

# CORPORATE SOLUTIONS

applicant-tracking system

## Manual for: Job Seekers

Name: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# CORPORATE SOLUTIONS

## applicant-tracking system

### Table of Contents

---

#### 1. My Account

About My Account	4
Edit My Contact Info	4
My Job Flashes	4
Quick Job Search	5
View My Job Applications	5

#### 2. My Resumes

About My Resumes	6
Activating and Deleting a Resume	6
Creating a Cover Letter	6
Creating an Online Resume	7
Creating a Resume: Tips & Techniques	8
Editing a Resume	8
Editing skills using the Skills Matrix	9
Formatting a Resume	9
Selecting Skills from the Skills Matrix	10

#### 3. Searching and Applying for Jobs

Applying for a Job	11
Receiving Email Notification of New Job Postings	11
Searching and Browsing Jobs	11

# CORPORATE SOLUTIONS

## applicant-tracking system

Searching: Tips & Techniques	12
<b>4. Technical Requirements</b>	
Cookies	13
JavaScript	14
Recommended Browsers	14
<b>5. FAQs</b>	
Applying: How do I apply for a job?	15
Login: How do I change my login/personal info?	15
Login: I forgot my username and password	15
Login: Why can't I login?	15
Page Errors: How can I avoid page errors?	16
Personal Account: Why can't I create an account?	16
Resumes: Can I create more than one resume?	16
Resumes: Can I send my resume in another format?	17
Resumes: How do I delete my resume?	17
Resumes: Why are there strange characters in my resume/cover letter?	18
Resumes: "You have unfinished work!" What does that mean?	18
Skills: Why should I select skills from the Skills Matrix?	18

# CORPORATE SOLUTIONS

## applicant-tracking system

### About My Account

---

After you are logged in, the "Careers Home" page contains links and tools to

- Resumes - Create and edit resumes and cover letters.
- Personal Contact Information - Edit contact and login information.
- Job Application History - View details of previous job applications.
- Browse and Search Jobs - View current job postings.
- Job Flashes - Receive automatic emails of new job postings that meet specified criteria.

### Edit My Contact Info

---

To change contact information such as name and address or login information

- Login to the Careers area of the website.
- Click the "Edit My Contact Info" link on the "Careers Home" page.
- Make changes to the contact information.
- Click the "Next" button.
- Make changes to the address and user profile information.
- Click the "Save" button.

### My Job Flashes

---

"Job Flashes" save specified search criteria so that it can be easily reused. If desired, Job Flashes also send you automatic email notifications of new job postings that meet specified criteria.

#### Creating a Job Flash

To create up to 3 Job Flashes

- Login to the Careers area of the website.
  - Click the "New Job Flash" button on the "Careers Home" page.
- Note: The button is not visible if the maximum of 3 Job Flashes has been reached.
- Enter the search criteria.
  - Type the name of the Job Flash.
  - Select the frequency to indicate how often email notifications will be sent.
  - Click the "Save" button

#### Running a Job Flash Search

# CORPORATE SOLUTIONS

## applicant-tracking system

To view jobs matching the criteria in a Job Flash

- Login to the Careers area of the website.
- Click the Run link in the row of the desired Job Flash on the "Careers Home" page.

Viewing or Editing a Job Flash

To view or edit a Job Flash

- Login to the Careers area of the website.
- Click the name of the Job Flash on the "Careers Home" page.
- If desired, make changes.
- Click the "Save" button

Deleting a Job Flash

To delete a Job Flash

- Login to the Careers area of the website.
- Click the "Delete" link on the "Careers Home" page.

### Quick Job Search

---

To quickly search jobs

- Login to the Careers area of the website.
- Type a keyword(s) to search for jobs containing the keyword(s).
- Click the "Search" button.
- Click the title of a job posting to display it. To sort the search results, click the desired column heading.

See also

Applying for a Job

### View My Job Applications

---

To view details of previous job applications and make notes

- Login to the Careers area of the website.
- Click on the "View My Job Applications" link on the "Careers Home" page.
- To write and store notes, click the "Notes" link in the same row as the desired job application.
- In the "Notes" window that opens, type the notes.
- Click the "Save and Close" button.

# CORPORATE SOLUTIONS

## applicant-tracking system

### About My Resumes

---

"My Resumes" contains lists of all active and inactive online resumes as well as standard cover letters associated with each resume.

Use "My Resumes" to

- Create an unlimited number of online resumes.
- Edit existing resumes.
- Create cover letters for each resume.
- Activate or inactivate resumes.
- Delete resumes.
- Export resumes to other formats, such as Word, PDF and HTML.

