" box. You can attempt this action again by logging into the site, clicking on "Manage Jobs" and then "Attach Documents".

### ***Why does the site require cookies?***

Cookies are required for our site to be able to manage where a person is in the site. We do not capture any personal or computer information in those cookies. If you are still concerned, you are welcome to delete the cookies once you have completed the application process.

### ***I'm having trouble viewing the converted PDF documents.***

The reason you might be having problems viewing your PDF documents is the way your Adobe Acrobat Reader is set up.

To adjust your Adobe Settings:

1. Close all browser windows.
2. Open Adobe Acrobat (must 5.0 or greater).
3. If Adobe is version 5.x, do the following. For version 6.x, go to step 4.
  - a. Choose Edit-Preferences-General.
  - b. Select Options on the left.
  - c. Uncheck "Display PDF in Browser".
4. If Adobe is version 6.x, do the following.
  - a. Choose Edit-Preferences.
  - b. Select Internet on the left.
  - c. Uncheck "Display PDF in Browser".
5. Close Adobe Acrobat
6. Open a new browser window, log into the Employment site, and give it another try.

If you are using a Mac, an Apple program called PDFViewer is the default PDF viewer. If you open the file in PDFViewer, save it to your desktop, and open it in Adobe, it will be readable. For the long-term, you will need to change your default PDF viewer to Adobe in order to view things properly.

### ***How do I print a copy of my complete application?***

After completing and saving your application, you will either see an option to manage or edit your application on the left hand menu. Click that link.

From the Edit Application link, you will be able navigate through the pages until you reach the final page (with the certification statement). Above the Save button you should see a link that says "Preview Application." Click that link, and in a few moments the entire application will appear in a new window.

Once your application is displayed in the new window, click File: Print from your browser menu to print the application. Click the "Close Window" link in that new window to return to the online employment site.

## ***Why can't I use the back button?***

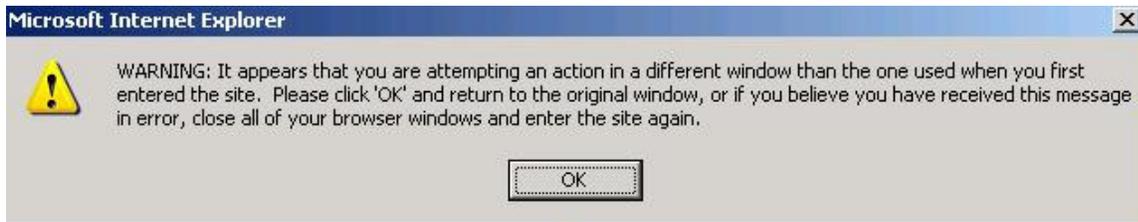
The reason we disabled the back button was to protect the integrity of an applicant's data and ensure that they look their best when applying for jobs. Other sites (like Amazon.com, banking sites, and many others) actually warn you not to press the back button at times to prevent important transactional data from being overwritten, lost or doubled which can lead to costly double-orders, mis-transfers, etc. However, they still allow you to press use it, opening a window of possibility that we are uncomfortable with. We actually went forward and disabled the back button to narrow the possibility of error so that applicant data is as secure and accurate as we can make it. While not using the back button may be frustrating at first, the trade off is not only increased protection of privacy, but also the assurance that the information presented to a potential employer looks as good as intended. Since we are in the business of helping people find jobs, this was our ultimate concern as you often only get one chance to make a good impression when vying for a job.

## ***The 500 error***

The 500 error generally occurs when browser is using a cached and out of date version of the web page. The solution is to delete the cached files, and adjust when the browser checks for newer versions of the web page. It should check for newer versions each time the applicant loads the page.

Refer to the Browser Help and/or Cache Settings files for details on assisting applicants with their browser settings. If you need further assistance, please do not hesitate to contact Technical Support by phone or email.

## ***Close your browser window message***



Sometimes this error message will occur when the browser window opens from another browser window. To circumvent this error, close all your browser windows, open a new window from the browser icon, and type in the URL in the address bar.

## ***How will I know if a position has been filled?***

Once a position has been filled, the status displayed for that position on the Application Status page will change.