

Candidate User Guide

Revised
January 2017

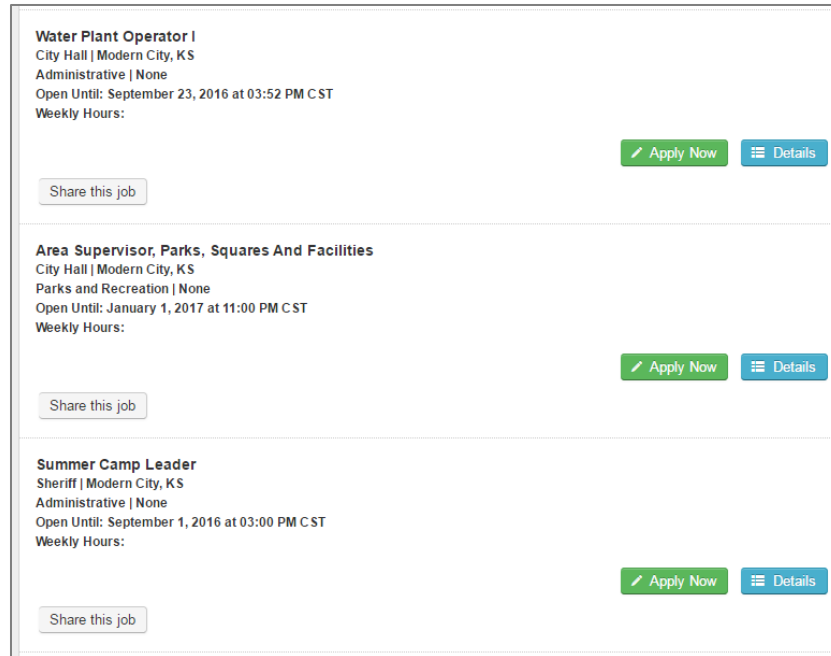
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Getting Started

All available jobs are listed on the career portal. This can be accessed by going to [{organization}.civicplushrms.com/careers](#).

Previewing Job Descriptions

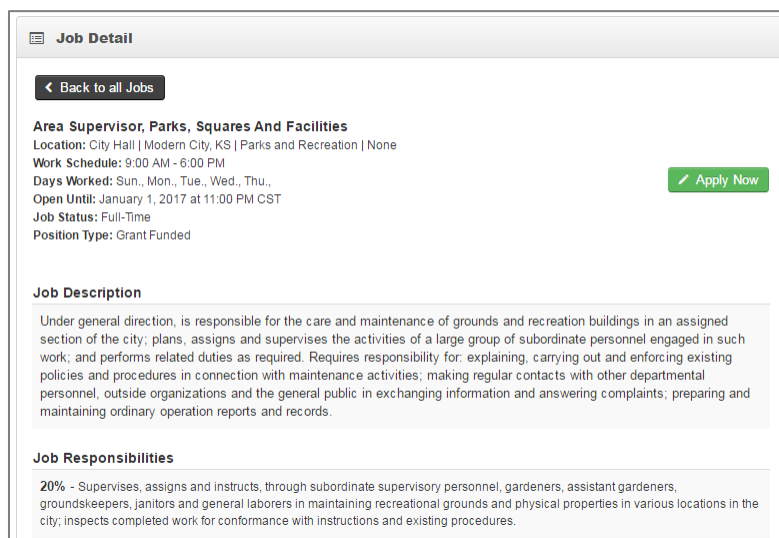


The screenshot shows a list of three job postings. Each listing includes the job title, location, department, and opening date. Below each listing are buttons for 'Share this job', 'Apply Now', and 'Details'.

- Water Plant Operator I**
City Hall | Modern City, KS
Administrative | None
Open Until: September 23, 2016 at 03:52 PM CST
Weekly Hours:
- Area Supervisor, Parks, Squares And Facilities**
City Hall | Modern City, KS
Parks and Recreation | None
Open Until: January 1, 2017 at 11:00 PM CST
Weekly Hours:
- Summer Camp Leader**
Sheriff | Modern City, KS
Administrative | None
Open Until: September 1, 2016 at 03:00 PM CST
Weekly Hours:

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To get more information about a job, click on “Details”.



The screenshot shows the 'Job Detail' page for the 'Area Supervisor, Parks, Squares And Facilities' position. It includes a 'Back to all Jobs' button, job title, location, work schedule, days worked, open until date, job status, and position type. Below this are sections for 'Job Description' and 'Job Responsibilities'.

