

UMSL Application FAQs

How do I apply for an open position?

To begin the application process, click on this link and read the instructions. Then click on the link at the bottom which will then take you to the screen where you can search and apply for current openings using UMSL's electronic application system.

Select a User Name and Password that you can easily remember. (Make sure to write down this information.) If you apply for other positions, you will need to login with this same User Name and Password. If you forget this information, you will have to start the application process all over again and put in all your information again! So please be sure to write down your User Name and Password!

Why do I have to log in as a Current UM Employee?

TO REVIEW CURRENT JOB OPENINGS: You can enter the system by logging in as a Current UM Employee **OR** you can click on Prospective Employees and then click on the yellow **SEARCH** button. Please note however that there may be some job postings that you may not see. Some departments may choose to post their positions internally only so they may not be listed on the Prospective Employees listing.

TO APPLY FOR A POSITION: If you are employed by UMSL, you **MUST** apply for any job by logging in as a Current UM employee. If you apply for a position through the Prospective Employee link and then are hired, you will create a separate record which could result in our inability to process your payroll.

Can I apply by e-mail, fax, mail, or by directly contacting the hiring department?

UMSL accepts applications and resumes only submitted through the electronic application system.

For those without Internet access, Human Resources has computers available that can be used to access the application system. In addition, any computer with Internet access can be used to access our website:

www.umsl.jobs

Human Resources Department
211 General Services Building
Monday through Friday
8:00AM - 3:30PM

For Academic (Faculty, Teaching, and Research) positions:
see the **Office of Academic Affairs** website.

When I apply, what information will I be asked to provide?

You will be asked to create your PROFILE which asks for personal information such as name, address, phone number, e-mail, etc. For the application itself, you will be asked to provide information about your employment history, your education, references, and questions related to the specific position, as well as contact information previous employers and references. When you list your previous jobs, you should list them in sequence, starting with the most recent. If you gather the information you need to complete the application before you start, it will save you time.

I registered on the application system, but I cannot remember my User Name or my Password. What should I do?

You can click on "Login Help" on the Careers page and request that your User Name or Password be sent to your e-mail address. Otherwise, you will need to create a new User Name and Password and enter all your application information again. Try to avoid this problem by keeping this information in a safe place.

How do I access the online application system?

You can access the UMSL online application system from any computer that has access to the internet. Click on the UMSL Prospective Employees website for information. Computers are available to the public in many places including public libraries and community employment service offices. Computers are also available in the UMSL Human Resources Department office and our staff will be happy to assist you.

How long does it take to complete an application?

The time it takes to complete an application depends on several factors - the amount of work experience and education you have to enter, how fast you can type, etc. You should allow 25-60 minutes for the total process. However, you can speed up the process by collecting important information about previous work experience, education, certifications, references, etc., before you start creating your application. If you find you are missing a piece of information requested on the application, you may be able to skip the field, save the application as a *draft* (by clicking on the "SAVE AND CONTINUE" button at the bottom of the application), and go back later to complete it. If you decide to do this, it is important that you return and complete the missing information BEFORE you submit the application for the job opening. The information on your application form when you apply will be used to evaluate your qualifications for the job opening for which you apply. Make sure it is accurate and contains ALL the required information.

How can I view more information about one of the jobs listed?

You can view all the details about the job by simply clicking on the job title. You will see a full description of the position, as well as the qualifications required, etc. If you decide to apply for that job, just click the Apply Now button on the posting.

How often is the job opening information updated?

Job openings are updated every Friday. Please be sure to note the deadline for applying for each position. Positions are removed after the closing date and are no longer available for application.

Can I apply for more than one job at a time?

We do NOT recommend applying for more than one job at a time. If you apply for more than one position at once, the Applicant Questionnaire may be different for each application and your application may be screened out. Therefore, we recommend you apply for one position at a time. After submitting your first application, you can simply:

1. Select the next job for which you would like to apply
2. Make any changes/modifications you would like to make on your application - if any
3. Answer the Applicant Questionnaire (Make sure you answer every question!)
4. Click on the SAVE & CONTINUE button at the bottom of the application
5. Click the APPLY NOW button

Can I attach a resume and cover letter to my application?

