

How to Apply for a Job: Frequently Asked Questions

Use these frequently asked questions to help you apply for a position online. If you need more help submitting an online application, go back to the [Careers portal](#) home page and read our step-by-step instruction sheet or seek help from your local [state employment office](#).

Click on any of these questions to be directed to the answer:

- How can I apply for a job online if I do not have a computer at home?
- What are the recommended system settings for your Careers portal?
- Can I apply using my smartphone or tablet?
- How does the Careers portal work?
- Can I submit a paper application, or do I have to apply online?
- What's the best file format to save my resume?
- I scanned a hard-copy of my resume to have an electronic version to upload. However, whenever I try to upload my resume, I get a message: "Resume Too Small;" what do I do?
- What if I forgot my User Name or Password?
- I received a message that I do not meet eligibility requirements to apply for this position; what does that mean?
- I received the error: "Employer/Job Title is a Required Field;" how can I fix information?
- How do I fix the error: "Degree is a required field for Degree content items. Please enter a value for this field?"
- How do I fix the error: "Resume Title Must Be Unique?"
- I've applied for a job with your company before. I uploaded a new resume, but my old resume is attached to this application. How do I change it?
- How do I upload my cover letter or letter of recommendation?
- My cover letter or letter of recommendation will not load; what do I do?
- How do I know if you received my online application?
- When will I get a call for an interview?
- I learned about a job from an external source (like careerbuilder.com or the local employment office), but I don't see the posting on your website. Can I still apply for the job?
- Can you send me notifications about open positions?
- Can I make changes to my application after I submit it?
- I received an email that an application was submitted on my behalf. The email is directing me to a link that isn't working. What do I do?

1. **How can I apply for a job online if I do not have a computer at home?**

There are several ways to access a computer, including your local state [employment office](#), local libraries, or a friend's house. In addition, some colleges, universities, or other community organizations might offer public computer access. You can also look for internet cafés or office supply stores such as FedEx Office, Staples, & Office Max, which that charge a usage rental fee.

2. **What are the recommended system settings for your Careers portal?**

We recommend using Internet Explorer 8 (or a more recent version). If you do not have Internet Explorer 8, you can download it for free at www.Microsoft.com. Deleting your temporary Internet files is also recommended. [Click here](#) to view instructions.

3. **Can I apply using my smartphone or tablet?**

No. Our system isn't totally compatible with mobile technology. We recommend applying from a PC or laptop.

4. **How does the Careers portal system work?**

The Careers portal creates a user-friendly online application experience because once you upload a resume, the system automatically populates fields using information from the document. So, for instance, the system will fill in the contact information or work experience fields from the information on your resume.

We recommend that you apply using a resume since the system will automatically populate important fields, like your work history. However, if the system doesn't understand information from your resume, you may get error messages. Learn more about those errors in some of the following questions.

5. **Can I submit a paper application, or do I have to apply online?**

Very few locations accept paper applications for open positions. If a paper application option is available, you will find additional application instructions in the online job description.

6. **What's the best file format to save my resume?**

Save your resume as a Word document (.doc or .docx) or an unlocked (searchable) PDF before you upload it. If you are using Microsoft Works, save your file with a .doc extension.

7. **I scanned a hard-copy of my resume to have an electronic version to upload. However, when I try to upload my resume, I get a message: "Resume Too Small;" What do I do?**

This error occurred because your resume is essentially a picture of a hard-copy, and the system cannot search the document text. You can upload your scanned resume as an attachment (see question 14 below). Be sure you complete the work history portion of the application, which is explained later in this document.

8. **What if I forgot my User Name or Password?**

Click the links *Forgot User Name* or *Forgot Password* to retrieve this information.

9. **I received a message that I do not meet eligibility requirements to apply for this position; what does that mean?**

We ask prescreening questions to determine your eligibility for employment. You must be able to answer yes to each of those questions in order to submit an application.

10. **I received the error: "Employer/Job Title is a Required Field;" how can I fix information?**

Click on the Qualifications step, and then click *Experience*. In the Work Experience or Job Training table, look for any blank fields highlighted in red. Click on the pencil to open that job record and enter any missing information or to correct any mistakes.

11. **How do I fix the error: “Degree is a required field for Degree content items. Please enter a value for this field?”**
Click on the Qualifications step, and then click *Education*. In the Degrees section, look for any blank fields highlighted in red. Click the magnifying glass next to each field to select an option from a list of acceptable field submissions. Required fields are marked with an asterisk (*) so make sure you have correct and complete information for each of these fields. Click OK when you are done.
12. **How do I fix the error: “Resume Title Must Be Unique?”**
Change the resume title to a different name on the Enter Resume Text page.
13. **I’ve applied for a job with your company before. I uploaded a new resume, but my old resume is attached to this application. How do I change it?**
This is a temporary glitch with our Careers portal software. The software picks up the name from the previous resume, regardless of the title of your new resume. Continue with your application, and while it is in draft status, open your resume to verify it is the correct document. You can also rename the current document by typing an “A” after the name of your resume document when you upload it to the Careers portal.
14. **How do I upload my cover letter or letter of recommendation?**
Once you’ve submitted an application, return to the Careers portal home screen, and click the link to your *Submitted Applications*. There is a section for cover letters and other attachments. Click the "Add Attachment" link. Then, select the type of file you are uploading, and simply follow the prompts to save these documents to your application. Be sure you upload your attachments using Internet Explorer version 8 or higher. If you are using Mozilla Firefox or another Internet browser, your attachment might not load correctly. If you do not have the correct version of Internet Explorer, a link for a secure, free download is available on our website.
15. **My cover letter or letter of recommendation will not load; what do I do?**
Check your Internet browser; we recommend using Internet Explorer 8 when uploading attachments.
16. **How do I know if you received my online application?**
You will receive an email confirming we received your application.
17. **When will I get a call for an interview?**
Please do not contact Boise HR Services about the status of your application. If you are selected for the interview process, the location hiring managers will contact you.
18. **I learned about a job from an external source (like careerbuilder.com or the local employment office), but I don’t see the posting on your website. Can I still apply for the job?**
All open positions are posted online. If you don’t see the job posted, the position has been closed, and we are no longer accepting applications.
19. **Can you send me notifications about open positions?**
Yes. Use the Advance Search function to find positions that either: A) meet your career scope or B) are open in your area. When you save that search, a new page will display and you will be prompted to name your search. Then click the checkbox “Notify me when new jobs meet my search criteria,” and then click “Save.” When we post a job that fits your search, you will receive an email.
20. **Can I make changes to my application after I submit it?**
No. Review your online application thoroughly as changes cannot be made after you submit it. If you need to modify a submitted application, you will need to submit a new application. If you submit multiple applications, hiring managers typically review the most recent submission.
21. **I received an email that an application was submitted on my behalf. The email is directing me to a link that isn’t working. What do I do?**
Please disregard the email - there is no further action required on your part.