

## Employment Frequently Asked Questions

As an applicant you may have some questions about the employment process. Below are some of the more frequently asked questions from applicants:

### System Questions

- What is my username and password?
  - Forgot your username/password? Locked out?
  - What are the requirements for a username?
  - What are the password requirements?
  - Job Alert E-mails, what are they?
  - Why do I get Job Alert e-mails for jobs that don't match my background?
  - How do I turn OFF/ON/Adjust the job alert e-mails I'm receiving?
  - I get e-mails from hr-purdue@invalidemail.com. Are these emails really from Purdue?
  - I received an e-mail telling me that I need to answer legal questions to be considered for employment. Do I need to answer them?
  - How do I find out what jobs are available?
  - What web browsers are supported?
  - How do I change the E-signature on an application?
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### Process Questions

- How do I apply?
- Do I have to submit a resume and/or an application?
- Do the minimum requirements need to be on my resume?
- I received a message that says, "The value in the field 'Start Date' cannot be after the value in the field 'Graduation Date'," what do I need to do?
- How do I prepare and submit a resume if I do not have my own computer?
- Do I need to submit a cover letter with my resume?
- How do I address my cover letter?
- Do I have to have a special type of resume?
- I always keep my resume to one page. How can I be detailed when I do that?
- Can I update the resume I attached?
- Can I opt to be considered for all open positions?
- Am I automatically matched to jobs?
- Should I submit a resume for each position I apply for?
- How often do I have to submit a resume?
- Can I update my application?
- I turned in a resume and applied for a specific position(s) online. Can you tell me what my status is on that position(s) and/or if my resume has been forwarded to the hiring supervisor?
- How long are jobs advertised?
- When a position I was interested in is no longer on the website, does this mean it has been filled? How do I find out when a position is filled?
- Does the "computer" screen out my resume?
- Do you use "key word" searches and should I be sure to include "key word" trip phrases in my resume?
- I spoke with a hiring supervisor for a position that I applied for. He did not receive my resume. Can you tell me why?
- Does Purdue University offer internships or summer employment?
- How can I find out the pay rate for a specific position?

## System Questions

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### What is my username and password?

Job seekers create their own username and password. While it is important that you remember your username and password, if you write this information down be sure to keep it in a safe place.

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### Forgot your username/password? Locked out?

If you forget your password, use the Forgot Password link. A temporary access code will be e-mailed to you to use for login. You will immediately be prompted to change your password. Note: use the code you are e-mailed as your old access code.

If you've waited 10 minutes and have not received the e-mail from us, send an e-mail to [taleohelp@purdue.edu](mailto:taleohelp@purdue.edu) with a brief message telling us your full name and that you have not received your temporary access code. We will e-mail you a temporary password, and you will immediately be prompted to change it. The [taleohelp@purdue.edu](mailto:taleohelp@purdue.edu) e-mail account is monitored Monday - Friday.

After three (3) unsuccessful attempts at entering your username and password, your account will be locked. If this happens, wait ten minutes for the lock to be released, and then try again.

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### What are the requirements for a username?

The username must be a minimum of four (4) characters and is not case sensitive.

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### What are the password requirements?

Please note that the password must respect the following rules:

- **It must contain at least 8 characters from the following set:** ! # \$ % & ( ) \* + , - . / 0123456789 : ; < = > ? @ ABCDEFGHIJKLMNOPQRSTUVWXYZ [ \ ] \_ ` abcdefghijklmnopqrstuvwxyz { | } ~
  - **It must contain the following:**
    - at least 1 capital letter(s) (ABCDEFGHIJKLMNOPQRSTUVWXYZ).
    - at least 1 numeric character(s) (0123456789).
    - no more than 2 identical consecutive characters (AAA, iiiii, \$\$\$\$\$\$ ...).
  - **It must not contain any of the following:**
    - your user name.
    - your email address.
    - your first or last name.
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## **Job Alert E-mails, what are they?**

The Taleo system allows job seekers to choose the “areas of interest” within your profile. Once you have indicated specific “areas of interest”, this will generate an e-mail to you and you will receive notices of new job openings in those “areas of interest”.