Yes, you can attach your resume and cover letter to your application. Since you can only attach one document to a particular application, we recommend combining your cover letter and resume into one document and then attach it as one document to the application when you begin to apply for the position. Be sure to name the document appropriately.

Do I need to submit a separate application for each position that I would like to apply for?

Yes. A separate application must be submitted for each position for which you wish to apply since the Applicant Questionnaire for each position may be different.

Do I have to re-enter my information every time I apply for another position?

If you have submitted an application in the past, the information you entered will populate your new application so you do not have to re-enter the same information every time you apply. If you want to edit the information for the new position, you may do so also. You will need to respond to the Applicant Questionnaire every time you apply for a different position.

Will you consider my application for other positions that are available at UMSL?

Your application will only be considered for the position(s) for which you submit an application. If you would like to be considered for other available open positions, you will need to submit your application for each position.

Do I have to complete the entire application if I attach a resume?

Yes. In order to be considered, you must completely fill out each section of the application, even if you attach a resume. Attaching a resume will not substitute for completing the application in its entirety.

Required information is marked with an asterisk (*). However, the more information you provide, the easier it will be to evaluate your skills, abilities, and qualifications.

Can I update an application once it has been submitted?

Once you submit an application, you will not be able to change the information. The only information that can be changed is information in your profile (for external applicants), such as Address, E-mail Address, and Phone Number. However, you can apply for a position more than once. We review only the most recently submitted application. (Remember that if you apply again, you must respond to the Applicant Questionnaire again also.)

When is my application due?

All applications must be submitted before the closing date for the position - usually no later than 11:45 p.m. Applications cannot be submitted after the job posting has been taken off the website and therefore cannot be considered.

What happens to my application after I submit it? How do I know that you have received my application?

When you submit your application and agree to the conditions of employment, you will receive an automatic confirmation e-mail. You should receive this e-mail within a few hours.

Can I contact the hiring department directly?

Please do not contact the hiring department directly. All applications must be routed through Human Resources and submitted through the online application system.

When are they going to start interviewing for the position I applied for?

Since interviews are scheduled by the hiring department, we are unable to provide this information and it is unlikely that we will know when or if you may be contacted for an interview or when interviews will begin or end. Not all qualified applicants are contacted for an interview. Since the University receives a large number of qualified applications, management is simply unable to interview every qualified applicant. Hiring managers are asked to rate the candidates based on the suitability for the position. This means that unfortunately, in some cases, some qualified candidates are not interviewed.

How can I check the status of my application?

You can login using your User Name and Password. Go to My Career Tools and you will see the positions for which you started the application process. Under "Status" you will see "Applied" or "Not Applied" for each position.

I am having problems logging in and I am an *external* applicant

IF YOU HAVE LOGGED INTO THE UMSL ELECTRONIC APPLICATION SYSTEM IN THE PAST.

If you have applied for jobs at UMSL in the past, continue to try using whatever user name you have been using.

IF YOU ARE A NEW USER, AND WISH TO REGISTER...

If this is your first time accessing the UMSL website and you wish to set up a user name, click on the Register Now link in the Login box.

IF YOU DO NOT REMEMBER YOUR PASSWORD...

If you do not remember your password, click on the **Login Help** link when prompted to login. Enter your user name in the text box, and click on the **Get New Password** button. This will send you an e-mail providing you with a new password.

I am having problems logging in and I am an *internal* applicant.

If you are a UMSL employee, you will access the Careers site through myHR and logging in with your SSOID and password. From Self Service, go to Recruiting Activities > Careers > Search. Then you will be able to apply for the job you select.

If your SSOID and password do not work, try testing your SSOID to confirm that your SSOID is functioning correctly. If you are still having problems signing in, please contact ITS support at ext 6034.

What are the supported browsers?