Job Detail

[← Back to all Jobs](#)

Area Supervisor, Parks, Squares And Facilities
Location: City Hall | Modern City, KS | Parks and Recreation | None
Work Schedule: 9:00 AM - 6:00 PM
Days Worked: Sun., Mon., Tue., Wed., Thu.,
Open Until: January 1, 2017 at 11:00 PM CST
Job Status: Full-Time
Position Type: Grant Funded

Job Description

Under general direction, is responsible for the care and maintenance of grounds and recreation buildings in an assigned section of the city; plans, assigns and supervises the activities of a large group of subordinate personnel engaged in such work; and performs related duties as required. Requires responsibility for: explaining, carrying out and enforcing existing policies and procedures in connection with maintenance activities; making regular contacts with other departmental personnel, outside organizations and the general public in exchanging information and answering complaints; preparing and maintaining ordinary operation reports and records.

Job Responsibilities

20% - Supervises, assigns and instructs, through subordinate supervisory personnel, gardeners, assistant gardeners, groundskeepers, janitors and general laborers in maintaining recreational grounds and physical properties in various locations in the city; inspects completed work for conformance with instructions and existing procedures.

You can click on “Back to all Jobs” to return to the full job list. When you are ready to apply for a job, click on “Apply Now”.

How to Create an Account

When you are ready to apply click on “Apply Now” on the job for which you want to apply.

Area Supervisor, Parks, Squares And Facilities
City Hall | Modern City, KS
Parks and Recreation | None
Open Until: January 1, 2017 at 11:00 PM CST
Weekly Hours:

[Share this job](#)


[Apply Now](#) [Details](#)

If this is your first time logging in, you will need to create an account. Use the form on the right-hand side of the page to setup your account. You will need a valid email in order to apply.

Sign In


Sign in using your registered account:

[Forgot your Password](#) | [Privacy Policy](#) [Sign In](#)



Create Your Account

Create your free account:


[Get Audio Code](#)

[Register](#)

Click “Register” when you are done. This will take you into your application.

Logging Back Into Your Account

When you are ready to apply to a new job, and you already have an account, click on “Apply Now” on the job for which you wish to apply.

Area Supervisor, Parks, Squares And Facilities
City Hall | Modern City, KS
Parks and Recreation | None
Open Until: January 1, 2017 at 11:00 PM CST
Weekly Hours:

[Share this job](#) [Apply Now](#) [Details](#)

On the Sign-In and Registration Screen, use the form on the left-hand side to enter in your user name and password. Click “Sign-In”.


Sign In

Sign in using your registered account:

[Forgot your Password](#) | [Privacy Policy](#) [Sign In](#)

Create Your Account

Create your free account:


[Get Audio Code](#)

[Register](#)

Filling Out an Application

After you login, you will be presented with the application that you will need to complete in order to be considered for the position. Please fill out the application to the best of your abilities.

Modern City Hello, Test Candidate User! [Logout](#)

911 Dispatcher

Welcome

Please take your time to fill out all areas of the application. Be as complete and accurate as possible. Items with a red * are required to be completed. If you have are having trouble submitting your application please follow these 3 steps:

1. Check required.....
2. Check upload of resume and....
3. Contact us at xyz@civichr.com please include the following details: Where you got stuck, what browser you are using and if attaching files what type of file you are attempting to attach.

[Application Help Guide](#)

Special Instructions
Copies of all current certification documents and resume should be attached to the application.

Candidate Resources

[Application Help Guide.pdf](#)

[Save Progress](#) [Submit Application](#)

General Job Application

You must be complete and truthful in all your answers. Your answers are subject to verification. All information, to the extent possible will be treated confidentially and will be used for employment purposes.

Personal Information

First Name *	Middle Name	Last Name *
<input type="text" value="Test Candidate"/>	<input type="text" value="Support"/>	<input type="text" value="User"/>

Alternate Names

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(This is a sample application and may or may not look similar to the application you will be using)

Required Fields

Fields that are required are noted with a red * next to them. You will not be allowed to submit your application until all of these fields are filled in. If you miss a field and try to submit, they will be highlighted red and marked with "Required" next to them.