See also

Can I send my resume in another format?

### Activating and Deleting a Resume

---

Rather than being deleted, a resume may be inactivated so that it can be easily reused in the future.

When marked as "Inactive," a resumes content may be modified , but it cannot be read by employers. Inactive resumes can easily be reactivated at any time.

Inactivating a Resume/b>

- Login to the Careers area of the website.
- Click the "My Resumes" button or link on the "Careers Home" page.
- Click the "Active" link in the row of the desired resume.

Deleting a Resume/b>

- Login to the Careers area of the website.
- Click the "My Resumes" button or link on the "Careers Home" page.
- Click the name of the desired resume.
- Click the "Delete" button.
- Click the "Yes, Delete" button to confirm the deletion.

### Creating a Cover Letter

---

Two types of cover letters exist - general and job-specific. Cover letters are not required when applying for a job, but are recommended.

#### 1. General Cover Letters

# CORPORATE SOLUTIONS

## applicant-tracking system

General cover letters are associated with one existing resume and are usually not targeted for a specific job. If a general cover letter exists, it is automatically included when applying for a job unless a job-specific cover letter is created.

To create a general cover letter

- Login to the Careers area of the website.
- Click the "My Resumes" button or link.
- Click the "Add" link in the row of the desired resume.
- Copy and paste or type the cover letter in the appropriate text box.
- Click the "Save" button at the bottom of the page.

To edit a general cover letter, click the "Edit" link on the "My Resumes" page.

### 2. Job-Specific Cover Letters

Job-specific cover letters are created when applying for a particular job and are usually targeted specifically at that job. If a job-specific cover letter is not created, the general cover letter, if it exists, is automatically included with the application.

To create a job-specific cover letter, see Applying for a Job.

## Creating an Online Resume

---

Creating a resume should only take about fifteen minutes if you have a current resume available.

To create an online resume

- Login to the Careers area of the website.
- Click the "My Resumes" button near the top of the page.
- Click the "Create a New Resume/b>" button.
- Enter the resume specifics on the "Resume Details" page and click the "Next" button at the bottom of the page.
- Select skills from the various tabs of the Skills Matrix if desired. Click the "Next" button. (See Selecting Skills from the Skills Matrix).

Note: If no skills are chosen, go to step 7 after clicking "Next".

- If skills were selected, indicate the appropriate skill level for each skill chosen by clicking the corresponding radio buttons. Click the "Next" button.
- Copy and paste or type the resume text into the corresponding fields. Use the tools at the top of the text box when formatting the resume/a>.
- Click the "Preview" button.

Note: Only an Objective is required (\*).

- Confirm that all the information is correct. To make changes, select the appropriate button near the top of the page and enter the desired information.
- When finished, click the "Save" button at the bottom of the "Preview" page.

# CORPORATE SOLUTIONS

## applicant-tracking system

See also

Applying for a Job

Can I send my resume in another format?

"You have unfinished work!" What does that mean?

### Creating a Resume: Tips & Techniques

---

#### Selecting a Profession

This field is very important to the success of a job application. The profession chosen for a resume determines which skills are available in the Skill Matrix. And the skills selected in the Skills Matrix help employers to find and examine the resume.

#### Making Multiple Selections for One Field

Multiple selections may be made for the Job Type field.

#### Formatting Resume Text

When pasting text into the various text boxes on the "Text" page while creating a resume, some formatting (such as bullets) may not be retained. To prevent strange characters from appearing, save the text in plain text format before pasting it into the text box. HTML code may be used to bold words, create bulleting lists and apply other formatting styles.

#### Selecting Skills

Select skills under one or more tabs in the Skills Matrix to create a resume that stands out. (See Selecting Skills From the Skills Matrix).

To find a specific skill, click the "Skill Search" link to learn which tab the skill is under. If the skill cannot be found, click the "Request a Skill" link. Be sure to provide a brief description of the skill.

Note: Unless a profile is saved, it will remain incomplete and a "You have unfinished work!" warning will appear on the "My Resumes" page.

### Editing a Resume

---

To edit a resume

- Login to the Careers area of the website.
- Click the "My Resumes" button or link.
- Click the name of the desired resume.
- Click the "Edit" button near the top of the page.

# CORPORATE SOLUTIONS

## applicant-tracking system

- Select the appropriate button near the top of the page and make the desired changes.
- When finished, click the "Save" button at the bottom of the "Preview" page.

