SACRAMENTO STATE
Administrative Computing Services

Job Application Frequently Asked Questions

Does Sacramento State accept paper applications?

How can I view more information about one of the job titles listed?
What does "Open until filled" and initial review date mean?
How often is the job vacancy information updated?
Can I apply for more than one job at a time?
Do I have to fill out all portions of the application if I attach a resume?
Can I partially complete my application and finish completing it later?
Can I use my browser BACK and FORWARD buttons to navigate through my job application?
Will you consider my application for other positions that are available at Sacramento State?
When is my application due?
Can I attach a resume to my application?
How do I include a resume, cover letter or other document(s) with my application?
What if I have attached the wrong document?
How can I add formatted text to my job application?
How do I know that you have received my application?
How long after I apply might I be called for an interview?
When will my references be checked?
How often should I update my application packet?
Can I complete an application even though I'm not applying for a specific posted job vacancy?
How do I check on the status of a position?
What if I am interested in a faculty position?
Who is considered an external applicant?
Who is considered an internal applicant?
I'm an external applicant. How do I login the first time?
I'm an internal applicant. How do I login?
Who can I contact for specific questions not listed here?
When I try to access the application, I get an error message that will not allow me to see the page. What can I do?
What type of document or file format can I upload or attach to my job application?
I'm an external applicant. How do I change my password?
I'm an external applicant and I forgot my password. What do I do?
I'm an external applicant and I forgot my user name. What do I do?
Is the system available 24/7?
What type of web browser is compatible with this site?
What if I am having trouble logging into this site?
Can I be "timed out" applying for a job?
How do I know entering data is secure through this site?
Can I run multiple sessions of Internet Explorer (IE) or other type of browser while completing my job application?
Can I add the job application page to my favorite or bookmark it?

Q: Does Sacramento State accept paper applications?

No. All applications and application attachments for staff and management positions must be submitted through our on-line recruitment process, PeopleSoft. No exceptions.

Return to Top

Q: How can I view more information about one of the job titles listed?

Click on the job title then scroll down to the Job Details Link for a full description of the position.

Return to Top

Q: What does "Open until filled" and initial review date mean?

If an application deadline reads "Open until filled", a department is accepting applications until the position is filled, and the vacancy may close without notice. If you have interest in a position, it is highly recommended that you apply as soon as possible upon seeing the announcement. If you apply after the specified "initial review date", there is no guarantee that your application will be reviewed.

Return to Top

Q: How often is the job vacancy information updated?

Job vacancy information on the web is updated at least once a week. Please note that the availability of each position is subject to change at any time.

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

Yes, however a separate application needs to be submitted for each individual position for which you wish to apply. Be sure to review your information before submitting each application as not all of your information carries over from one application to the next.

Return to Top

Q: Do I have to fill out all portions of the application if I attach a resume?

Yes. In order to receive full consideration you need to completely fill out each section of the application, even if you attach a resume.

Return to Top

Q: Can I partially complete my application and finish completing it later?

Yes. You may complete parts of the application process and come back to it later. You must click the Save button to save the information you have entered. If you close your browser prior to clicking the Save button, your application data will be lost. Your account information will be saved.

Return to Top

Q: Can I use my browser BACK and FORWARD buttons to navigate through my job application?

No. You should avoid using your browser BACK and FORWARD buttons while completing your job application.

Return to Top

Q: Will you consider my application for other positions that are available at Sacramento State?

No. You will only be considered for the position(s) for which you submit an application. If you would like to be considered for other available positions, you will need to submit your application for each position.

Return to Top

Q: When is my application due?

All applications must be submitted via the on-line application no later than 11:59 P.M. PST on the closing date for the position. Applications cannot be submitted after a closing date has passed. Application deadlines or review dates are on each job posting.

Return to Top

Q: Can I attach a resume to my application?

Yes you can. Please refer to the job posting to determine if a resume is required.

Return to Top

Q: How do I include a resume, cover letter or other document(s) with my application?

Resume: When you apply for a job, you will be asked if you are applying using a resume. Once you select this option, you will be prompted to attach your resume.

Cover Letter or other attachments: Click on "My Career Tools", select the application you wish to add the attachment to. Go to the Referral and Attachment page and click on the Add Attachment link. You can attach other document(s) as needed (e.g.; Cover letter, Reference Attachments, Transcripts, etc.   It is recommended that you include your name and the Job ID number on each attachment. At this time we will accept attachments with an extension of "doc", "pdf", "txt", "rtf", or "zip" only.

Return to Top

Q: What if I have attached the wrong document?

If you attach a wrong resume to your application, you may change it as long as that application has not been submitted. For cover letters and other attachments, you may revise or delete them at any time, however, once the search has begun, revisions may or may not be seen by the hiring committee.

Return to Top

Q: How can I add formatted text to my job application?

You may insert text containing special formatting including HTML, bullets and other characters into text fields on this system. Please note that pasting text containing bullets and certain characters including dashes and hyphens may be converted into question marks or other odd characters. If you experience formatting problems when pasting text, you may want to manually edit the information.

Return to Top

Q: How do I know that you have received my application?

Once you submit your application, you will receive a confirmation email within a few hours. If you do not receive a confirmation email after a few hours, check your spam or junk folder. Some email accounts read generated emails as spam and filter them out of your in-box.

Return to Top

Q: How long after I apply might I be called for an interview?

