

## FREQUENTLY ASKED QUESTIONS (FAQ)

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## [Employment Opportunities Website](#)

### **Q. I can't remember my password. What do I do?**

In the event that you are unable to locate your user information to access your application information, click on [Forget your username or password?](#) located on the Login screen.

*\*Please keep your username and password in a safe place so that you will be able to easily retrieve the information at a later time. Do not share your information with others.*

### **Q. When/how can I make changes to my application?**

Once you SUBMIT an application for a particular posting, you cannot go back and make changes to the submitted application.

*\* If you find that you do need to make a correction (such as a new phone number or a name change) AFTER you have submitted your application for a job opening, login and make the change under Account Settings.*

### **Q. How can I check the status or view my application?**

Using the online applicant site, you can login at any time using your user name and password. Looking at the left side menu bar, click on "Your Applications." You may verify the current status of your application for each position you have applied to by looking under the "Status column" under "Completed Applications." Application Materials can be viewed by clicking on the links.

### **Q. I am having a technical problem with my computer that is stopping me from completing the application or applying for a job. What can I do?**

Be sure you are using either Internet Explorer 8 or higher, or Mozilla Firefox 3.6 or higher. Also, under your browser internet options, you need to have cookies and JavaScript "enabled."

\*The application system will not allow you to save and continue if there are any errors in any **required (\*) field**. If you receive the red error bar at the top, the red error bar will specify what errors need to be corrected and where the errors are located. For example, when entering a date, click the field and select the date from the pop-up calendar. Please be sure to read and follow all instructions in order to successfully submit your application online.

## APPLICATION PROCESS & INFORMATION

### **Q. How does the application process work?**

Applicants may complete their applications online 24/7 at <https://jobs.lanecc.edu> from any computer with Internet access up until the closing date. Postings close at 9:30 p.m.

### **Q. How do I apply for positions?**

You must have a valid personal email address in order to create your account for the on-line employment system. You must first create an account to use the on-line employment system. To register to use the on-line application system, you must have a valid personal email address that you can check for login information. A free email account can be acquired from many websites, including [www.yahoo.com](http://www.yahoo.com) and [www.hotmail.com](http://www.hotmail.com).

### **Q. How do I open an Employment Opportunities account and apply to a posting?**

**The application process has four (4) steps:**

1. Click "Search Jobs" located on the left side menu.
2. Read through the posting noting what is required to apply.
3. Create a login user name and password. This will enable you to come back and apply for additional positions as well as check on the status of a position. Complete the required information.
4. Apply for a specific job posting on or before the closing date, position will close at 9:30 p.m. *If you have not submitted your materials when posting closes and are removed from the web, you will lose the opportunity to apply for the position. Please call 541.463.5586 to review your individual situation.*

### **Applying to job posting**

When you apply to a job posting, you will be prompted at that time to answer supplemental questions and to attach documents (i.e., résumé, letters of recommendation, unofficial transcripts etc..) to your application.

\*A list of supplemental questions and required documents can be reviewed in the Posting Details. It is important that you read and follow all instructions carefully when completing your application.

\* Your application has NOT been submitted until you receive a CONFIRMATION number from the system. This confirmation number is your receipt that you have successfully submitted your application.

*Applications may only be submitted on the website. Unsolicited applications, résumés and supplemental materials that were not requested will not be accepted or reviewed. Please only provide documents as requested in the applicant instructions.*

### **Q. I missed the deadline - can I still apply?**

Once a filing deadline has passed, no applications will be accepted. However, you are encouraged to visit the online applicant site and apply for new jobs as they become available.

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

Yes, you can apply to multiple positions that are currently open and noted on the current job listing. To apply for future openings, log back onto the applicant site and submit your application. Your personal information, educational history, and work history is saved and populated into future applications.

*\*Be sure to remember your user name and password so that you can log back into the system at a future time.*

**Q. Can I apply for a position by sending my résumé or application materials via e-mail or fax?**

Job applications are accepted using our District on-line application system only. Completed applications must be submitted on this system no later than the posted deadline. In addition, all required documents that have been identified in the job posting must be uploaded prior to the time the application is submitted. The District does not accept résumés in lieu of applications.