Note: If the resume was used in previous job applications, these job applications are automatically updated to include the most recent version of the resume.

See also

"You have unfinished work!" What does that mean?

### Editing skills using the Skills Matrix

---

To edit skills in a resume using the Skills Matrix

- Login to the Careers area of the website.
- Click the "My Resumes" button or link.
- Click the name of the desired resume.
- Click the "Edit" button near the top of the page.
- Click the "Skills Matrix" button near the top of the page.
- Select or deselect skills in the desired skill categories by clicking the appropriate tab and then clicking the checkbox next to the appropriate skill. Click the "Next" button at the bottom of the page.
- Indicate the appropriate skill level for each skill chosen by clicking the corresponding radio buttons. Click the "Next" button.
- When finished, click the "Save" button at the bottom of the "Preview" page.

### Formatting a Resume

---

To apply formatting such as bolding, italics etc. when creating an online resume/a>, use the formatting tools at the top of the resume text boxes.

Formatting Tips

- When copying and pasting content from another program such as Microsoft Word, first save the Word document as a plain text (.txt) file, reopen it, and then copy and paste the content into the appropriate text boxes. This prevents unpredictable formatting results by removing any existing formatting.
- Apply formatting last, after all of the content for the job description has been entered.
- To create paragraphs without space between them, hold the Shift key down while pressing the Enter key.
- To remove formatting, use the "Remove formatting" tool.

# CORPORATE SOLUTIONS

## applicant-tracking system

### Selecting Skills from the Skills Matrix

---

The "Skills Matrix" is a list of categorized, industry-specific skills. The skills available depend on the profession chosen when creating a resume.

Each tab in the Skills Matrix represents a different category of skills to choose from. Skills may be chosen from one or more skill categories.

See also

[Why should I select skills from the Skills Matrix?](#)

[Creating an Online Resume/a>.](#)

# CORPORATE SOLUTIONS

## applicant-tracking system

### Applying for a Job

---

An active, online resume is required to apply for a job. (See [Creating an Online Resume/a>](#) or [Activating an Existing Resume/a>](#)).

To apply for a job using an online resume

- Login to the Careers area of the website.
- Search or browse job postings.
- Click the job title to view the job.
- Click the "Apply Now" button at the bottom of the page.
- Select the desired resume from the drop down menu.
- Select an option from the "How did you hear about us?" drop down menu. Click the "Next" button.
- Confirm that all the information is correct.

To make changes

- Click the "Edit this Resume/b>" link near the top of the page.
- Select the appropriate button near the top of the page and enter the desired information.
- When finished, click the "Save" button at the bottom of the "Preview" page to return to the application process.
- Click the "Next" button at the bottom of the "Preview Resume page.
- If desired, type or copy and paste a job-specific cover letter into the corresponding text box.

Note: This cover letter will be included with the application instead of the general cover letter that may have been created previously.

### Receiving Email Notification of New Job Postings

---

"Job Flashes" save specified search criteria so that it can be easily reused. If desired, Job Flashes also send you automatic email notifications of new job postings that meet this specified criteria. (See [My Job Flashes](#)).

### Searching and Browsing Jobs

---

Searching Job Postings

To search all current job postings

- Login to the Careers area of the website.
- Click the "Search Jobs" button near the top of the page.
- Enter search criteria.
- Click the "Search" button at the bottom of the page. The results page is displayed.
- Click the job title to view the job.

(See also [My Job Flashes](#))

Browsing Job Postings

# CORPORATE SOLUTIONS

## applicant-tracking system

To view all current job postings, starting with the most recent,

- Login to the Careers area of the website.
- Click the "Search Jobs" button near the top of the page.
- Click the "View All Jobs" link below the "Quick Links" heading.
- Click the job title to view the job.

### Searching: Tips & Techniques

---

Using certain words, characters and symbols when searching can help narrow search results.

#### Obtaining Relevant Search Results

Use keywords, special characters and Boolean operators to obtain more relevant search results. Boolean operators are words and symbols (AND, OR, \*) that tell the search engine what to search for.

- Exact Matches

To obtain results matching all of the words in a phrase in exactly the same order, place the phrase between double quotation marks or parentheses. Eg. "Process Engineer" or (Process Engineer)

- Similar Matches with All Keywords

To obtain results matching all of the words in a phrase, but not necessarily in the same order, place the word "AND" between the words in the phrase. Eg. Process AND Engineer

- Similar Matches with At Least One Keyword

To obtain results matching at least one of the words in a phrase, place the word "OR" between the words in the phrase. Eg. Process OR Engineer

Using phrases without special characters or Boolean operators has the same effect as using the boolean operator "OR." In such cases, the search results are based on the number of occurrences of the words and their proximity to each other.

