

# CU Careers: Frequently Asked Questions

## Candidate Questions

This guide lists some frequently asked questions and answers. If you have a question about CU Careers that is not listed here, email [CUCareershelp@cu.edu](mailto:CUCareershelp@cu.edu).

You can search and apply for jobs at: [www.cu.edu/careers](http://www.cu.edu/careers).

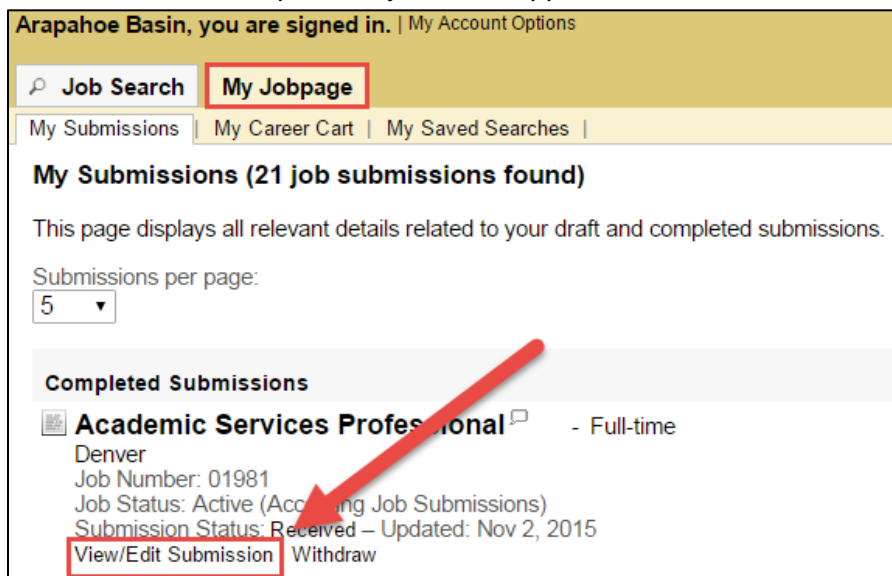
Applications are only accepted via the CU Careers website. Please do not email the job posting contact person with your application documents.

## Working with Applications

### Q. Can I update my applications? How?

A. You can update your application as long as the position is still posted to the web. Once a posting is no longer on the web, you will not be able to update your application. To update an application that is still posted on the CU Careers site, follow the steps below.

1. Log into CU Careers.
2. Click **My Jobpage**.
3. Below the title of the position you have applied to, click **View/Edit Submission**.



4. Edit the information you want to change and click **Submit** at the end of the application process to send your updated information.

**Note:** Keep in mind that deleting or marking attachments as not relevant will remove them from your job application.

### Q. Can I save a job posting and complete my application at a later time?

A. From within a job posting you can click the **Add to My Career Cart** button. This will save the posting to your Career Cart. You can then access the posting while it is still active in CU Careers.

## Adding Attachments

### Q. How do I attach documents when applying for a position?

- A. When applying for a position, you will be prompted to attach specific documents.
1. Read the job posting carefully to identify which documents are required for the posting.
  2. Click **Browse** to find and select the document on your computer that you want to attach.
  3. Use the field to add a description that identifies which type of document you are submitting. Refer to the posting for guidance on naming your documents. If nothing is included in the language, use the following format: *document-type\_position-number*, for example: Resume\_01234.

### Required Documents

#### \* Attachments

Prior to clicking "Attach", please identify the file name in the text field below the Attach button. Please be sure to name your documents exactly as indicated in the job posting.

To view the posting attachment requirements, please click on the position title and job number at the top of the screen next to "Applying For". To return to this screen, click on "Back to Prior Page". Please do not use the back button on your browser.

Please click the "Relevant File" checkbox to make your attachment specific to the position you are applying for.

Select the file to attach

C:\Users\eschlera\Documer

Use the field below to label each document (cover letter, professional references, etc.)

Resume\_01234

4. After you have attached your document, select the **Relevant Files** checkbox to ensure the documents are attached to this application.
5. Select the **Resume** checkbox for the appropriate file.

This section displays basic information regarding the type of files attached to your record, such as "Cover Letter", "Resume", "List of References". You can delete some or all of the files, or overwrite if necessary. The "Relevant Files" column allows you to select the files to be associated with this job submission. Also, please indicate which of the attached documents is your Resume.

