**CMS Project Team — Business Process Guide**

**Process:** Search & Apply for Jobs — External Applicants  
**Module:** Self Service/Careers

### High Level Description

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Overview
This business process guide demonstrates how to apply for jobs online as an external applicant. External Applicants are individuals not currently employed in a regular full or part-time position at San José State University. All student employees are also considered external applicants.

View Job Openings
This section demonstrates how to view job openings without logging into the system.

The MySJSU homepage displays.

1. Go to MySJSU (http://my.sjsu.edu).

2. Click the Job Applicants link.

The Job Applicants page displays.

3. Click the External Applicant Login button.
The Careers page displays.

Notes: Basic Job Search and Login boxes display at the top of the page.

Current job openings display at the bottom of the page.

Additional hyperlinks for applicants can also be found on this page (Equal Opportunity Statement, Information for applicants).

4. Scroll down to view all job openings.

Note: You can filter your job search by clicking the Management or Staff hyperlinks.

All open job postings display.

5. Click a Job Title hyperlink to read more about a specific job.

Note: In this example we have selected the Bookkeeper job.
The Job Announcement displays.

Note: To save a job or apply for a job, you must be registered and logged in. See the following sections for steps on how to register and apply.

6. Click the Email to Friend button to share this job announcement with someone else.
The Send Email dialog box displays.

7. **To:** Enter the email address of the person you wish to send the announcement to.

8. **Your Name:** Enter your name.

   *Note: The Subject and Message will default, but you may override them.*

9. Click the **Send** button.

Your email message displays.
Register and Apply
As mentioned in the previous section, you must be registered and logged into the system in order to save a job or apply for one. This section demonstrates how to create a login, create your profile, apply for jobs and save jobs for future application.

Register

The MySJSU homepage displays.

1. Go to MySJSU (http://my.sjsu.edu).
2. Click the Job Applicants link.

The Job Applicants page displays.

3. Click the External Applicant Login button.
The Careers page displays.

4. Click the click here to Register hyperlink.

The Register page displays.

5. Complete the Registration Information section:

- **User Name:** Enter a user name for yourself.
- **Password:** Enter a password for yourself.
- **Confirm Password:** Re-enter the same password again to confirm.

6. Click the Register button.
7. Click the My Profile hyperlink.

The My Profile page displays.

Note: You may navigate to this page at anytime to change your password.

8. Use your scroll bar to navigate down and complete each section of the page as described on the following pages.
The Member Information section displays.

9. **Preferred Method of contact:** Use the dropdown menu to select preferred method.

The Name section displays.

10. Complete the **Name** section:
    - **First Name:** Enter your first name.
    - **Last Name:** Enter your last name

    *Note: All other fields in the Name section are optional.*

The Address section displays.

11. Complete the **Address** section:
    - **Address 1:** Enter your street address.
    - **City:** Enter your city.
    - **Postal:** Enter your zip code.

    *Notes: All other Address fields are optional.*

    *If your address is in another country, the Address fields may display in a different format.*
The Email Addresses section displays.

12. Complete the **Email Addresses** section:

- **Primary Email Type:** Use the drop-down menu to select email type.
- **Email Address:** Enter your email address that corresponds with the type.
- **Add Another Email Address:** Click this hyperlink to add additional email addresses.

The Phone section displays.

13. Complete the **Phone** section:

- **Primary Phone Type:** Use the drop-down menu to select your phone type.
- **Phone Number:** Enter your phone number that corresponds with the type.
- **Add Another Phone Number:** Click this hyperlink to add additional phone numbers.

14. Click the **Save** button.
Begin Application

The Careers page displays.

1. Click a **Job Title** hyperlink for the job you wish to apply for.
The Job Announcement displays.

2. Click the **Apply Now** button.

The Apply Now/Choose Resume page displays.

*Note:* You may attach a separate document or copy and paste text for your resume. An example of both options is shown on the following pages.
Option 1: Copy & Paste Resume Text

The Apply Now/Choose Resume page displays.

1. Select Copy and paste resume text.
2. Click the Continue button.

The Apply Now/Enter Resume Text page displays.

3. Title: Enter the title of your resume.
4. Resume: Enter your resume text.

Note: The Language defaults to English. Please do not change it. In addition, please note that copying and pasting from Word may result in special characters appearing such as upside question marks or additional apostrophes.