The e-mail alerts are not matched to your resume or skills listed within your profile.

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## **Why do I get Job Alert e-mails for jobs that don't match my background?**

The e-mails are triggered by “areas of interest” that you selected within your profile. The e-mail alerts are not matched to your resume or skills listed within your profile. A resume must still meet the minimum requirements prior to applying for the position.

One category that may cause confusion is "Other Administrative Positions." This job category is used for jobs that do not fit into any other category listed.

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## **How do I turn OFF/ON/Adjust the job alert e-mails I'm receiving?**

To turn off your job alert e-mails:

Log in to your account then click on "My Account Options" at the top. Scroll down to the "Correspondence" heading and click "edit." There you can check or uncheck to change your e-mail notifications.

To adjust your job alert emails:

Once you login to your account, click on "MyJobpage" at the top, then on the right, click on "Access My Profile." Scroll down to "Select Job Interest" heading and click "edit." There you can add and remove categories in the Job Field interest.

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## **I get e-mails from hr-purdue@invalidemail.com. Are these emails really from Purdue?**

Yes, all of the electronic correspondence being sent to job seekers comes from this e-mail address.

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## **I received an e-mail telling me that I need to answer legal questions to be considered for employment. Do I need to answer them?**

Yes, you must answer these questions to be fully considered for positions at Purdue.

A new e-mail is generated each time you apply for a position. If you have already answered the Legal Questions and your response has not changed, you do not need to re-answer them. If you have not answered the Legal Questions or your response has changed, please respond and update as appropriate.

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## How do I find out what jobs are available?

All regular staff full- and part-time job opportunities are posted on-line at [www.purdue.edu/jobs](http://www.purdue.edu/jobs).

For information on temporary employment please visit <http://www.purdue.edu/hr/Employment/tempEmployment.html>.

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## What web browsers are supported?

- Internet Explorer (IE) 6.0 and above for Windows 2000 and XP - 7.0 is recommended for Windows XP and Vista.
- The following browsers are no longer supported:
  - Netscape
  - AOL
  - Internet Explorer on Mac
  - Opera

If you do not see your computer's operating system and browser listed above, you may need to use another computer. Taleo provides only limited technical support..

- The minimum screen size is 720 pixels.
  - JavaScript activation is required.
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## How do I change the E-signature on an application?

An E-signature is much like signing your name in ink on a paper application. Once signed, it cannot be changed. However, the e-mail address used for the E-signature is not the e-mail address used for correspondence; it is used only as a signature. Your general profile contains the e-mail address used for correspondence and can be changed at your discretion.

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## Process Questions

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### How do I apply?

You will need to create a candidate profile prior to applying for a specific job. Once your profile is complete, your information will upload directly into all future applications. An application is complete once you have clicked the SUBMIT button on the Summary page.

Need additional assistance? Download the [step-by-step guide on How to Apply](#).

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**Do I have to submit a resume and/or an application?**

Yes, you must submit a resume online to create your profile. You do not need to apply for a job to create a profile, but it will be ready for you when you do decide to apply for a posted position. Once you find a specific job for which your resume meets or exceeds the minimum requirements, you will need to apply directly by clicking the APPLY ONLINE button.

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**Do the minimum requirements need to be on my resume?**

Yes, in order for an applicant to be considered for a position, the minimum requirements MUST be listed on the resume. Simply answering the prescreening questions is not enough.

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**I received a message that says, “The value in the field ‘Start Date’ cannot be after the value in the field ‘Graduation Date’,” what do I need to do?**

If you receive this message and are unable to Save and Continue, remove the graduation date completely. This error may occur when jumpstarting your profile and information is automatically populated from your resume. If you have an attached resume, you are not required to fill in the fields manually. Only the required fields marked with a red asterisk are required with an attached resume in place.

