



**Recruiting Solutions**

**External Applicant**

**Frequently Asked Questions**

**Department of Human Resources**

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**Does CSU, Dominguez Hills accept paper applications?**

**How often is the job vacancy information updated?**

**What happens to my application/résumés on the previous employment site (<https://www.csudhjobs.com>)?**

See also: **Recruiting Solutions, Internal Applicant Frequently Asked Questions**

**Where do I go to apply for positions?**

You can access the CSUDH employment application from any computer that has access to the Internet.

Visit <http://www.csudh.edu/employment/> or the CSUDH home page ([www.csudh.edu](http://www.csudh.edu)) and click on "Employment."

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**What if I do not have a computer at home?**

Many places have computers available to the public, including public libraries and community employment service offices. The Human Resources Office has a computer kiosk in Welch Hall A340 available for use during regular business hours of 8am – 5pm. If you have questions or need assistance during those hours the office staff can assist you.

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### **When I try to access the job page, I get an error message, and I am not allowed to see the page. What can I do?**

First, we recommend that you access the job site using Internet Explorer. Second, try closing your web browser and then opening it again.

Upon re-opening your browser, please delete your temporary internet files and cookies. To do this, go to your browser's toolbar, click Tools → Internet Options. In the "Browsing history" section, click the "Delete" button. Check the "Temporary Internet *files*" button and then the "*cookies*" button. Click Delete. After you have completed these tasks, you should be able to access the job site. Finally, if you still cannot access the job site, you should contact your systems administrator or Internet service provider. They may have a firewall installed that is preventing you from viewing our page.

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### **Does it matter what browser I use to acquire access to apply for positions?**

Use the Internet Explorer browser with all updates and fixes applied. Depending on the operating system that you are using, PeopleSoft will work with most versions of Netscape and Mozilla Firefox as well.

Tip: Do not use the Internet Explorer's forward and back browser buttons since they do not function within the job site and you will lose data you have entered. Please use the job site's navigational links to move between pages.

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### **I have forgotten my User Name. What should I do?**

If you have forgotten your user name, click the Login Help hyperlink in the Login box. In the "Forgot your User Name?" box, enter the email address that you used on your application. Click the Find User Name button. The system will provide you with your user name via email.

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### **I know my User Name, but I have forgotten my password. What should I do?**

If you have forgotten your password, click the Login Help hyperlink in the Login box. In the "Forgot your Password?" box, enter your user name. Click the Get New Password button. The system will provide you with a new password via email. Use your User Name and password to log in and change your password. Click on "My profile" hyperlink, in the Member Information box click on "Change Password".

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### **What is my User ID and password?**

If you are a new applicant, welcome! We suggest that you register (create a user name and password) and complete your profile now. You can register by clicking on the "Register Now" hyperlink in the Login box. You may search our job postings without registering, but you will be required to register before you can apply for a position.

If you are a registered applicant, you may return to our web site and log in to enter or edit your profile information, check the status of your application, change your preferences and searches, or apply for new jobs.

User names and passwords are case sensitive. For example, password is different than P@ssw0rd. Please keep a record of this information for future use.

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### **I have forgotten my User Name and password. What should I do?**

You will need to re-register by clicking on the Register Now hyperlink in the Login box.

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### **What if I do not have an email address?**

You may obtain a free email account through various sources, such as Gmail, Yahoo or Hotmail.

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### **How can I view more information about one of the job titles listed?**

Click on the job title hyperlink for a full description of the position. If you want to apply for that job, just click the "Apply Now" button on the posting. You may also email a job opening to a friend.

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### **How often is the job vacancy information updated?**

Job vacancy information online is updated daily. Please note that the availability of each position is subject to change at any time.

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### **Can I apply with a résumé or cover letter?**

If you wish to attach any documents to your application, you must attach them as one document or Zip file. Attachments should be in Word (.doc) or Portable Document Format (.pdf) format. We recommend that each attachment contain your name and the recruitment number of the job for which you are applying. Human Resources does not accept hard copy information.

To attach multiple documents in one zip file, navigate on your computer to the folder where those documents are stored. While holding down the Shift key, left-click on each of the files that you wish to include. Depending on your computer's setup, follow one of these options:

While still holding the Shift key, right-click one of the files then select "Add to Zip file" from the menu. Enter a name for the zipped file. Click "Add."

While still holding the Shift key, right-click, then select "Send to." Select "Compressed (Zipped) file."

When applying for the position, select the Zipped file to upload.

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### **I applied for a position. How do I check the status of the job?**

If you provided an email account in your profile, you should have received an email to confirm your application has been received. If you are selected for an interview, you will be contacted by the search committee in charge of the hiring process for that particular position.

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### **How do I view my application online?**

You may view the applications you have submitted by logging in and clicking on the "Applications" hyperlink in the "My Career Tools" box. You may also email your application to yourself.

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### **I got an error message 'Your Resume could not be parsed at this time'. What do I do?**

The title of your document is too long. Shorten the title of your document and/or place it on the desktop of your computer. Then try to attach it again.

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### **Why can't I find my school, degree, or license in the list?**

You must complete the fields in the order they appear. Here are some tips for the fill-ins

- Use the lookup options (magnifying glass) as often as possible
- Sort the columns by Description, type or code when needed
- Start with broad filters, for California enter 'C' or University enter 'U'
- Know what state your school is Accredited in. For Example, University of Phoenix is accredited in Arizona

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### **When will my references be checked?**

Departments can choose to check applicants' references at any time, but they are generally checked after the interview process.

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### **How long after I apply might I be called for an interview?**

The time varies depending on the department conducting the search; however, for staff positions it usually takes two to four weeks after the closing date on the job to conduct interviews and reach a hiring decision. The department conducting the search will notify applicants directly when they decide to interview.

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### **Do I need to submit a separate application for each position that I would like to apply for?**

Yes, a separate application must be submitted for each individual position for which you wish to apply. You must answer all of the questions in the "Application Questionnaire" section before submitting for each application.

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### **Will you consider my application for other positions that are available at CSU, Dominguez Hills?**

No. You will only be considered for the position(s) for which you submit an application. If you would like to be considered for other available positions, you will need to submit your application for each position.

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### **Does CSU, Dominguez Hills accept paper applications?**

All applications and application attachments for staff positions must be submitted through our online recruitment process. No exceptions are allowed.

If you have an issue with submitting attachments for a staff position, please contact Human Resources (310-243-3771) before the closing date of the posted position.

If you have an issue with submitting attachments for faculty positions, please contact Academic Affairs Personnel Services (310-243-3766).

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### **How often is the job vacancy information updated?**

Job vacancy information on the web is updated daily. Please note that the availability of each position is subject to change at any time.

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### **What happens to my application/résumés on the previous employment site (<https://www.csudhjobs.com>)?**

Those applications will remain in the old system. You will continue to be eligible for any positions you have applied for. If you have applied to any pool positions, those applications will expire six months from the time you have applied. You will need to reapply for those pool positions in the new employment system ([www.csudh.edu/employment](http://www.csudh.edu/employment)).

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