5. Click the Continue button.
The Apply Now/Complete Application page displays.

6. Click the Save for later button.

7. Additional information is required before the application can be submitted. To continue, skip to Cover Letters and Attachments on page 17.
Option 2: Upload a New Resume

The Apply Now/Choose Resume page displays.

1. Select **Upload a new resume**.
2. Click the **Continue** button.

The File Browse window displays.

3. Click the **Browse** button.

The File Upload window displays.

4. Find the file you wish to upload.
5. Select the file.
6. Click the **Open** button.
The file name displays.

7. Click the **Upload** button.

The Apply Now/Enter Resume Text page displays.

8. **Title:** Enter the title of your resume.

9. Click the **Continue** button.

*Note: The Language defaults to English; please do not change it. Click the View Attachment link to view the attachment. If the system encounters a problem when uploading your file, you may be required to upload it a second time.*

The Apply Now/Complete Application page displays.

10. Click the **Save for later** button.

11. Additional information is required before the application can be submitted. To continue, go to **Cover Letters and Attachments** on page 17.
Cover Letters and Attachments

The Apply Now/Complete Application page displays.

Note: You may save the application at this point by clicking the Save for later button. Additional information is required before the application can be submitted.

1. Use your scroll bar to navigate down to the Cover Letters and Attachments section.

The Cover Letters and Attachments section displays.

2. Click the Add Attachment hyperlink.
3. Complete the Cover Letters and Attachments section.
   - **Attachment Type:** Use the drop-down menu to select type.
   - **Attachment Description:** Enter the description.
   - Click the Add Attachment hyperlink

Note: Adding the attachment here is identical to uploading the resume. The steps are not shown.

4. **Save & Add More:** To upload additional documents, click the Save & Add More button.

5. **Save & Return:** If you have no other documents to attach, click the Save & Return button.

Note: In this example, we clicked the Save & Return button.
Complete Application

The Apply Now/Complete Application page displays.

Note: You may save the application at this point by clicking the Save for later button. Additional information is required before the application can be submitted.

1. Use your scroll bar to navigate down to the Work Experience section.

The Work Experience section displays.

2. To add employment history, click the Add Work Experience hyperlink.
3. **Enter Employment Details**: Enter required (*) and optional employment details.

4. **Save & Add More**: To add additional employment history, click the Save & Add More button.

5. **Save & Return**: When you have no other employment history to add, click the Save & Return button.

The Work Experience section displays.

6. **Enter Comments** as appropriate.

7. Use the scroll bar to navigate down to the Education History section.
The Education History section displays.

8. **Highest Education Level**: Use the drop-down menu to select education level.

9. Click the **Add Post-Secondary Education History** hyperlink.

The Add New Application/Add Post-Secondary Education page displays.

10. Enter all applicable information.

11. **Save & Add More**: To add additional education information, click the Save & Add More button.

12. **Save & Return**: When you have no other education information to add, click the Save & Return button.
The Education History information displays.

13. Use the scroll bar to navigate down to the Specialized Skills section.

The Specialized Skills section displays.

14. Enter your Specialized Skills.

15. Use the scroll bar to navigate down to the Licenses and Certificates section.

The Licenses and Certificates section displays.

16. Click the Add Licenses and Certificates hyperlink.

Note: This section is only required when a job posting requires a license.
The Add New Application/Add License or Certificates page displays.

17. Enter applicable license or certificate information.

18. **Save & Add More**: To add additional license and/or certificate information, click the Save & Add More button.

19. **Save & Return**: When you have no other licenses or certificates to add, click the Save & Return button.

The Apply Now/Complete Application page displays.

20. Use the scroll bar to navigate down to the **Languages** section.

21. Click the **Add Languages** hyperlink.

*Note: This section is optional, as job postings do not require applicants know additional languages.*

The Add New Application/Add Language page displays.

22. Enter applicable language information.

23. **Save & Add More**: To add additional languages, click the Save & Add More button.

24. **Save & Return**: When you have no other languages to add, click the Save & Return button.
25. Use the scroll bar to navigate down to the References section.

26. Click the Add Reference hyperlink.

27. Enter required (*) and optional reference information. One reference is required per application.

28. **Save & Add More**: To add additional references, click the Save & Add More button.

29. **Save & Return**: When you have no other references to add, click the Save & Return button.
The Apply Now/Complete Application page displays.

30. Use the scroll bar to navigate down to the Referral Information section.

The Referral Information section displays.