Address 1 * **Required**

Dates Available for work? * **Required**



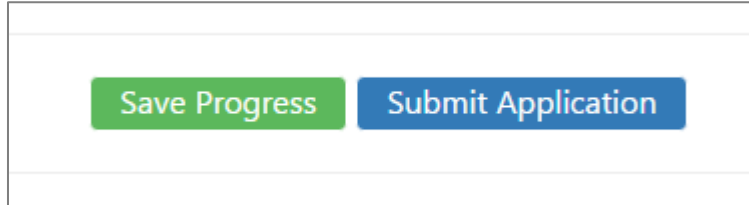
Do you have at least 5 years of Customer Service Experience? * **Required**

Yes

No

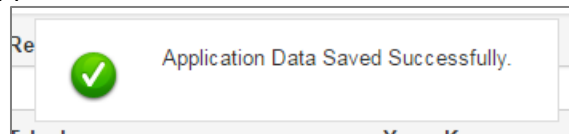
Saving an Application

Periodically, you may wish to save your progress. Use the green “Save Progress” on the top and bottom of the application. NOTE: THIS WILL ONLY SAVE YOUR APPLICATION. IT HAS NOT BEEN SUBMITTED FOR CONSIDERATION.



Auto-Saving

Every 5 minutes, the Auto-Save will save your application. You will know this is happening when a green alert shows up at the top of application.

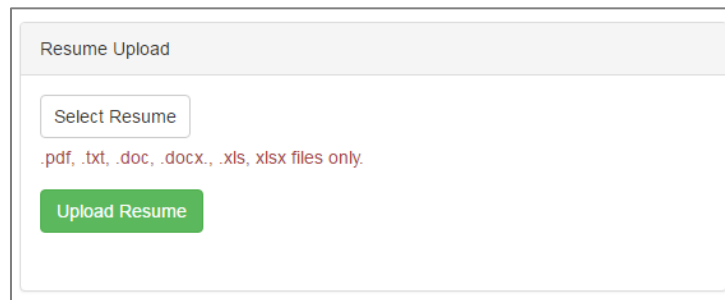


Uploading Documents

You may wish to upload a resume or cover letter as supplemental materials or they may be required in order to apply for the position. Read the instructions on the application carefully so that you can upload all required documentation.

Uploading a Resume

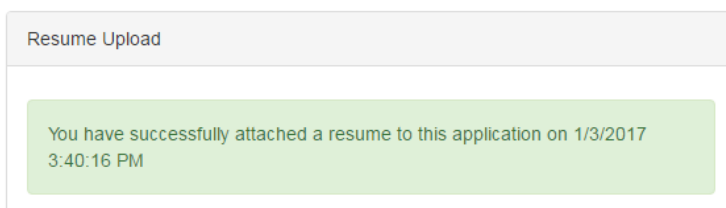
Use the “Resume Upload” Section to upload a resume. This is located at the very bottom of the application. The uploader will accept PDF, TXT, DOC, DOCX, XLS, and XLSX. It will accept up to 3MB but it is recommend to upload files that are less than 1.5MB.



The screenshot shows a form titled "Resume Upload". It contains a "Select Resume" button, a list of supported file formats (.pdf, .txt, .doc, .docx, .xls, .xlsx) in red text, and an "Upload Resume" button.

- Select the file you want to upload by clicking the “Select” button.
- This will open a prompt to your file directory to select a file
- Click “Open”.
- Once you return to your application, click “Upload Resume”.

DON'T FORGET TO CLICK “UPLOAD RESUME”!!!

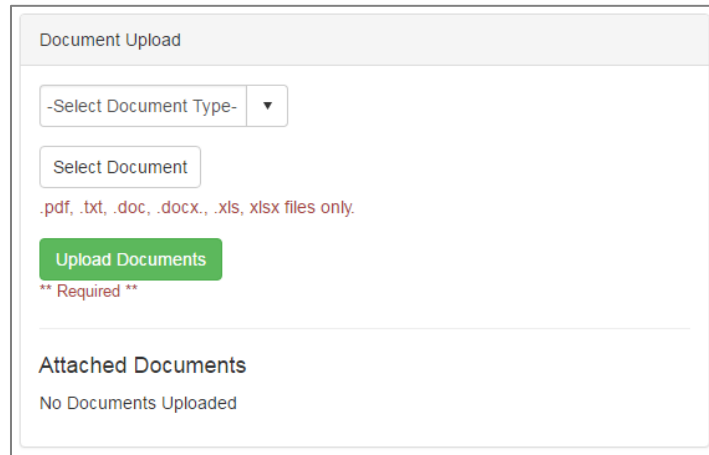


The screenshot shows the "Resume Upload" form with a green success message: "You have successfully attached a resume to this application on 1/3/2017 3:40:16 PM".

