VERMONT
DEPARTMENT OF HUMAN RESOURCES

Frequently Asked Questions from Applicants

1. <u>Why am I receiving an error message when uploading my resume</u>?

- The error message that reads "your resume can not be parsed at this time" occurs when the title of your document is too long.
- SOLUTION: Reduce the characters to under 20 and you should not receive this message again.

2. <u>Why am I receiving a "Data Conflicts" error message when trying to submit my application</u>?

- This error message can appear when you are working with an application that has been saved in your computer's memory. This error can occur when your session closed ("timed out" due to 20 minutes or more of inactivity) or if you used your browser back button, which exited you from the Careers website.
- SOLUTION: We recommend that you return to the Careers home page, log in to your account, select the desired job opening and submit a new application.

3. <u>Why am I having trouble accessing the web-site</u>?

- You may need to enable compatibility view mode with our website if you are using Internet Explorer Version 10 or 11.

   To enable Compatibility View

   1. *See if the Compatibility View button appears in the Address bar. (If you don't see the button, there's no need to turn on Compatibility View).*
   2. *Tap or click the Compatibility View button to display the site in Compatibility View.*

- You may be using an Apple product or Mac with Safari as your web browser. We recommend Internet Explorer, Google Chrome or Fire Fox.
- You may need to disable your pop-up blockers.

4. <u>How do I login if I don't know my username and password</u>?

- Please click on the link to access our easy to follow quick reference guide on how to "Reset Password".

5. <u>How do I update my personal information</u>?

- If you are an external applicant, login using your username and password.
- **NOTE:** directly under the Careers Home, your name will appear in the "Welcome", if you have successfully logged in.
- Click on My Profile in the My Career Tools box and follow the directions there.
- If you are an active State employee, update your personal information from your Self Service menu in VTHR.

6. <u>Do the details on my resume automatically populate into my application work history</u>?

- No. The resume upload and completion of the fields for your work history, job training and education are separate actions. We do highly recommend completing all applicable fields and also submitting a resume to supplement your application.

7. <u>How do I submit my application</u>?

- Once you have uploaded your resume and clicked on "continue", you enter the application pages. You must complete each page, then click the "next" hyperlink to proceed to the next page. Continue until the "next" link is grayed out. Be sure to scroll up and down on each page to view all the required information to be completed. Once you have reached the last page and the "next" link is no longer available, click submit. Please review the Applicant Guide on our website for details on each of these steps.

8. <u>What is my application status</u>?

- This information is available to you in your My Career Tools under the "View Application Status" Click on this link for our quick reference guide for instructions on viewing your application status.

9. <u>Can I make changes to my submitted application</u>?

- Once you have submitted your application, you can no longer make changes to it. If the job is still posted on our website, you can re-apply and make the desired changes on your new application. Click on the Job title from the full list of job openings located in your Careers Home and submit a new application.

10. How do I find all active job openings?

- For non-State employees navigate to
  www.careers.vermont.gov. Then click on the Job Seekers box.
- This will bring you to the Careers page. On the Careers page,
  you can view all open State jobs; register for an applicant account; or, login to an account you have previously created and submit your application for selected job openings.
- If you are an active State employee login to VTHR and navigate to Main Menu>Self Service>Recruiting Activities>Careers.

11. Why am I receiving an email that I don't meet the qualifications for a position?

- Before applying for any State position you should review the job description page before applying. This page summarizes the duties, job requirements & qualifications along with any special instructions you must follow for a successful application.

12. How do I login to my account and accept my online job offer?

- First you must login to the account you used to apply to the job. If you cannot remember your username and password, please refer to the quick reference guide on login help.
- If you are an existing State Employee, login to VTHR unless you applied using an external account.
- Once you have logged in, your Job Offer will be under the Notifications bar located in the middle of your Careers Home page.

14. How do I know if I have accepted my Job Offer correctly? Do I receive an email upon completion?

- You will not receive an email upon completion of accepting your job offer. A dialog box will open on your computer screen to indicating receipt of your offer acceptance. You can also view your application status to see that your application is now in Offer Accepted.

15. <u>What do I do if I see my Offer but cannot accept it?</u>

- Check your application status to see if you have already accepted this offer. (Please refer to the "view application" quick reference guide.) If your application is not in Offer Accepted status, please contact 802-828-6700 option 1 then 4 for assistance.

16. <u>Can I merge my application information from one of my accounts to another</u>?

- Unfortunately, the answer to this question is No. If you need to create a new account (or transition to an internal employee account, you must manually populate your work history, education and training in each account.

17. <u>I applied to a State job from Indeed, CareerBuilder, LinkedIn or Jobs in VT How do I get back to it</u>?

- The link you click on any of the 3rd party Job Boards that post our job openings will bring you directly to our website to apply.
- To review that application, go to www.careers.vermont.gov then click on the Job Seekers tab .
- Login using the same username and password you created when you registered or applied to the job opening. You can then click on the View Application Status to check the status and view all information submitted with the application while the job opening is active. Once the job opening is filled or cancelled, you will no longer be able to view the application.