Job Application Frequently Asked Questions

1. **How to 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. Every application is reviewed independently of others you may have applied to. *(This function is discouraged and recently disabled to address PageUp needs.)*

3. **Parsed Error Messages:**

   You’ve received an error message that says “Your resume cannot be parsed...”. What should you do? This usually means your document title is too long. Try shortening the title and reattach the document to the application.

4. **How to attach multiple documents to an 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. **Editing a submitted application:**

   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 are you unable to find you school under the Education History section?**

   a. Make sure you answer this section in order beginning with “Country”.
   b. Use search icons to enter the appropriate response.
   c. or
c. If the name you are searching for is not included on the populated list, type the name in box next to “Other”.

7. **The Center for Human Resources does not accept paper application/resumes.**
   
   All applications and application attachments for staff positions must be submitted through the on-line application process, Oracle. The Center for Human Resources does not accept application materials via e-mail, US mail, fax, or hard copy.

8. **Eligibility:**
   
   To work at San Diego State University, you must be **eligible** to work in the US. SDSU 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. **Selection & Hiring Process:**
   
   Applicants are initially screened to ensure they meet the minimum qualifications of the job position. Those that meet the minimum qualifications are further screened based on the preferred qualifications. The applicants are then reviewed by the hiring department based on their application and resume; and those that best meet the department’s requirements are selected to interview.

   **Interview Panel:** Typically, the interviewing process consists of a panel of two or more individuals selected by the hiring department. **Selection to Hire Time Frame:** The total length of time from the selection of applicants to be interviewed, to the actual interviewing phase, and the decision to extend an offer, can vary depending on the schedules of the staff on the interview panel and other hiring factors.

11. **Application Status:**
   
   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.

12. **How can I confirm my application has been received?**
You should receive an email after submitting your application notifying you that an application has been received. You can also log back into your profile, under My Career Tools where there is the option to view any application and its Applied /Not Applied status.