Once you have uploaded your resume, the whole box will turn green informing you that your resume was successfully uploaded.

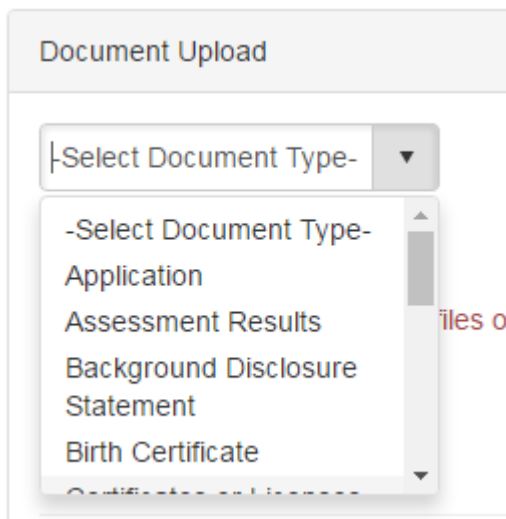
Uploading a Cover Letter or Additional Documents

Use the second upload section called, “Document Upload”. It is located at the bottom of the application.



The screenshot shows a form titled "Document Upload". At the top, there is a dropdown menu labeled "-Select Document Type-". Below it is a "Select Document" button. Underneath, there is a note: ".pdf, .txt, .doc, .docx, .xls, .xlsx files only." A green "Upload Documents" button is prominently displayed. Below the button, it says "** Required **". At the bottom of the form, there is a section titled "Attached Documents" which currently shows "No Documents Uploaded".

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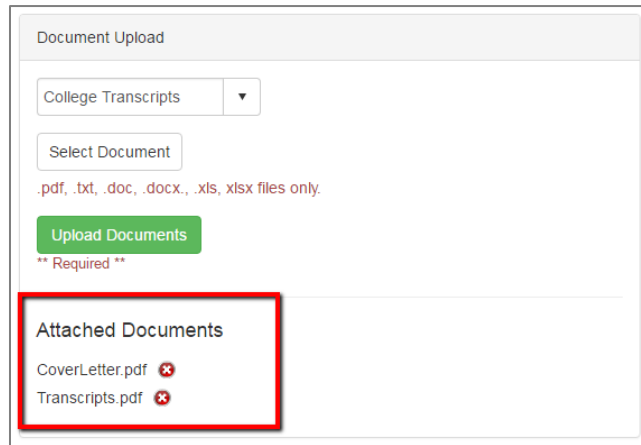
This image is a close-up of the dropdown menu from the "Document Upload" form. The menu is open, showing a list of document types: "-Select Document Type-", "Application", "Assessment Results", "Background Disclosure Statement", "Birth Certificate", and "Certificate of License".

You will need to select a document type but using the dropdown. This informs the administrator of what type of document you are uploading.

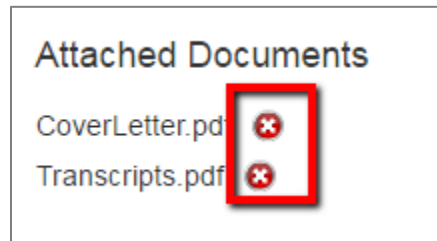
- Next click “Select” to go to your file directory”
- Select the file you would like to upload and click, “Open”.
- Click the red “Upload Documents” button.

DON'T FORGET TO CLICK “UPLOAD DOCUMENTS”.

You can repeat these steps as many times as needed until you have finished attaching all of your documentation. You will see a list of your attached documents (except your resume which is uploaded above) under the header “Attached Documents”.