- Multiple Forms of One Word

To obtain results matching multiple forms of one word, use \* at the beginning or end of the word. Eg. Use "Facili\*" to obtain results with the words "Facility," "Facilities," "Facilitate" and "Facilitation."

# CORPORATE SOLUTIONS

## applicant-tracking system

### Cookies

---

What are Cookies?

Cookies are small data structures used by a website to

- Deliver data to a website user.
- "Remember" and control storage of information about users which allows for the use of user passwords.

How are Cookies Used on this Website?

Cookies save time by "remembering" login information so that users only need to enter it once. The website may deliver one or more cookies to a user's computer. Cookies may be deleted immediately or in the future.

Persistent cookies enable us to track and target users' interests so that we can enhance their experience.

What Happens if Cookies aren't Accepted by the Browser?

If cookies aren't accepted by the Internet browser, the website still functions, however it may be limited in some areas.

Enabling Cookies

Internet Explorer 6.x:

- Open Internet Explorer.
- Click the "Tools" menu and then click "Internet Options."
- Click the "Privacy" tab.
- Click the "Advanced" button.
- Click the "Override automatic handling of cookies" check box.
- Click the "Accept" radio button(s).
- Click the "Ok" button.

Internet Explorer 5.x:

- Open Internet Explorer.
- Click the "Tools menu and then click "Internet Options."
- Click the "Security" tab then click the "Custom Level button."
- Scroll down to "Cookies" section and select "Enable."
- Click the "Ok" button.

Netscape:

- Click the "Edit" menu.
- Click "Preferences."
- Click "Advanced."
- ensure "Accept all cookies" is checked.
- Click the "Ok" button

# CORPORATE SOLUTIONS

## applicant-tracking system

### JavaScript

---

What is JavaScript?

JavaScript adds interactive functions to websites. It is a popular scripting language that is widely supported in Web browsers and other Web tools.

How is JavaScript used on this Website?

JavaScript is used to validate that the input entered by users is correct. In some instances, JavaScript directs users from one page to another.

Enabling JavaScript

Internet Explorer 5 and 6

- Click the "Tools" menu and click "Internet Options."
- Click the "Security" tab and then click the "Custom Level" button.
- Find the "Scripting section and click "Enable" under "Active Scripting."
- Click the "Ok" button and then click the "Ok" button again.

Netscape

- Click "Edit" and then "Preferences."
- Click "Advanced."
- Click the "Enable JavaScript" check box.
- Click the "Ok" button.

### Recommended Browsers

---

The Careers area of the website is best viewed with Internet browsers such as Internet Explorer, Netscape and Firefox (that support style sheets, active scripting and cookies).

Set the browser's privacy and security settings to their defaults to help ensure access the website's functionality.

Need the latest version of Internet Explorer or Netscape? Download it now:

Netscape

Internet Explorer

# CORPORATE SOLUTIONS

## applicant-tracking system

### **Applying: How do I apply for a job?**

---

To apply for a job, first, create your personal career seeker account. It's FREE and should only take about 5 minutes.

Create an account in just 3 easy steps! Simply enter (1) contact information, (2) address and user profile and (3) create an online resume.

To create an account

- Click the "Post Your Resume/b>" or "Sign Up Now!" link on the "Careers Home" page.
- Type the required contact information. Click the "Next" button at the bottom of the page.
- Complete the address and user profile information. Click the "Save" button.
- Click the "My Resumes" link on the "My Resumes" page to begin creating an online resume/a>.
- Then, use your online resume when applying for a job.

Hint: After registering, check your e-mail account for a confirmation message with the registration details.

### **Login: How do I change my login/personal info?**

---

To change contact information such as name and address or login information

- Login to the Careers area of the website.
- Click the "Edit My Contact Info" link on the "Careers Home" page.
- Make changes to the contact information.
- Click the "Next" button.
- Make changes to the address and user profile information.
- Click the "Save" button.

### **Login: I forgot my username and password**

---

To receive an email containing your username and password

- Click the "Forgot Your Password?" link on the "Careers Home" page.
- Type your email address in the text box and click "Email Me My Password".

Note: This email address must be the same as the email address used when becoming a member.

- Check your email inbox for an email containing your username and password.

### **Login: Why can't I login?**

---

If avoid login problems

# CORPORATE SOLUTIONS

## applicant-tracking system

- Ensure the keyboard is not set to "Caps Lock" (since username and password are case-sensitive).
- Enable "Cookies" in the Internet browser.
- Enable "Javascript" in the Internet browser.

