

Job Seeker FAQs

Accounts Help

I am a new user of the site, how do I navigate my way around?



'My Tools' page is a quick overview of your account.

My Saved Searches / Email Alerts View and edit your saved searches and email alerts.

- Use the  icon to run a saved search
- Use the  icon to edit your saved search
- Use the  icon to delete an existing search

My Resumes View and edit your existing resumes. Click on the  icon to edit your resume. Click on the "Manager Resumes" link or see the 'Resumes' tab in the main navigation to access more resume tools.

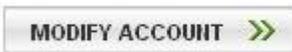
My Saved Jobs View your saved jobs. Click on the 'View All' link on 'My Tools' page to apply for the job. You can also use the 'My Jobs' tab to access more saved jobs related tools.

Quick Search Use the quick search to instantly generate search results that match your basic job criteria. Click on the 'Search Jobs' tab to access more search options.

Use the  [Help](#) link to view online help and FAQs.

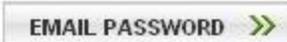
Use the [logout](#) link to sign out of the account.

How do I change my account information?

Go to 'My Tools' page and click on the 'Account Information' link. Edit your email address and/or password and click on the  button.

I can't remember my password, what can I do?

If you can't sign in because you don't remember your password, click on the 'Forgot your password?' link when prompted to sign in. Enter your email address and click on the

 button. Your password will instantly be emailed to you. Once you sign

in using this password, you can change it in the Account Information section. If you are trying to enter an email address that does not exist in the system, a message will appear on the screen stating “Incorrect email address”.

Resume/Apply Process Help

Can I add my existing resume in MS Word to my account?

Yes, you can. You can copy and paste your resume from your Word document into the Cut & Paste area.

- To cut and paste your resume, click on the  button and enter your resume information. Please see the [Cut and Paste](#) help section for details.

How do I update/change my resume?

Once you log into your account, you will be able to edit five of your resumes directly from your ‘My Job Center’ page. Simply click on the  icon to edit the resume. If you want to edit a resume that you cannot access from the Job Center page, click on the ‘Resumes’ tab in the main navigation and then click on the  icon next to the resume you would like to modify. Click the

 button to save your changes.

Please note that you cannot edit resumes that have been uploaded from your desktop.

What is the ‘Reset Views’ link?

Every time an employer views your resume, it is recorded in your account. Therefore, if you want to see how many times your resume is being viewed for a specific period you can reset the views which will reset your count to 0.

Please note that you will NOT see the ‘Reset Views’ link if your resume has not been viewed by an employer.

How can I select multiple categories when posting my resume?

To select multiple categories, select the first category and then hold down the Ctrl key while clicking on the additional categories. Once you have selected the appropriate categories, click on the  icon to move the selected categories to the box on the right. You can also select one category at a time and click the  button to move the category to the selection box on the right.

Do the jobs I apply to count as Resume Views?

Any job that you apply for online will be logged in your ‘Apply History’ folder on your ‘My Jobs’ page. The Resume Views counter will only keep a tally of the number of times your resume has

been viewed by employers who pulls your resume off of the searchable database. When you initially apply online, this will not count towards your Resume views because the employer will receive your resume via email.

Can I tell which employers have accessed my resume off of the searchable database?

No, we do not track who has seen your resume. Our subscribing employers have expressed their desire to remain anonymous and we honor this request. The employers will contact you if your qualifications meet their needs.

What is Security Clearance when posting my resume?

The 'Security Clearance' field is used for government/private agencies requiring individuals to have a certain classification to be considered for a job (i.e. unclassified, classified, secret, top secret).

What are the levels of confidentiality that I can have for my resume?

Resume Info:



* Resume Name:

Privacy Status: Private Confidential Searchable Public

Your resume will be searchable by employers.

You have three options when saving a resume in your account. You can make it completely public with all contact information available to employers; you can make it confidential - not showing your contact information but the resume will still be searchable in the resume database; or you can remove your resume from the searchable database by marking it as private.

- **Private** - Your resume will be taken offline so that employers are unable to search for it. It will, however, still remain in our database so that you can send it to the employers you choose by clicking on the **Apply Now** option on any job description. This is a good option if you want to apply to a specific position without being contacted by other employers who have found your resume online. If in the future you do want your resume to be searched by all employers, simply change your confidentiality setting. To change the confidentiality setting click the edit button by the resume you want to change and then click the edit link in the Contact Information sections of the resume.
- **Confidential** - Selecting this option will make your resume searchable by employers but they will not be able to see your contact information or present employer. Employers will be able to contact you by routing an email through the site. If you choose to copy and paste your resume, make sure that your contact information does not appear in the body of your resume.
- **Searchable Public** - Selecting this option will make all of your contact information and work experience viewable to employers.

Why do I sometimes have to apply for a job on the employer site?

Employers control the way you apply for their jobs. Some employers take advantage of the account tools that our site offers, in those cases you can apply with your saved resumes and cover letters. Other employers, however, have their own applications / apply processes built on their sites which they may prefer to use. You will not be able to use your saved resumes when applying on employer sites.

Please note: To view employer sites, your internet browser has to allow popup windows.

Saved Searches/Email Alerts Help

How do I create, edit or delete my job alert?

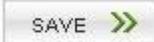
Create a job alert – first run a search including all criteria you want to include in the saved search. Once the search results are generated, click on the Create Job Alert link located above the search results.