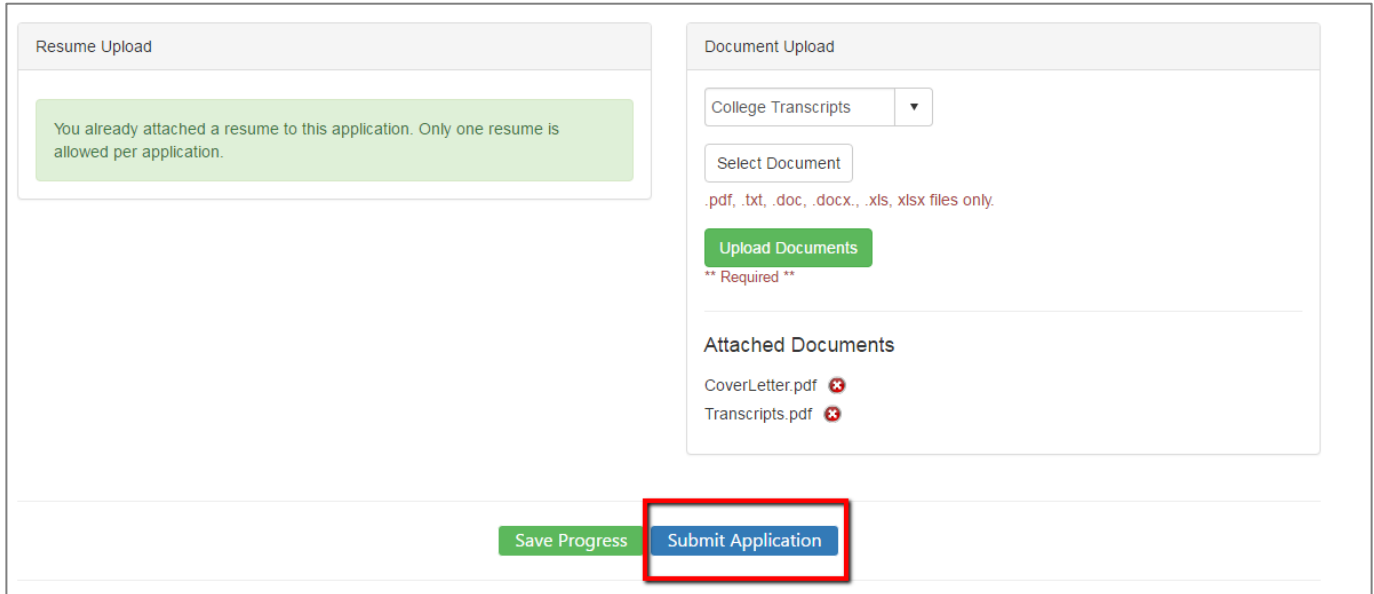
You can remove a document that you have uploaded by clicking the red “X” next to its name.



Submitting an Application

When you are done with your application and are ready to submit, use the blue “Submit Application” buttons located at the top and bottom of the application.

NOTE: AFTER YOU SUBMIT YOUR APPLICATION YOU WILL NO LONGER BE ALLOWED TO EDIT IT.



The screenshot shows the application submission interface. On the left, under "Resume Upload", a green message box states: "You already attached a resume to this application. Only one resume is allowed per application." On the right, under "Document Upload", there is a dropdown menu set to "College Transcripts", a "Select Document" button, and a list of supported file types: ".pdf, .txt, .doc, .docx, .xls, .xlsx files only". Below this is a green "Upload Documents" button and the text "** Required **". Under "Attached Documents", two files are listed: "CoverLetter.pdf" and "Transcripts.pdf", each with a red 'x' icon. At the bottom, there are two buttons: a green "Save Progress" button and a blue "Submit Application" button, which is highlighted with a red rectangular box.

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Additionally, applications will only be accepted up until the time the position closes. Please keep note of this as your application will not be accepted after the close time.

Required Fields

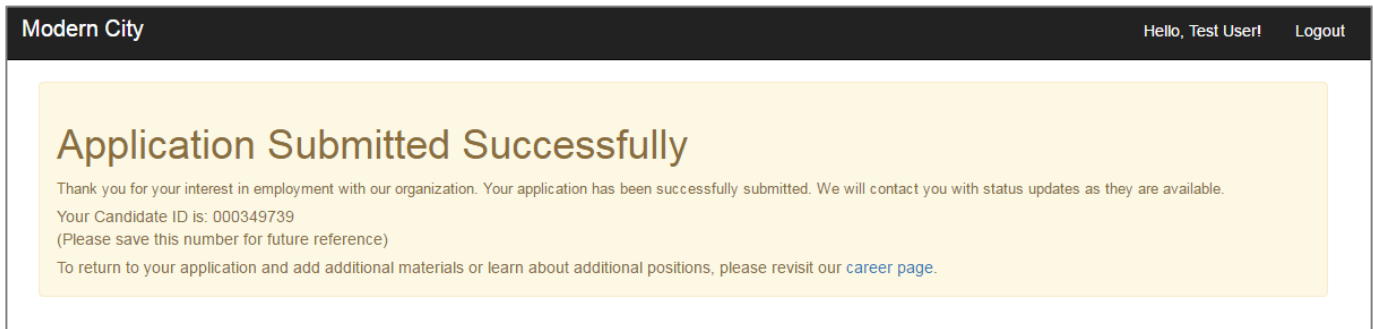
If you did not fill in all the required fields, you will get a notification at the top of your screen instructing you to complete these fields.