### Page Errors: How can I avoid page errors?

---

#### 1. Page Cannot Display Errors

If "Page Cannot Display" errors occur, try changing the browser's Internet settings:

Internet Explorer:

- Select "Tools" in the browser's menu bar.
- Select "Internet Options."
- Select the "Advanced" tab.
- Scroll down to the "Browsing" category and be sure that "Show friendly HTTP error messages" is unchecked.
- Select "Apply," then "OK."
- Close all browser windows.
- Open a new browser window and return to the Careers area of the website.

#### 2. Action Cancelled Error

If an "Action Cancelled" message appears

- Click the browser's "Back" button once.
- Click the browser's "Forward" button once.
- Continue using the website.

See also

Recommended Browsers

### Personal Account: Why can't I create an account?

---

To avoid problems when creating a personal career seeker account

- Enter all of the required information (marked with \*) correctly.
- Use a unique, valid email address in the form xxx@xxx.com.
- Use a valid phone number in the form (555) 555-5555.
- Enable "Cookies" in the Internet browser.
- Enable "Javascript" in the Internet browser.

### Resumes: Can I create more than one resume?

---

Yes! An unlimited number of resumes may be created and stored indefinitely.

Why create multiple resumes?

# CORPORATE SOLUTIONS

## applicant-tracking system

- **Showcase Skills in One Industry** - To focus on industry-specific skills and experience, create a number of resumes and cover letters that are each targeted at a specific industry.
- **Combine Skills from Multiple Industries** - Create one or two general resumes to combine skills from a number of different industries into one document.

See also

[Creating an Online Resume/a>](#)

### **Resumes: Can I send my resume in another format?**

---

Unless a job posting indicates alternate application methods, an online resume must be used when submitting an application.

#### Online Resumes

An online resume is a resume that you may create after becoming a member of our Careers community. It is stored electronically and can be reused and edited repeatedly. (See [Creating an Online Resume/a>](#)).

#### Advantages of an Online Resume/b>

An online resume allows you to

- Reuse the content from a traditional, print resume.
- Choose from lists of industry-specific skills to supplement the resume text.
- Activate or inactivate a resume at anytime without deleting it.
- Track past job applications.
- Submit job applications quickly and easily.
- Be found by hiring managers without even applying!

### **Resumes: How do I delete my resume?**

---

Rather than being deleted, a resume may be inactivated so that it can be easily reused in the future.

When marked as "Inactive," a resumes content may be modified , but it cannot be read by employers. Inactive resumes can easily be reactivated at any time.

#### Inactivating a Resume/b>

- Login to the Careers area of the website.
- Click the "My Resumes" button or link on the "Careers Home" page.
- Click the "Active" link in the row of the desired resume.

#### Deleting a Resume/b>

# CORPORATE SOLUTIONS

## applicant-tracking system

- Login to the Careers area of the website.
- Click the "My Resumes" button or link on the "Careers Home" page.
- Click the name of the desired resume.
- Click the "Delete" button.
- Click the "Yes, Delete" button to confirm the deletion.

### **Resumes: Why are there strange characters in my resume/cover letter?**

---

Strange characters may appear in a resume if the resumes content was copied and pasted from a Word document, web page or other format.

Sometimes, hidden characters are translated into strange characters when content is transferred from one format to another.

To prevent strange characters from appearing in a resume

- Save the resume in plain text format (.TXT).
- Copy and paste the plain text into the appropriate sections of the resume.
- Click the "Preview" button to preview the resume prior to saving.

### **Resumes: "You have unfinished work!" What does that mean?**

---

"You have unfinished work!" indicates either

- A new resume is not complete or saved.
- Edits made to an existing resume are not saved.

Either continue creating or editing the resume and then save it or, delete the draft. Saved resumes that were being edited are not affected if the draft is deleted.

### **Skills: Why should I select skills from the Skills Matrix?**

---

Advantages of Selecting Skills from the Skills Matrix

- Employers searching for specific skills are more likely to find a resume that includes skills from the Skills Matrix.
- Skills that can't fit on a traditional resume can still be included.
- Resumes that include industry-specific skills stand out because they can be searched easily.
- The Skills Matrix includes both general and specific skills that are often forgotten in traditional resumes.
- Expertise levels may be indicated for each skill.

# CORPORATE SOLUTIONS

## applicant-tracking system

See also

Selecting Skills from the Skills Matrix