Once you click the link, a 'Save This Search' window will pop up.

A screenshot of a 'Save This Search' popup window. The window has a blue title bar with the text 'Save This Search' on the left and a 'close' button on the right. The main content area is white and contains a 'Search Title:' label followed by a text input field. Below that is a 'Send Alerts:' label followed by a dropdown menu. The dropdown menu is open, showing options: 'Daily' (selected), 'Never', 'Weekly', and 'Monthly'. At the bottom right of the window is a 'SAVE' button.

Fill in the Search Title, select the alert frequency, and click on the  button. If you want to save the search but do not want to receive emails on a regular basis, select 'Never' from the Send Alerts dropdown menu.

- **Edit a job alert** – under the Search Jobs tab, click on the Saved Search Alerts link. You will see a table with all of your saved searches. Click on the  icon to access the alert and make your edits. Be sure to click the  button to save your changes.
- **To delete a job alert**, click on the  icon on the saved search alerts link.

My job alerts are unreadable or the links are not clickable. What can I do?

Job Alerts can be sent out in plain text or HTML format. You should change your job alert settings to match your email software requirements.

To change your job alert settings, go to the Saved Search Alerts page under the Search Jobs tab. Click on the alert name or on the  icon and edit your email alert format. You have to set your email alert preferences for each alert separately.



The screenshot shows the 'Email Alert Preferences' form. It includes a 'Last Sent: 1/8/2008' timestamp. The 'Alert Frequency' is set to 'Daily'. The 'Format' dropdown menu is open, showing 'html' as the selected option, with 'text' and 'html' as other options. To the right, there is a 'Quick Search' section with a 'Convert To:' dropdown menu set to 'Advanced Search Company Search'.

Please Note:

- Plain text format - Jobs will not be clickable. They will show up as a job title with a URL to paste into your browser under each job
- HTML format - jobs will be clickable and the email will be formatted - possibly with header and footer graphics.

Why am I getting duplicate jobs on my job alerts?

Jobs are posted by employers in many different ways. Each method gives the employer complete control of the job. If a job is edited or re-posted by the employer, it will show up as a new job in your job alert.

When I click on a job link I received in my email alert, I get a message that the job no longer exists. What happened?

Employers control how long each job stays up. A job could be up for a day or for months. If you click on a saved link and the job no longer exists, you will get a message stating the job has expired and can no longer be viewed. Please print the job if you need it for future reference. We recommend checking back frequently for newly posted positions. If you find that a position you were looking for no longer exists, try running another search to see what other positions might be available.

Job Searching Tips and more...

Job Searching Tips

1. Begin your search as broadly as possible and narrow it down as you go. Select as few options as possible on the first search. You might try beginning with one or two broad keywords. For instance, instead of 'Quality Assurance, software, testing, manager', begin with 'software, manager'. You may choose to 'Search All Content' instead of 'Job Titles Only' or leave the city and radius blank. Run the first search. When you get an idea of the

range of results, narrow your results down by running the search again in a specific city or with an additional keyword or an additional option selected. Add options one by one until you end up with the desired results.

2. When searching for commonly abbreviated terms, try searching for both the abbreviation and word or phrase - for instance, 'HR' and 'Human Resources'.
3. For best results, leave out special characters and punctuation.
4. If you are searching for a group of words or a phrase, enter all of the words in the 'All words / Complex Search Stings' text field.

Keywords:

[Search Tips](#)

	Search All Content	Search Job Titles Only
All words/ Complex Search Strings ;	<input type="text"/>	<input type="text"/>
	All Words: healthcare Complex Search: (java,php) +(software manager)	
The exact phrase:	<input type="text"/>	<input type="text"/>
Any of these words:	<input type="text"/>	<input type="text"/>
None of these words:	<input type="text"/>	<input type="text"/>

Job Category:

Select up to 5 Categories:

Accounting	▶	<input type="text"/>
Administrative/Clerical	▶	
Arts/Entertainment/Medi:	▶	
Automotive	▶	

If you are using categories for your job search, often times the results can vary since categories are an attempt to classify jobs together by job function, for example: accounting/finance. You might have better results not selecting a category and using only keywords and location.

What are the CareerCast Regional and National Networks?

The CareerCast Regional and National Networks are two separate databases containing job postings provided by participating newspapers and job boards. Job candidates can access these databases from any CareerCast Network member site. Regional databases contain jobs from a particular region (New England or Southwest, for example) while the National Network contains jobs from across the U.S. and Canada. We encourage candidates who are willing to relocate to broaden their job search and take advantage of these networks. The apply process for jobs from network databases is the same as it is for local jobs.

How does relevancy ranking work?

When running a job search the default search result is to order the results from most relevant to least relevant.

- Relevancy is determined based on terms entered into the search
- Those terms are weighted based on the frequency that they appear in all of the jobs in the database
- Infrequently used words have a higher weight than frequently used words causing jobs that match the infrequently used word to have a higher relevancy

An example of this would be an "any word" keyword search for "nanotechnology analyst."

The jobs with the word "nanotechnology" would be returned first, because that word has a higher ranking than "analyst". Because this was run as an "any word" search, jobs with just the word "analyst" would follow the nanotechnology jobs.

What browsers are supported by this application?

- Mozilla 1.1 and higher versions
- Internet Explorer 5.0, 5.5, 6.0 and higher versions
- Mac Safari