Relevant Files	Resume	File Name	Date	Comments	Actions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">references.docx</a>	2/8/16		<a href="#">Delete</a>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Resume.docx</a>	2/26/16	Resume_01234	<a href="#">Delete</a>

You may have up to 15 attachments at a time. Deleting documents will remove the document from all applications you have previously submitted. Only delete documents if you are absolutely sure you no longer want to have them with any application.

**Q. If I am applying for multiple positions, how do I manage all of my documents I have attached.**

- A.** If you are applying for multiple positions you need to be sure to check your documents as relevant files in the required documents section of the application. For example, if you have several cover letters you'd like to use, you would select the relevant files check box for the specific cover letter you want to use for that position. You would leave the cover letters that you do not want to use unchecked. See example below.

**Warning:** Deleting any file will remove it from all previous applications you have submitted.

This section displays basic information regarding the type of files attached to your record, such as "Cover Letter", "Resume", "List of References". You can delete some or all of the files, or overwrite if necessary. The "Relevant Files" column allows you to select the files to be associated with this job submission. Also, please indicate which of the attached documents is your Resume.

Relevant Files	Resume	File Name	Date	Comments	Actions
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Resume.docx</a>	2/26/16	Resume_01234	<a href="#">Delete</a>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Coverletter_01234.docx</a>	2/26/16	Cover Letter_01234	<a href="#">Delete</a>
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Coverletter_01237.docx</a>	2/26/16	Cover Letter_01237	<a href="#">Delete</a>

**Q. What type of documents can I attach?**

- A.** The best file formats for documents you are attaching to your application are DOC, DOCX, and PDF.

**Q. How should I label my attachments?**

- A.** Check the posting for guidance on naming your documents. If no guidance is provided, we recommend using *document type\_position number*, for example, Resume\_01234.

## Application Process

**Q. Who can I contact for information about the status of my application and the hiring process?**

- A.** For all questions related to the status of your application, the hiring process, and the collection of confidential letters of recommendation, contact the job posting contact that is indicated on the bottom of the posting.

## Technical Questions

### Q. How do I reset my password?

#### A. To reset your password:

1. Click **Login** from the main screen.
2. Click **Forgot your password?** under the password box.

The screenshot shows a web interface for user login. At the top, it says "Welcome. You are not signed in." Below that is a "Job Search" input field. The "Login" section contains the text: "To access your account, please identify your account." and "Mandatory fields are marked with an asterisk." There are two input fields: "\*User Name" and "\*Password". Below the password field, there are two links: "Forgot your user name?" and "Forgot your password?". The "Forgot your password?" link is highlighted with a red rectangular box. At the bottom of the login section are two buttons: "Login" and "New User".

3. Enter your email address and submit.

You will receive an email with a link to create a new password.

### Q. What if I cannot remember my username?

#### A. To retrieve your username:

1. Click **Login** from the main screen.
2. Click **Forgot your username?** under the password box.
3. Enter your email address and submit.

You will receive an email with your username.

## Jobs at CU

### Q. How can I check the status of my application that I applied for on the Jobs at CU site?

- A. Any questions you have regarding your applications submitted through Jobs at CU need to be directed to the Jobs posting contact or, for further assistance, you can contact [jobsatcuhelp@cu.edu](mailto:jobsatcuhelp@cu.edu).

### Q. Do I need to reapply for a job that I applied for in the old Jobs at CU site?

- A. You do not need to reapply for any jobs that you completed an application for in Jobs at CU on or before December 4, 2015.

### Q. How do I find a position that I wanted to apply for in Jobs at CU, but did not complete the application before the transition?

- A. The best way to locate a position that has re-opened in CU Careers is searching with the Jobs at CU Posting number in the keyword search field. Enter this number (typically a combination of letters and numbers) into the keywords box and click Search. You can also enter the Posting Title in the keyword search, shown below. If the position you are searching for is not in CU Careers, the posting may have been closed or filled during the transition.

**Advanced Job Search**

**Search Criteria**

Please select the appropriate value below using the Employment Group Posting Type field in order to specify Classified Staff or Faculty posting search results. To narrow your search by city, use the Location field. To narrow your search by campus, use the Organization field.

Job Number

Keywords

