FREQUENTLY ASKED QUESTIONS (FAQ)

Q: I forgot my username and/or password. How do I retrieve them?
A: To retrieve your username and/or password, go to the main login screen where you would normally enter that information. Below the "Log In" button you will see a link that says "Forgot your username/password." Click on that link and enter the email address that you used to create your account. Your username and password will then be emailed to you at that address.

Q: When I click on the "View Open Positions and Apply" button, nothing happens. Why?
A: When you click on that link, a new "pop-up" browser window will open that will allow you to enter our online application system. If your computer is set to not allow pop-ups, it will prevent the new window from opening and you will not be able to log in or view open positions. If nothing appears to happen when you click on the "View Open Positions and Apply" button, either you can click at the top of your screen where it says "allow pop-ups from this site" or you can change your security settings to allow pop-ups.

Q: How do I print the job posting?
A: While you are viewing a job announcement, press "Ctrl + P," or right click on your mouse and select "Print. This will bring you to the printing preferences screen and allow you to print the job posting. Once there, you will want to shrink the document to fit the page or change the page setup to landscape. If you do not change the layout/size, it may cut some of the announcement off.

Q: Can I print the job announcement for a position I have applied for once the position has closed?
A: Yes. While you are logged in to your account and viewing your application history, click on the position, you are looking for and select "View" to pull up your application. Towards the top of your application, there is a link that says "View Details of This Job Listing." Click on that link and you will see the job posting used for that position.

Q: Can I view an old application I previously submitted?
A: Yes. While you are logged in to your account and viewing your application history, click on the position, you are looking for and select "View" to pull up your application. Here you can see all the information from your application, including the answers you submitted to all the General Questions, which can be useful when answering similar questions in future applications.

Q: What happens if I submit my application before I am finished?
A: You may edit your application or attach additional documents up until the closing date and time. Even if you completely submitted your application, you may still make changes to it. All you need to do is go through the application, make the changes, and click the "Submit Application" button again. Your application will then be updated in our system.

Q: Can substitutes apply for "Internal Only" positions?
A: No, substitutes are not eligible. Internal postings are for regular employees who are union members.

Q: I applied for a position in the past and now want to apply for another job. Is my information saved?

A: When you fill out an application, most of the information you enter is stored in your applicant "profile" for easy access when applying for other jobs in the future. The "Name and Contact Information," "Education History," "Certifications/Licenses," and "Employment History" sections are automatically filled in each time you begin an application, using the most recent data that you entered. If your information has changed since your last application or you want to revise those sections, you can do so each time you apply and your profile will be updated to reflect those changes and saved for the next time you apply. "The Conditions of Employment" section must be completed each time you apply for a job.

The "General Questions" and "Attachments" sections are specific to each job. If you apply for another position, you may need to answer new questions specific to that job. This also applies to the "Attachments" section of the application.

Important note: When you are applying for multiple positions at the same time that require the same set of General Questions and/or Attachments, you cannot make changes to one application without affecting your entries for the other(s). In other words, when you make changes to an application and you also have started or submitted applications for other positions containing the same General Questions and/or Attachments, all currently open applications are also updated in those sections. This is because the system assumes you want the same answers to the same sets of questions across jobs and the same attachments for identical attachment lists. Once the application deadline has passed for an application you have submitted, that application is locked and nothing will change if you alter your responses to similar applications that are still open.

Q: Can I apply for several jobs simultaneously to save time?

A: You may only apply for one position at a time. However, as noted above, most of your application material is saved and will be automatically inserted when you begin an application for another job. If the General Questions and Attachment lists are exactly the same for each job, the full application will be completed when you begin the application for the new job. In this case, you will also want to remember the "Important Note" listed above.

Q: How do I insert an institution/degree/major/minor not listed in the drop down box?

A: When you click on the drop down box a list of all the default locations/degrees will appear. At the very top of the list, it says "new value not on list." If you click on that selection, the system will allow you to type in your specific information.

Q: How do I know Human Resources received my application?

A: An automatic email will be sent thanking you for your application. You may edit/change your application up until the closing date. Once the closing date/time has passed, you may not change your application and we do not accept additional paperwork (resumes, reference letters, transcripts, etc.).

Q: How do I attach a resume, letter of recommendation, or other relevant documentation to my application?

A: Each job posting will tell you exactly what documents you need to include with your application. Attaching documents is not required to submit your application to Human Resource Services. If you do not submit all required attachments before the closing date, your application will not be considered complete and will not be screened by the hiring administrators. We do not accept paper copies of any documents and you must have your files into electronic form in order to attach them to your application. There are limits to the size of files that can be attached to your application, although the limits are very large so you should not have a problem attaching most documents. If you do exceed a size limit, try saving your file in a different format that requires less space.

Q: What if I have a reference letter that is not in electronic form?

A: You need to use a scanner to scan the document into a Microsoft Word or PDF file and upload it to your application. If you do not own a scanner, it is your responsibility to locate one and scan the documents into your application file.

Q: How do I know the status of a position I applied for once the job has closed?

A: Typically allow at least 1-2 weeks after the closing date for application screening. Once the screening committee is finished, they will call the candidates in for an interview. If you are not selected for an interview, you will receive an email letting you know.

Q: How do I get my work experience to be sorted by date (newest to oldest)?

The jobs you enter in the "Employment History" section of the application are automatically sorted in the order in which you worked at each job. Your current (or most recent) position is the first on the list, the job you had before that is second on the list, and so on. Thus, it is important that you enter the starting and ending dates for each job as accurately as you can. If you need to enter a job that you want at the top of the list (e.g. you have started another job since you last applied with us), you will enter that job at the bottom of the list. When you save your entry, the list will automatically be re- sorted to put the new job at the top of the list.

Q: Can I enter more than four jobs in the work experience area?

A: No, you can only enter your last four positions in the "Employment History" section. If you have had more than four jobs, you can include the additional ones in a resume or elsewhere in the application.

If you have further questions, please feel free to email us at employment@cashmere.wednet.edu