Here is a listing of the PeopleSoft supported browsers:

Windows XP: Internet Explorer 7, Internet Explorer 8, Firefox 3.5, Firefox 3.6

Windows 2003: Internet Explorer 7, Internet Explorer 8, Firefox 3.5, Firefox 3.6

Windows Vista (32 bit): Internet Explorer 7, Internet Explorer 8, Firefox 3.5, Firefox 3.6

Windows Vista (64 bit): Internet Explorer 7, Internet Explorer 8, Firefox 3.5, Firefox 3.6

Windows 2008: Internet Explorer 8

Windows 2008R2: Internet Explorer 8, Firefox 3.5

Windows 7 (32 bit): Internet Explorer 8, Firefox 3.5, Firefox 3.6

Windows 7 (64 bit): Internet Explorer 8, Firefox 3.5, Firefox 3.6

MAC OS X 10.4: Firefox 3.5, Firefox 3.6, Safari 3, Safari 4

MAC OS X 10.5: Firefox 3.5, Firefox 3.6

Linux x86-64: Firefox 3.5

I am using a supported browser and I am still having problems.

If you encounter an error while you are applying, it may be helpful to clear your browser cache (memory). If you have not cleared your browser cache recently, it may take a few minutes to complete. Please refer to the questions below for instructions on how to clear cache for your particular browser.

How do I view previous applications and cover letters?

To view previous applications, sign in to the Careers page. Click on the Applications link (or My Career Tools) on the top menu. Under the Applications group box, you will see a list of all applications you have either saved or submitted. To view an application, click on the corresponding job title link. Only an application that is in "Not Applied" status can be updated. To view the cover letter for an application, click on the corresponding file name to access the applications. TIP: Be sure to use a name related to the position for which you are applying.

How do I clear my browser cache (memory)?

INTERNET EXPLORER 7 & 8:

Open your Internet Explorer browser.
Click Tools > Internet Options
On the General Tab, click Delete > Delete all

INTERNET EXPLORER 6:

For Internet Explorer 6
On the General Tab, click Delete Cookies,
click Delete Files, click Clear History

FIREFOX 3:

Click Tools > Clear Recent History.
From Time range to Clear, choose Everything.
Click Clear Now. Close all Firefox windows.

SAFARI:

Go to your Safari browser and from the
SAFARI dropdown menu select Empty
Cache. Close all Safari windows.

I am trying to view my resume attachment, but a window pops up and then disappears.

If you click on your resume attachment and nothing happens, then it is probably because you have pop-up blockers enabled on either your browser or your Google or Yahoo! Toolbar. To temporarily get around this problem on Windows, hold down the Ctrl key until a window pops up asking if you want to open the file, while you click on the resume attachment.

If that still does not work, please see instructions below on how to disable pop up blockers for your browser.

How do I disable my pop-up blocker?

In your browser, go to **Tools > Turn off Pop-Up Blocker**.

I am getting an "Invalid Value" error.

You will receive this error if the information that you typed into a particular field does not match the acceptable values for that field. This will most commonly occur for a field that has a magnifying glass to the right of the text box. To resolve this error, either click on the magnifying glass icon to find the appropriate value or type the correct name into the Other box to the right of the field.

How do I add a cover letter to my application?

We recommend that you combine your cover letter and resume into one document and then attach it as your resume to the application. This may mean you will have to apply for the position again. If you apply for a position more than once, we review only the most recently submitted application. Be sure to complete ALL the questions in the the Applicant Questionnaire once more. Then click on "**Save & Continue**" and "**Apply Now**" when you have completed ALL sections of the application.

Tip: Be sure to use a name for your document related to the position for which you are applying so you can identify it later.

How do I change my password? (For *External Applicants* only)

To change your password, sign in to the Careers page. Click on the Applications link on the top menu. Next, click on the Edit Profile link below your name. This will bring you to the Edit Profile page. Click the Change Password link to enter a new password.

How do I change my contact information? (For *External Applicants* only)

To edit your contact information, sign in to the Careers page. Click on the Applications link on the top menu. Next, click on the Edit Profile link below your name. This will bring you to the Edit Profile page where you can change your name, address, e-mail address, and phone number.

Who do I contact if I am having technical issues when applying online?

For technical support contact the System PeopleSoft Support desk at 855-524-0002. Hours are:
Monday – Friday 8:00 a.m. – 4:30 p.m.a

If you would like, you can come to the HR office where we have computers available for applicants and we can assist you with your questions.