Job Application Frequently Asked Questions

1. **How do I obtain a forgotten username or password?**

   Non-SDSU applicants: If an applicant has entered an e-mail address in their profile, they can select "Login Help" on the Careers page and request that their User Name or Password be sent to their e-mail address.

   If an email address has not been provided, a new User Name and Password must be created and all application materials must be recreated.

   SDSU employees: Contact the Business Information Systems Help Desk at extension 4-0899 or use the "Forgot your password?" option under Login Help to request a new password.

2. **Does a separate application have to be submitted for each individual job?**

   Yes. A separate application must be submitted for each individual position. However, multiple positions may be selected by selecting the box to the left of each job title applicants are interested in before selecting "Apply Now." Applications are only considered for the position(s) for which they are submitted.

3. **I received an error message that says "Your resume cannot be parsed…". What should I do?**

   This usually means your document title is too long. Try shortening the title and reattach the document to the application.

4. **How do I attach multiple documents to my application?**

   Only one document may be attached to a single application. If you would like to attach more than one document (i.e. resume, cover letter and references), copy and paste them into one document and upload that document as your resume.

5. **Can I edit a submitted application?**

   No. Once an application has been submitted, it may no longer be edited. If you would like a change to be considered for a submitted application, you must reapply for the position and include the change on the new application. The most recent application will be considered for the position.

6. **Why am I unable to find my school under the Education History section?**

   ➢ Make sure you answer this section in order beginning with "Country".
   ➢ Use search icons to enter the appropriate response.

    , or

   ➢ If the name you are searching for is not included on the populated list, type the name in box next to "Other".

7. **Does the Center for Human Resources accept paper application/resumes?**

   No. All applications and application attachments for staff positions must be submitted through the on-line application process, PeopleSoft. The Center for Human Resources does not accept application materials via e-mail, US mail, fax, or hard copy.

8. **Who is eligible to work at San Diego State University?**

   To work at SDSU, you must be eligible to work in the US. The Center for Human Resources does not sponsor staff employees for authorization to work in the US. If you are not eligible to work in the United States your application will not be reviewed.

9. **When are applications due?**

   All applications must be submitted via the on-line application no later than the review date, as noted under the application procedures for the position. If an applicant applies for a job after the initial review/close date, there is no guarantee that the application will be reviewed.

10. **How can a status of an application be viewed?**

    The online application system does not provide status updates on the applications submitted. If you have applied by the review/close date, you will be informed via e-mail when the position has been filled.