



Password/Logging On

Q. What is the password makeup and how long should it be?

A. The password must be between 8 and 10 characters long, and include at least one each of a letter, a number, and a symbol (\$, &, *, @, #, % are examples of characters). The first character should not be a symbol (i.e., ! or ?).

If you attempt to log on using an invalid password 5 times, your log on will be locked.

- ♦ External job seekers, to unlock your log on, you need to hit the **Password Forgotten** link and then enter your email address on the next page to have a new password sent to you. Copy and paste the new password into the Password field. Be sure to capture only the characters of the new password, do not copy any blank spaces before or after the new password. The new password will be 10 characters long.
- ♦ Internal job seekers logging on through the ESS Portal can unlock their log on and receive a new password by clicking on **Get Support**, and then entering their UserID (personnel number) and email address. Copy and paste the new password into the Password field. Be sure to capture only the characters of the new password, do not copy any blank spaces before or after the new password. The new password will be 10 characters long.

Q. I know I have created an account, but have tried to log on several times and am not able to.

A. You may have locked yourself out of the system by exceeding the log on attempts of 5 times. Click on **Password Forgotten** from the **Log On** page to have a new password sent to you. When you use the **Password Forgotten** link, you can leave the user name blank if you choose to, and just input the email address and the system will send you a temporary password. Internal job seekers, follow the instructions above under the previous response.

Q. I applied directly for a job without registering and creating an account, how do I get back into the system to update that application?

A. You will need to contact the Department of Personnel at 360-664-1960 or toll free at 888-664-1960, or email Information@dop.wa.gov, to obtain your log on user ID **OR** you may use the **Password Forgotten** from the **Log On** page to have a password sent to you. When you use the **Password Forgotten** link, you can leave the user name blank if you choose to, and just input the email address and the system will send you a temporary password.

Profile Information/Submitting Application

Q. How can I select multiple options, like geographic availability, in my profile?

A. To select multiple options in a field, click on your first selection, then hold down your control (**Ctrl**) button and click on your additional selections. After you have clicked on your selections you can click on your Enter button on your keyboard and this will set your selections. You will then want to move to the next category box to make your next selections. If you click on “select” or another selection in the section you were just in, it will undo what you just saved so be sure to move to the next category box to click on your new selections.

Q. How can I tell if I passed an exam or the status of my applications?

A. From your **Job Seekers Start Page**, click on **View Profile and Application History Statuses and Scores**. This contains the information you entered in your profile, the job postings you applied for, and the score for those postings which have combined scores. On the document you would find this information below “Desired Jobs” but above “Attachments” in the Job Postings/Applications section. If you have submitted it correctly, it will say “In Process” which means it has been sent to the recruiter who posted the job. To find out if you applied correctly, you will want to see “Passed” and a passing combined score. If you see “Below Passing” then you either did not fill something out correctly on the questionnaire, you missed a step on filling out the questionnaire, or you did not pass the scored questionnaire.

Q. How do I print my resume/profile?

A. From your **Job Seekers Start Page**, click on **View My Profile**. You are able to print your resume/profile information when it appears in a separate window as a PDF document.

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Q. Why wasn't I able to print my profile or there were strange characters within the body of the profile text?

A. You need to adjust your **Personal Settings**. From your **Job Seekers Start Page**, click on **Change Personal Settings**. Under **General Settings**, select the **Display Format for Data Overviews** to be **PDF**. Your profile will not print if it shows **HTML**.

Q. What does "In Process" mean when I **View Profile and Application History Statuses and Scores** or go to **Manage Applications**?

A. There are different statuses your application for a specific posting can be in.

- **"In Process"** means you have submitted your application.
- **"Draft"** means you have not completed and/or submitted your application.
- **"Withdrawn"** means you have withdrawn your application from the posting.
- **"Not Selected"** means you were not selected to continue in the selection process for the job opportunity.

