

Applicant FAQs

This document contains information regarding the most frequently asked questions that are received.

1. **Question** – I am trying to use my Job Agent to apply for a position and cannot remember my password/cannot log in.

Answer- The Job Agent is not an Application Profile, and cannot be used to apply for a position. A Job Agent is only a Search Alert. Please proceed as normal to apply and simply select New Resume/CV. Once you have entered an email address and password in Step 1, proceed to Step 2. At the end of the application, once it has been successfully submitted, you will have created an Application Profile. This is what you will use to apply for jobs.

2. **Question** - What do I do when the “Continue” button on the last page of Application process does not allow me to advance to the review page so I can submit the Application?

Answer- The "Brief description of job" and "Reason for leaving" fields have a maximum of 500 characters but the system does not stop you from typing once you have reached that limit. When you reach the last page, the continue button does not let you proceed. Try using the "Previous" button on the page, (not the browser back button) to navigate back to the "Employer History" page and check to see if the "Brief description of job" or Reason for leaving fields has a red border. If it does, that means you have more than the 500 character limit so you will need to shorten the text that you entered. Once you shorten the text, the application should allow you to proceed and finish. If you do not see a field with a red border on the "Employer History" page, then check the other pages in the application form as well.” The other option would be to re-apply.

The image shows a screenshot of an application form with two columns of fields. The fields are as follows:

Employer Name *	Type of Business *
text	text
Employer's Address *	City *
text	text
State *	Zip Code *
AK *	00000
Phone Number (000-000-0000) *	May we contact this employer? *
336-555-5555	<input type="radio"/> Yes <input type="radio"/> No
Job Title *	I am currently employed with this employer? *
text	<input type="radio"/> Yes <input type="radio"/> No
Starting Date *(mm/dd/yyyy)	Ending Date *(mm/dd/yyyy)
11/11/2012	If currently employed enter today's date.
	11/11/2012
Starting Pay *	Ending Pay *
(in U.S. Dollars) (dddd cc)	(in U.S. Dollars) (dddd cc)
5555.55	5555.55
Supervisor's Name *	Supervisor's Title *
text	text
Reason for leaving or seeking other employment? *	
maximum of 500 characters	
Please be aware that due to the vast amount of case requests our Appl	
Brief description of job *	
maximum of 500 characters	

A red border is visible around the "Brief description of job" field, and a red arrow points to it from the text below.

3. **Question** – I’m having trouble opening the Electronic Application link received via email, what should I do?

Answer- Many email systems tend to have HTML turned off by default in the email settings, so when the email is received the Electronic Application link does not work as a clickable hyperlink. The URL must then be copied and pasted in an Internet browser. The Electronic Application link sent to the applicant has a unique form ID in the URL. If you miss copying any of the characters in the file ID, the page will give an error. The link may show in two lines as shown below, but along with the first line all of the letters and numbers from the second line are needed to access the Electronic Application.

4. **Question** – How does an applicant remove a resume attachment if it remains in the profile after applicant deletes it?

Answer - When you click the "delete" icon to the left of the attachment it will actually remove the file from the system, it does not reflect this when you view it. When the application is reviewed by the employer, however, they will be viewing the file you used to replace the one you removed rather than seeing the old one.



File Name	Uploaded	File Size
MorganResume.docx	6/13/2013	19.32 KB
MorganCoverLetter.docx	6/13/2013	20.06 KB

5. **Question** – How do I use my existing profile to apply for multiple jobs?

Answer- To apply using an existing profile, you will first click on the job listing you are interested. Below the job description, select “Existing Resume/CV” and log into your profile when prompted. Once you have logged in, look at the submittal history where you will see the previous applications and click “Submit this profile” to the right. This will submit your information for the next application and if you are presented with an Electronic Application form, your previous answers will still be populated. Advise to continue through the form and update, as needed. Once you click “Submit and Continue,” you will receive a confirmation that the application was submitted.

6. **Question** – What do I do if I’m having trouble applying on a mobile device or tablet?

Answer- SilkRoad Recruiting is not currently supported on mobile applications. Please locate a laptop or desktop and restart your application process.

7. **Question** – I’ve created a duplicate profile and cannot see the most recent application when using the “New Resume” option rather than “Existing resume”. What should I do?

Answer- This is an issue that has to be fixed by someone with access to the system. This should be escalated the employer’s HR team. The email address on the old profile can be changed by the HR team to match the new email address.

8. **Question** – What do I do if I can’t reset the password on the account?

Answer- For *Job Agent*: please send an email to OH.Support@silkrroad.com with the following: First Name, Last Name, Email Address, Company where you created a Search Alert. For *Application Profile*: we cannot reset passwords on these accounts. Please use the New Resume/CV option and create a new account.

9. **Question** – What if I receive a “Current Action Temporarily Unavailable” message directly after uploading a resume?

Answer – This typically occurs only when your resume file name is either too long, or contains special symbols such as parentheses, asterisks, slashes, etc. If you reduce the file name to less than 14 characters and removes any symbols from the file name, the issue is resolved. If not, please provide screenshots of the error you are receiving to your Recruiter so they may forward this to SilkRoad.