



## Applicant FAQ

### **Are all sections of the application required?**

Yes, unless a section does not apply (for example, Job Training). It is your responsibility to ensure that all applicable sections of the online application are completed. Incomplete applications will not be sent to the hiring department. Your online application should reflect the required work experience and education needed to meet the minimum qualifications of the position(s) for which you are applying. Work experience is a required field, even if you are unemployed. See 'How to Apply' instructions.

### **What if I want to submit a resume?**

You will be able to attach a resume each time you apply for a position at the beginning of the online application. Note: Attaching a resume **does NOT** substitute for completing the entire online application.

### **Do I have to submit an application for each position I'm interested in applying for?**

Yes.

### **How many job postings can I apply for?**

Unlimited.

### **Can I contact the hiring department directly?**

No, all applications must be submitted through the electronic application system. Please do not contact the hiring department.

### **What happens to my application after I submit it?**

Once you apply, you will receive an email confirming submission of your application. All applications are reviewed and screened against position qualifications. If your application meets the position qualifications, it will be forwarded to the hiring manager for review. Hiring managers will contact candidates who best meet the position requirements. Approximately 2-4 weeks after the application submission deadline, you will receive an email regarding your eligibility for the position.

### **Who do I contact if I am having technical issues when applying online?**

Please contact Human Resources/Applicant Services at 850-891-8214 during normal business hours. You may also submit an email by clicking on the 'Contact Us' link at the bottom of the Human Resources page.

### **How frequently do you update the job postings?**

Job postings are updated weekly (Saturdays). Please pay particular attention to the application submission deadlines, applications will not be accepted after the deadline.

### **Can I update an application once it has been submitted?**

No; once an application has been submitted you will not be able to update that application. You may submit another application for the same position before the closing date, to update your information.

### **Do I have to re-enter my information every time I apply?**

If you have already submitted an application in the past, the information you entered will populate your new application so you do not have to re-enter the same information every time you apply. Please review your information and update, if necessary.

### **Can I submit a resume? Can I substitute a resume for my application?**

A resume may be attached, but not substituted for completing any section of the employment application. All information, including experience, education and licenses/certifications, must be listed in detail on the application. If you wish to attach a resume, you will do this at the beginning of the application process. Two options are available: Upload a resume; or Copy & Paste resume text. See 'How to Apply' instructions.

### **Can I submit attachments? What Kind? How?**

During the application process, the system only allows one attachment, a resume. After submitting your application, you will have the option to attach additional documents if needed under My Career Tools. The following attachments may be submitted: cover letter, DD 214 for Veteran's Preference, reference letter, transcripts, etc.

### **How do I add a cover letter to my application?**

You may include it with your resume as part of the application process or you can upload it from your computer by using My Career Tools>>Add Attachment.

### **How do I change my password? (For External Applicants only)**

Login to the Careers page and navigate to the Profile page (My Career Tools>>Edit Profile or My Profile). Click the Change Password link to enter a new password. Staff does not have access to your password; therefore, make note of both your User Name and password for future reference. For help with User Name and Password, see "**I'm having problems logging in.**" below.

### **How do I change my contact information? (For External Applicants only)**

Login to the Careers page and navigate to the Profile page (My Career Tools>>Edit Profile or My Profile). This will bring you to the Profile page where you can change your name, address, email address, and phone number.

### **How do I view previous applications, resumes and cover letters?**

Login to the Careers page, then click on My Career Tools>>Applications and you will see the My Applications group box. All applications you have either saved or submitted will be listed. To view a current application click on the corresponding job title link. Only an application that is in "Not Applied" status can be updated and submitted, if the submission deadline has not passed. To view a resume or cover letter, click on the corresponding link to access the resume or cover letter. Resumes and Cover Letters cannot be edited or updated from this site, they may only be viewed. For errors opening the link, see "**I'm trying to view my resume...**" below.

### **My School, Major, or License/Certificate is not on the list of available options.**

If you cannot find the School, make sure you are completing this panel from top to bottom, beginning with country, state, and then school. If your school is not listed, you can type the School name using the corresponding **Other** text box to the right of the field. To view the list of Majors alphabetically, click on the magnifying glass then click on the word 'Description'. If your Major is not listed, you can use the corresponding **Other** text box to the right of the field. Under License/Certificate choose Other License or Certificate from the drop down list and complete the rest of the panel.

### **What if I do not have an e-mail address?**

You must have an email address to submit an application. If you do not have an e-mail address, you can setup a free e-mail account. Here are some popular sites for free email accounts: <http://www.Gmail.com/>, <http://www.outlook.com/>, or <http://www.yahoo.com/>.

### **How do I know you have received my application?**

An automatic e-mail message will be sent to you confirming receipt of your application. If you do not receive an email (check spam box first), then you should login using your User Name & Password, click on My Career Tools and view the application and status. If in 'Not Applied' status, click on the link and submit. For additional help, see 'How to Apply' or contact our office.

## **I'm having problems logging in. (For External Applicants only)**

If this is your first time accessing the City of Tallahassee website and you wish to apply for a position, you must Register a User Name and Password, click on the **Register Now** link in the Login box. Please make note of both your User Name and Password for future reference, as staff does not have access to this information.

### If you do not remember your User Name...

Click on the **Login Help** link, enter your email address, and click on the **Find User Name** button. An email displaying your user name will be sent to your email address.

### If you do not remember your password...

If you remember your User Name, but do not remember your password, click on the **Login Help** link when prompted to login. Enter your User Name in the text box, and click on the **Get New Password** button. Your new password will be sent by email. See "**How do I change my password?**" above.

## **Slow loading pages, page cannot be displayed... What can I do?**

You may need to clear your browser cache.

Internet Explorer: Open your Internet Explorer browser and from the menu go to Tools>>Internet Options. On the General tab, click the Delete Files button. Next, click the OK button then and close your browser. For newer versions, choose Tools or Safety>>Delete Browsing History>>Delete.

Netscape: Open your Netscape browser and from the menu go to your Edit > Preferences. Under the Advanced category, select the Cache subcategory. Click the "Clear Cache" button on the Cache panel. Next click the OK button, then quit and restart your browser.

Safari: Go to your Safari browser and from the menu select "Reset Safari" to clear your browser history, cache, and cookies all at once. Click "Reset" on the confirmation dialog to complete this process. If you don't want to clear your browser's history, you can go to "Preferences" under the Safari menu and clear cache under "Advanced"

## **I'm trying to view my resume or cover letter, but a window pops up and then disappears.**

If you click on your resume/cover letter and nothing happens, then it is probably because you have 'pop-up blockers enabled' on either your browser or your Google or Yahoo! Toolbar. To temporarily get around this problem in Windows, hold down the Ctrl key while you click on the resume/cover letter. Keep holding down the Ctrl key until a window pops up asking if you want to open the file. If that still does not work, please see instructions from your particular browser on how to disable pop up blockers.

## **I'm getting an "Invalid Value" error.**

You will receive this error if the information that you typed into a particular field does not match the acceptable values for that field. This will most commonly occur for a field that has a magnifying glass to the right of the text box, such as School and Major on the College/University Education page. To resolve this error for School or Major, either click on the magnifying glass icon to find the appropriate value or type the correct name into the Other box to the right of the field.

## **I'm getting words on top of each other; the page does not appear correctly.**

You will receive this error if you are using Google Chrome; choose a different web-based browser, such as Internet explorer, Netscape, or Safari.

For additional help and step by step instructions, see the '**How to Apply**' document located on our website.