The department conducting the search will notify applicants directly if they are selected for an interview. The time varies from 2 to 4 weeks depending on the department conducting the search.

Return to Top

Q: When will my references be checked?

For management positions, they are generally checked prior to being invited for interview. For staff positions, they are generally checked only after the interview process.

Return to Top

Q: How often should I update my application packet?

Every time you apply for a position, you should review your existing application. Many applicants prefer to tailor their resume, cover letters, application, etc. for each vacancy to which they apply. To update your application, simply customize the information as you apply for your next job.

Q: Can I complete an application even though I'm not applying for a specific posted job vacancy?

No, we only accept applications for open job postings. Prior to applying for a job, each prospective applicant can create a profile that will reduce the amount of data entry when you do actually apply for an open position.

Q: How do I check on the status of a position?

Jobs are removed as they are filled or a date specified in the Job Announcement. If a job is or was listed on our web site, you are able to view the status of the recruitment process as: Open, Under Review, Interviewing, or Closed/Filled (if closed/filled within the last 60 days) by clicking the Status of Job Openings link on the Staff and Management Employment Opportunities page.

Q: What if I am interested in a faculty position?

If you are interested in a faculty position, please view current postings by visiting the Sacramento State's Human Resources web site http://www.csus.edu/hr/faculty/vacancies.htm.

Q: Who is considered an external applicant?
-
An external applicant is individual not currently employed at the campus and do not have an active employee ID number.

-
Q: Who is considered an internal applicant?
-
An internal applicant is a current employee, faculty or staff.

Q: I'm an external applicant. How do I login the first time?
-

External applicant will create a user name and password during registration. See the [External Applicant Business Process Guide](#) for detailed steps.

Return to Top

-

Q: I'm an internal applicant. How do I login?

-

Internal applicant will use existing My Sac State login information to log into the system. See the [Internal Applicant Business Process Guide](#) for detailed steps.

Return to Top

Q: Who can I contact for specific questions not listed here?

For staff and management positions, call the Employment Services Office at (916) 278-6326.

Return to Top

Q: When I try to access the application, I get an error message that will not allow me to see the page. What can I do?

First, we recommend that you access the application using Internet Explorer. Second, try closing all of your web browser sessions and then opening it again. Upon re-opening your browser, please delete your temporary internet files and cookies. To do this on your browser's toolbar click "Tools" then "Internet Options". In the "Temporary Internet Files" section, click "Delete Cookies" and also "Delete Files". After you have completed these tasks, you should be able to access the application. Finally, if you still cannot access the application, please contact the CMS Help Desk http://www.csus.edu/irt/acs/services/cms/helpdesk/index.stm.

Return to Top

Q: What type of document or file format can I upload or attach to my job application?

We prefer that you upload document with an extension of "doc", "pdf", "rtf", "txt", or "zip" only. If you upload or attach any other type of document, we may not be able to open and/or process your document.

Tip: WordPerfect and Word are not one-in-the-same. If you attach a document in WordPerfect format (.wps) it will upload in code. Please make sure all documents are .doc or .pdf format. See [Microsoft Word Help](#) or [Adobe Help](#) for more information.

Return to Top

-

Q: I'm an external applicant. How do I change my password?

- Log in using the External Applicants link
- Click My Profile

- Click the Change Password hyperlink
- Make the appropriate changes

Return to Top

.

Q: I'm an external applicant and I forgot my password. What do I do?

- Click the External Applicants link
- Click the Login Help hyperlink in the Login box
- Enter your User Name
- An email with a new password will be sent to the email account on file.

Return to Top

Q: I'm an external applicant and I forgot my user name. What do I do?

- Click the External Applicants link
- Click the Login Help hyperlink in the Login box
- Enter the email address you entered when you first applied
- Provided the email address matches that which is on your profile, an email will be sent with your user name.

Return to Top

Q: Is the system available 24/7?

As a general rule, the system is available 24 hours a day, 7 days a week. Scheduled downtime and emergency downtime are usually posted on the employment opportunities page.

Return to Top

Q: What type of web browser is compatible with this site?

Sacramento State job web site is design to run in a web browser over the internet. We recommend Microsoft Internet Explorer 5.x or higher, Netscape Communicator 6.x or higher or Mozilla Firefox 1.5 or higher. Also, under your browser internet options, you need to have cookies and Javascript "enabled" and pop-up blockers disabled.

Return to Top

Q: What if I am having trouble logging into this site?

If you have problems logging into Sacramento State job web site, you can call the CMS Help Desk at (916) 278-2670 or click here for more information http://www.csus.edu/irt/acs/services/cms/helpdesk/index.stm.

Return to Top

Q: Can I be "timed out" applying for a job?

The system will automatically time you out after 45 minutes if there is no activity while you are submitting an application.

Return to Top

Q: How do I know entering data is secure through this site?

All data submitted via this site is secure and encrypted using Secure Socket Layer (SSL) technology. SSL protects information as it crosses the Internet.

Return to Top

Q: Can I run multiple sessions of Internet Explorer (IE) or other type of browser while completing my job application?

We recommend that you limit your web browser session to ONE. If at any point, a second web browser session is opened, close it once you complete your task.

Return to Top

Q: Can I add the job application page to my favorite or bookmark it?

We recommend that you bookmark the Human Resources page that contains the link to the job posting -- http://www.csus.edu/webpages/employment.stm. Do not bookmark any page that follows the log in.

Return to Top