

## Frequently Asked Questions

### **Q) Where do I begin?**

**A)** To begin the application process, please select a user name and password that you will easily remember. You will need it to apply for other positions or check the status of your application the next time you visit the site.

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

**A)** You will be asked to provide personal information such as name, address, phone number, etc. You will also be asked to provide information about your education and previous employment, as well as contact information regarding your employment history and references. Please gather this information before beginning the application.

### **Q) How long does it take for a department/school to fill a position?**

**A)** The time that it takes to fill a position depends on many variables including recruitment and position type, advertising time, etc. Fortunately, you can view the status of your position 24/7 on-line. Your status could remain as "In Progress" for a number of weeks. Applicants are not reviewed until the full consideration date or job closing date passes and many postings stay active for several weeks. If you did not finish the process of applying for a position, your status will appear as Incomplete. Click the 'Complete Applying' link to finish the application process. You will be able to use this link as long as the posting is active.

### **Q) What if I am applying for a faculty or staff position and do not have a Social Security Number?**

**A)** If you do not have a social security number or if you have concerns about providing your number, please contact the Human Resources Office at (304) 367-4111.

### **Q) What if I am applying for a student position and do not have a Social Security number?**

**A)** If you do not have a social security number or if you have concerns about providing your number, please contact the Student Employment office at (304) 367-4836.

### **Q) What if I am having problems logging in?**

**A)** If you have forgotten your password, choose the "I forgot my password" link.

1. Enter your User Name. If you have forgotten your user name, please contact Human Resources at (304) 367-4831. **Do not create a new user name.**
2. Click on "Retrieve Secret Question." The question you selected the first time you completed an application will be asked.
3. Type the answer you provided on your application into the box provided. Remember that your answer is case-sensitive (i.e., "Answer" and "answer" are not the same).
4. Click "Submit."

If you are still not able to log in, please contact the Human Resources Office at (304) 367-4111.

**Q) Do I need to create a completely new application for each job vacancy?**

**A)** No. Once you have created an on-line application, your application will remain on file and you may access or update your application at any time; however, every time you apply for a position, you should review your existing application. To review/update your application, click on the 'manage application' link. **Important:** You will not be allowed to change your application information after you have applied for a position.

**Q) What if I am not ready to fill out the application at this time?**

**A)** If you do not want to complete the application at this time, please click "CANCEL" at the bottom of the application.

**Q) Do I have to fill out an application?**

**A)** Everyone who applies for a position is **required** to create an online application which includes certain information. Any required information is denoted with an asterisk (\*). However, the more information you provide, the easier it will be to effectively evaluate your skills, abilities and qualifications. Résumés and cover letters sent to the Human Resources e-mail account in substitution of the online application, [hr@fairmontstate.edu](mailto:hr@fairmontstate.edu) or [hr@pierpont.edu](mailto:hr@pierpont.edu) will not be accepted. However, please feel free to email the office with any questions you may have during the application process.

**Q) How do I save my application?**

**A)** 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.

**Q) I am having trouble attaching my document. What should I do?**

**A)** To successfully attach your résumé or cover letter, please click "**attach**" while on the Attached Documents page during the application process. Note that an asterisk (\*) means that the document is required.

Required	Attach	Document Type	Attached Document	View
*	<a href="#">Attach</a>	Resume		
*	<a href="#">Attach</a>	Cover Letter		

After you successfully attach a document; the word "**remove**" will appear. This link appears in case you inadvertently attached the wrong document and will allow you to reattach the correct one. If this happens, click on the "**remove**" link and reattach the correct document by clicking the "**attach**" button and browsing for the correct document.

Required	Attach /	Document	Attached Document	View
*	<a href="#">Remove</a>	Resume		
*	<a href="#">Remove</a>	Cover Letter		

The system supports documents that are in Microsoft Word (.doc) and Adobe Acrobat (.pdf) formats. If your document is not in one of these formats, you should convert your file to Word (.doc) or Acrobat (.pdf) format before you attach it. Your attachment must be 2.0 megabytes or less in order to successfully attach it.

*NOTE: To convert a document to pdf format, you can visit Adobe's website at [createpdf.adobe.com](http://createpdf.adobe.com). Adobe.com offers several services including five free online conversions of a wide variety of file types (.doc, .xls, .ppt., .wdp, .gif, .jpg, .html, .rtf, etc.) to pdf.*

## **Q) I am having trouble attaching my transcript. What should I do?**

### **Common Errors When Uploading a Document:**

**Problem:** The document is too large. The file size limit per each attachment is configured with the most common setting of 9 MB per document. This error can appear when the document is under the size limit but very close, ex: a transcript that is 8.98 MB.

**Solution(s):** Reduce your file's size by following any or all of these tips.

- Remove all graphics, images, tables, and formatting from your document until it is plain text.
- Copy and paste the text into the available box instead of attaching it as a separate document.
- If you are scanning the document,
  - Set the scanning software to black and white, not color, and
  - Reduce the resolution of the scan to 120 or 96 dpi during the initial scan.
  - Load the existing file and print it to PrimoPDF (a free software download available at <http://www.primopdf.com>). Once you select the PrimoPDF printer and click "OK", you will go to the PrimoPDF screen. Be sure that the "Print" icon at the top is selected and click the OPTIONS button on it where you can select a lower resolution, such as 72 dpi. Once done, click the "Create PDF" button and save your file. This works on all of the accepted document types, including .pdf files, as listed below.

**Problem:** The document is the wrong document type. The system will not allow .zip file types, nor will it allow the pasting of a PDF document into the available box.

**Solution(s):** If your document type is something other than those listed above as allowed file types, you can convert it to a .pdf file for free by using free software such as PrimoPDF or CutePDF available for download.

**Problem:** A system error or unknown error displays. This usually means the inclusion of an object in the document that won't convert, thereby causing the error. The most common objects that won't convert are passwords, digital signatures, watermarks, etc. Another rarer cause is that the document itself is corrupt and unusable.

**Solution(s):** Remove the password, digital signature, watermark, etc. that is causing the issue. If the document is corrupt, you may find it easier to recreate the document from scratch than to find and fix the corrupting element.

**After completing the steps needed to resolve your error, close all browsers and browser windows, clear the browser cache, and then go back to your application and retry attaching the document.**

**If you are still having problems, please contact PeopleAdmin technical applicant support at 1-866-389-1245, select option 5.**

## **Q) What if I want to submit a résumé?**

**A)** You will not always have an opportunity to submit a résumé, dependent on the posting. There will be directions prompting you how and when to attach your résumé. *Please note that attaching a résumé does **not** substitute for completing the application form.*

**Q) Can I copy selected information from another electronic document?**

**A)** 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.

**Q) My document was created on a Mac, what do I need to do?**

**A)** If you need assistance with converting files from Mac to PC, please visit the following web page, created by the National Teacher Training Institute: [http://www.thirteen.org/edonline/ntti/resources/workshops/digital\\_file/pdfs/moving\\_files.pdf](http://www.thirteen.org/edonline/ntti/resources/workshops/digital_file/pdfs/moving_files.pdf).

**Q) Why can't I access the site?**

**A)** In order to troubleshoot why this is happening, there are 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. 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.