The District is unable to accept any application materials by fax, email, or in person.

**Q. Do I need to apply online if I am only interested in temporary positions?**

Yes. Applicants must apply online for temporary positions, as well as all other position types.

**Q. What happens after I submit my application?**

A committee will screen all complete application packets received following the filing deadline. The screening will begin when the search team has finished developing all materials and they have been approved as meeting the college's Equal Opportunity guidelines.

*Only those applicants having the best combination of knowledge, skills, abilities and experience will be invited to interview. Meeting the minimum qualifications for a position does not assure an interview.*

You may view the status of your application after the closing date by returning to the applicant site with your personal user name and password. The applicant system can be accessed 24-hours-a-day, 7-days-a-week from any Internet connection.

**Q. I am an internal candidate, do you provide my documents automatically?**

Current college employees who are applying for a position should be aware all materials must be supplied by the candidate. Neither the department nor human resources will automatically provide materials from previous applications or personnel files.

*If you believe Human Resources have transcripts on file, it is the employees' responsibility to contact the responsible recruitment analyst for that search. Call 541.463.5586 to reach a faculty or classified analyst.*

Internal applicants must provide all materials requested, same as an external candidate would. It is strongly recommended that the internal candidate enter the interview process as if they too were an external candidate. Do not assume the committee is aware of your full capabilities. Information on past and present employment should be provided in the same degree of detail as any other applicant.

**Q. Can I save my application before I finish completing it?**

Yes. However you must first complete all of the required fields notated with a **\*red asterisk** on the current page before the application can be saved.

*If you run into a time crunch and cannot finish the entire application, you may complete just the required fields on the page and come back later to finish the application and apply for a specific position.*

**Q. What are the steps to save my application?**

Click “Save Application” on each page before advancing to the next page clicking “Next” and be sure to hit “Save” when you reach the last page of the application. You may return later and edit the application before clicking on “Submit” to officially submit your application. It is essential to remember your user name and password to log back on to review the status of your application.

**If you exit the site before saving your employment application, your data will NOT be saved and you will need to re-enter your application in its entirety.**

***\*Please note that the applicant site will automatically time out if you leave your computer idle for more than 50 minutes. If you cancel the prompt on the screen the timer will begin again for another 50 minutes. If you do not have all of the required information, please be sure to save your current application and return to your online application to complete the rest of the information for your application.***

**Q. What do I do if the application asks me for information I am not prepared to provide?**

If you find you are missing a piece of information requested on the application, you may be able to skip the field 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 apply for a specific 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. Please ensure it is accurate, complete and contains all requested information.

***\*Incomplete applications will not be considered.***

Your application may not be accepted if you do not complete all fields. DO NOT write “see resume” in any section of the application. The resume may not take the place of any one section of the application. This is the same for all position types.

**Q. Can I attach documents? How?**

You may attach the required documents at the time you submit your application for a position. Only documents in Word or PDF format can be uploaded to your application.

You will have the option to upload your document, copy and paste, or enter the information in the text area provided.

*\*It is important to read all of the instructions on the “Applicant Documents” screen carefully to ensure you submit ALL of the attachments required for the position. The attachment requirements may vary depending upon the position type. If any of the required documents are missing at the time your application is submitted, your application will be considered incomplete.*

**Q. I am having problems uploading documents.**

Make sure that your documents are in PDF or Word format and smaller than 8MB. In addition, ensure that your document is not password protected. The system will not be able to convert protected files.

**Q. What if I don't have my required document attachments in an electronic format? What do I do?**

We understand that you may NOT have all of your required documents available in an electronic format. Lane will accept transcripts that are e-mailed, faxed, mailed or delivered, with attachments strongly preferred. *No other documents will be accepted in paper or e-mail form.*

We encourage applicants to use local resources such as Lane Worksource, the library or local printing service offices that have scanning capabilities.