

## Jobs.Virginia.Gov - Applicant Frequently Asked Questions

### **Q) I had an application in the system but I cannot find it now?**

A) We recently upgraded the system and you must create a new application when you are ready to apply for a job. Once you create your new application, it will be saved in the upgraded system.

### **Q) Where do I begin?**

A) *Search* the jobs for an opportunity that fits your background and qualifications and then *apply* for the job. To begin the application process you will select a user name and password for your account. You will need your user name and password to apply for other jobs or check the status of your application the next time you visit the system.

### **Q) What information will I be asked to provide?**

A) You will be asked to provide information such as your name, address, phone number, etc. You will also be asked to provide information about your education and previous jobs, as well as contact information regarding your employment history, references, and criminal background. Please gather this information before beginning the application.

### **Q) What if I am not ready to apply for a job at this time?**

A) If you do not want to apply for a job at this time, you can continue to search the posted jobs. You can search for jobs without having to log in to the system, however if you are logged in, you can bookmark jobs of interest for further review.

### **Q) Do I have to fill out an application?**

A) Yes, completing an online application is required to apply for a job. An asterisk marks required fields (\*) in the application. However, please note the more information you provide the easier it will be to evaluate your skills, abilities, and qualifications. Also, please note that many jobs require a complete online application for you to even be considered for the job opening.

### **Q) What if I want to submit a resume and/or a cover letter?**

A) For many jobs, you will be able to submit a resume and a cover letter when you apply for the job. Some jobs will require only a completed state application and will not allow you to submit a resume or cover letter. If allowed, there will be directions prompting you how and when to attach your resume and/or cover letter. *Please note that attaching a resume does not substitute for completing the online state application.*

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### **Q) I am already a government employee, why do I have to complete an application?**

A) Applications are required of each person applying for a job. Completing an online application ensures your qualifications and personal information will be up to date and ensures accurate applicant tracking information for every job.

### **Q) How do I save data on my application as I go through the application process?**

A) You can save changes to each section of the application by either selecting the "Save Changes" button to save and stay on the same page or by clicking the "Next" button to save your changes and continue to the next section of the application.

### **Q) Can I copy selected information from another document?**

A) Yes; for example, you can copy and paste the information from a Word document directly into the appropriate fields in the application form.

### **Q) What if I need help with completing an application?**

A) Check the online Help available in the system for answers to your questions and you can also email [applicantinquiry@dhrm.virginia.gov](mailto:applicantinquiry@dhrm.virginia.gov) with other process questions.

### **Q) How can I check the status of my application?**

A) You can log in using your user name and password. In the left side menu bar, select "Your Applications." You will see the status of each job for which you applied in the "Status" column.

### **Q) What does a status of "In Progress" mean?**

A) A status of "In Progress" means that we have received your application and that we are in the process of reviewing it.

### **Q) What does a status of "Draft" mean?**

A) A status of "Draft" means that you have started applying for the job but you have not completed and submitted your application. You may select the "Application" link in the "Application Material" column to complete the application and submit it for review.

### **Q) I cannot remember my user name and/or password. What do I do?**

A) Select the Login link to the left and select the "Forgot your username or password?" link on the login page. Follow instructions on the next screen to retrieve your user name and/or password.