31. Complete the Referral Information section:
   - How did you find out about the job? Identify whether or not you are a former employee.
   - Are you a former employee? If you answer yes, you will be required to enter the last day of employment.

32. Use the scroll bar to navigate down to the Conviction History section.

The Conviction History section displays.

33. Complete the Conviction History section:
   - Question: Answer the Conviction History question.
   - Yes: If you answered yes, click the Add Conviction History hyperlink.
   - No: If you answered no, skip to next step.
The Add New Application/Add Conviction History page displays.

34. Enter Conviction History Details.

35. **Save & Add More**: To add additional conviction history, click the Save & Add More button.

36. **Save & Return**: When you have no other conviction history to add, click the Save & Return button.

The Apply Now/Complete Application page displays.

37. Use the scroll bar to navigate down to the **General Information** section.

38. Complete the **General Information** section:
   - **Questions**: Answer both questions.
   - **Relatives**: Enter information for relatives working at the university.

39. Click the **Save for later** button.
View and Submit Application

The Apply Now/Complete Application page displays.

1. To see a summarized HTML view of your application data, click the View My Application hyperlink (Optional).

2. To complete your application, click the Submit button.

   Note: If you do not wish to submit the application at this time, click the Save for later button.

The Submission Verification page displays.

3. To submit your application, click the OK button.

4. If you do not wish to submit your application at this time, click the Cancel button.
The Submit Online Application page displays.

Note: The Self Identification Details section is optional, but you must agree to the Terms and Agreements in order to complete your application.

The Self Identification Details displays.

5. Complete the Self Identification Details section. (Optional)
The Terms and Agreements section displays.

6. Select the **I agree to these terms** option.

7. Click the **Submit** button.

The My Applications page displays.

*Note: If you have submitted multiple applications, you can find them here.*

The application process is complete.
Login after Initial Registration
This section demonstrates how to log back in using the External Applicants link. You can do this at any time after you have registered.

The MySJSU homepage displays.

1. Go to MySJSU (http://my.sjsu.edu).
2. Click the Job Applicants link.

The Job Applicants page displays.

3. Click the External Applicant Login button.
The Careers page displays.

4. Enter the **User Name** and **Password** you created.

5. Click the **Login** button.

The Careers Home page displays.

Note: You will be personally welcomed after your profile has been created. Applications and Saved Resumes display in the My Career Tools section.
Job Search
This section demonstrates how to search for job openings as an external applicant. The default search on the Careers Home page is the most effective way to search for jobs.

The Careers Home page displays.
1. To search current job openings, click the Job Search hyperlink.

The Job Search page displays.
2. Enter search criteria.
Job Search Criteria displays.

3. Click the **Search** button.
The Job Search results display.

4. **Apply Now**: If you wish to apply for the job now, click the Apply Now button, and then complete your online application.

5. **Save Jobs**: If you wish to save this job search, click the Save Jobs button.

The Save Search page displays.

6. Complete the **Save Search** section:
   - **Name**: Enter the name of the search.
   - **Notify**: Select this checkbox if you wish to be notified of new, matching postings.
   - **Email**: Enter an email address where the notifications can be sent.

7. Click the **Save Search** button.
The Careers Home page displays.

8. To retrieve your search, click the **My Saved Searches** button.

The My Saved Searches page displays.

9. To run a saved search, click the **Run Search** button.

The resulting job openings will display.
Save Jobs
This section demonstrates how to save a job in order to come back and apply for it later.

The Job Postings display.

When viewing Job Postings, you may save a job by selecting the corresponding checkbox to the left of it.

Click the Save Jobs button.

The My Saved Jobs page displays.

Note: You may navigate to this page from any other page inside Careers.

To apply for a saved job, check the box next to it.

Click the Apply Now button.
Login Help
This section demonstrates how to get login help. This is useful if you have forgotten your password.

The Careers page displays.

1. Enter the User Name and Password you created.

The Login section displays.

2. If you cannot remember your User Name or password, click the Login Help hyperlink.
The Login Help page displays.

3. **Forgot you password?**
   To get a new password, enter the **User Name** you created upon registering.

4. **Forgot your User Name?** To get your User Name, enter the **Email Address** you created on your profile.

The Careers page displays with a message stating an email message has been sent with a new password

Note: If you have not entered an email address on your profile, this process will not work. If you entered an email address, a notice will be sent to that email address with your User Name; provided it matches the email you entered upon registration.