Q. If I need to make changes in my employment history, how do I do that?

A. From your **Job Seeker Start Page**, click on **Option 1: Build Resume Profile**. The first tab to appear in your profile is your **Work Experience**. You may **Add** a new entry, **Edit** an existing entry, or **Delete** an existing entry. If you spend a large amount of time in the Work Experience tab without saving, the page will time out and your information may not be saved. We suggest you save frequently (at least every 3 minutes or so) or copy and paste your information from a resume or from a word document into the job duties section.

Q. I submitted my application for a job I found in the system, when will I hear back about the job opportunity?

A. Once you have submitted your application, you should receive an email confirmation. It is then up to the agency who posted the job opportunity to contact applicants as needed. There is no specific timeline on when you may hear back from the hiring agency. It can depend on how quickly the agency needs to fill the position, how many applications they receive, and if the agency has to send out a supplemental questionnaire after the initial job posting is responded to and so forth. If you wish to follow up with the hiring manager who posted the job you applied for, look for their contact information (the information is usually the last sentence on the job announcement that says "For information about this recruitment, contact the agency directly"). If the phone number posted is (360) 664-1960, then the agency has chosen

to use the Department of Personnel's Job Seeker Information Center phone number. If you call us, please have the requisition number and title of the position you are calling about. We do not post these jobs and will need to do some research to find the agency information for you.

Q. Who has access to the information I enter into my on-line profile and application?

A. Only designed Human Resources staff, typically Recruiters, are able to access job seekers released profiles.

Q. I am not able to read the information on the pages because the text is too small. Is there a way to make it larger?

A. Yes, at the top of your internet browser page in the tool bar, click on **View**. Then select **Text Size**, and the size of **Larger** or **Largest**.

Searching for Jobs

Q. When I search for jobs, I am not able to find many results.

A. You may be searching on too many criteria. Instead of filling out all of the search criteria options, use only one or two.

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Q. When I search for jobs, I receive a message stating I have exceeded the number of maximum search results.

A. Select more criteria from the search page to narrow down your search. Again, do not search on too many criteria. Pick only a few things to search by (i.e. **Agency** and **County** or **Career Category** and **City** but try not to select more than 2-3 criteria at one time or it will slow your search down and eventually time out).

Q. I know the reference code for the job posting I'm searching for, but the posting does not come up in my search or Apply Directly results. What should I do?

A. Search for the reference code by using asterisks on either side of the numbers of the code.

- ♦ *For example: The reference code is NB00001234e. Enter the reference code in your search as *1234*.*

Q. Are there help documents for a job seeker new to E-Recruiting?

A. Yes, from the **Careers.wa.gov** homepage, click on **Tips & Help** found at the top of the page to view job seeker step-by-step help documents.

Internal Job Seeker Questions and Answers

Q. How do I get my initial passwords? Is it different for Employee Self Service (ESS) and E-Recruiting?

A. No. You can now access both ESS and E-Recruiting by using just one password. Your email address will need to be in ESS or HRMS already. You will click on Get Support and the system will send you a temporary password to the email address you have provided in ESS or HRMS. You will then be given the option to create a new password.

Q. The instructions state to enter my 8 digit Personnel Number to log in, but my Personnel Number is only 6 digits.

A. Enter in your Personnel Number with leading zeros.

- ♦ *For example: Personnel Number of 123456 would be entered in the Users field as 00123456.*

Q. I have not received any correspondence notifying me that I have successfully submit my application.

A. Your email address needs to be added into the Employee Self Service (ESS) to be able to receive email communications through the E-Recruiting system. You will need to keep your contact information up-to-date in the ESS for it to be read in E-Recruiting. ESS information is updated into E-Recruiting once per hour.

*Special Note regarding Job Posting date:

Job postings which have an open-continuous date of 12/31/9999 will always say "In Process". The hiring agencies will use these requisitions to pull candidates from when openings come available.