These fields will be highlighted red and have a “Required” Next to them.

Confirmation

After you click “Submit Application” you will be taken to a confirmation screen. If you see this screen, your application has been successful, you may also receive a confirmation email.

A screenshot of a web application confirmation page. The page has a dark header with 'Modern City' on the left and 'Hello, Test User! Logout' on the right. The main content is a light yellow box with the heading 'Application Submitted Successfully'. Below the heading, there is a thank-you message, a candidate ID, and a link to the career page.

Modern City Hello, Test User! Logout

Application Submitted Successfully

Thank you for your interest in employment with our organization. Your application has been successfully submitted. We will contact you with status updates as they are available.

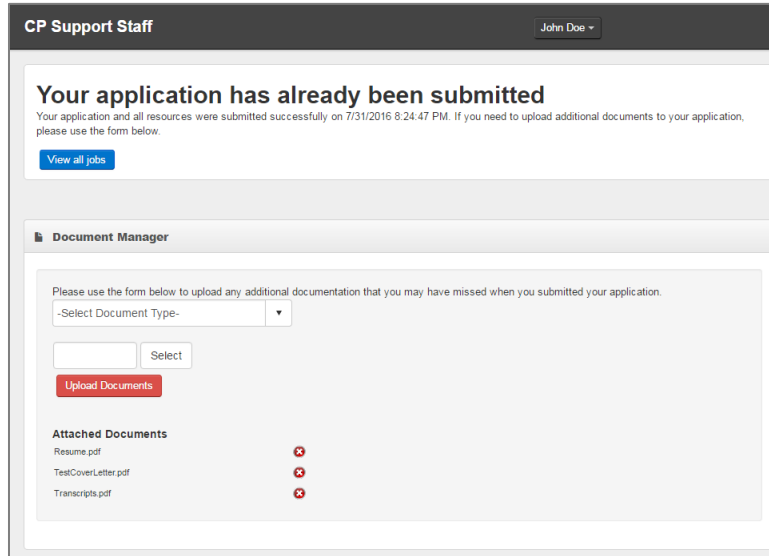
Your Candidate ID is: 000349739
(Please save this number for future reference)

To return to your application and add additional materials or learn about additional positions, please revisit our [career page](#).

FAQ

What if I have already submitted my application but need to attach more documentation?

After you have submitted your application, you won't be allowed to edit the application itself, but you can edit the documents you have attached. If the posting is still available, click on "Apply Now" and enter in your login information. This will take you to a new screen where you can edit your attached documents.



The screenshot shows a web interface for "CP Support Staff" with a user name "John Doe" in the top right. A message states: "Your application has already been submitted. Your application and all resources were submitted successfully on 7/31/2016 8:24:47 PM. If you need to upload additional documents to your application, please use the form below." Below this is a "View all jobs" button. The "Document Manager" section contains a form with a dropdown menu for "Select Document Type", a "Select" button, and an "Upload Documents" button. Below the form is a list of "Attached Documents": "Resume.pdf", "TestCoverLetter.pdf", and "Transcripts.pdf", each with a red 'x' icon to its right.

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What if I am trying to login but it keeps telling me my username and/or password is incorrect?

If you have forgotten your password, you can reset it by clicking on "Forgot your Password". Follow the prompts to reset your password.

I am trying to reset my password, but it tells me that my email address is not in your records?

This means that we do not have account registered to that email address. You should use the right-hand side of the screen to register for a new account with that email address.

I am trying to create a new account, but it says that my email is already in use.

This means we already have an account setup with that email address. If you think this is a mistake please contact your system administrator. Otherwise, you can use the "Forgot your Password" link to reset your password.

It's not letting me submit my application.

More than likely you have missed a required to field. Any fields you missed will be denoted with a red "Required" and a notification (after you click submit) will appear at the top of your screen instructing you to fill out these fields.

Make sure you are also click the blue "Submit Application" button and not the green "Save Application" button.

If you are still having problems try using the latest version of Chrome, Firefox or Internet Explorer.