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**How do I prepare and submit a resume if I do not have my own computer?**

If you need to access a computer, please visit one of the following locations: Your local library, Workforce Development Center, or Purdue University in West Lafayette at one of the following locations: Freehafer Hall, the Physical Facilities Human Resources Office, or the Housing and Food Services Human Resources Office. [Get a list of addresses.](#)

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**Do I need to submit a cover letter with my resume?**

No, you are not required to submit a cover letter.

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**How do I address my cover letter?**

“To Whom It may Concern”

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### **Do I have to have a special type of resume?**

No, but we can provide a few tips on what is preferred. It is not necessary to squeeze your entire resume onto one page. Be very specific in listing all of your skills (i.e. MS Word, Excel, Outlook, etc) and experiences for each position. Also keep these skills and experiences listed with each individual work experience (not in a separate section of your resume). List the duration for each work experience with the month and the year of the start and end of each experience. Summary of "key words" is not recommended. Chronological work history is preferred beginning with most recent employment. Do not use unusual fonts or use fonts less than 10 point. Do not include graphics or pictures, and do not list personal information (i.e. married with children, age, etc.). Review our [sample resume](#).

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### **I always keep my resume to one page. How can I be detailed when I do that?**

While it is recommended that you keep your resume concise, it is important to remember not to sell yourself short. Your resume is the first contact with Purdue's Employment Office, and the resume provides us with the details of your career history. Having a two- or three-page resume is acceptable as long as the information is relevant to the types of positions for which you are applying. [Review our resume tips](#).

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### **Can I update the resume I attached?**

Yes. When you want to update your attachment, you will need to do the following:

- Make the necessary changes to the document on your computer, then rename it to something other than what is currently on your profile.
- Browse to find the renamed document and then click Attach.
- Delete the old document.

**Note: If you do not rename your document, the system will not recognize it as a change and it will keep the old document.**

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### **Can I opt to be considered for all open positions?**

No, all applicants must apply for each position separately.

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### **Am I automatically matched to jobs?**

No, all job seekers must apply for specific positions to be considered for employment at Purdue University. They are NOT automatically matched to positions. The Employment Specialist handling the posted position reviews the resumes that meet the minimum requirements.

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### **Should I submit a resume for each position I apply for?**

Ideally, it is best to have one resume with all your experience and skills listed. The system is able to accept a total of five (5) attachments (max. 100 kilobytes per file). Attachments move forward with all new applications and also revert backward with all previous applications. It is important to understand that if you attach a job specific resume, it can be viewed along with all other attachments. Please do not include the job name or number as part of the file name. When updating an attached document, change the name of the document prior to uploading.

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### **How often do I have to submit a resume?**

Unless you have a significant change, such as name, address or employment history, you do not need to send us additional copies of your resume.

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### **Can I update my application?**

Once you have submitted a completed application, there is a feature to make edits within your application. However, it is important to know that once an application has been reviewed, we are unable to go back and review new edits. Make sure your application is complete before "clicking" SUBMIT.

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### **I turned in a resume and applied for a specific position(s) online. Can you tell me what my status is on that position(s) and/or if my resume has been forwarded to the hiring supervisor?**

No. We receive more than 80,000 online applications per year making it difficult to provide this information to applicants. After your resume and online application are received, they will be reviewed by one of our Employment Specialists. If you meet the minimum requirements of the position posted, your resume will be considered. You can log in to your profile "My Jobpage" tab for available information regarding your application.

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### **How long are jobs advertised?**

Each position is advertised online for a minimum of five (5) business days. After that time, it may be removed at the department's discretion. Please note that positions are posted as they become available so new ones can appear online at anytime.

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### **When a position I was interested in is no longer on the website does this mean it has been filled? How do I find out when a position is filled?**

We remove jobs from the website when a hiring supervisor notifies us that he or she has received an adequate number of qualified resumes, or when a position has been filled or cancelled. If you log in to your profile and click on "My Jobpage," the "Job Status" will be listed under each position to which you have applied.

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**Does the "computer" screen out my resume?**

No. Each time you apply for a position, an Employment Specialist will read your resume and verify that you meet the minimum requirements for the position.

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**Do you use "key word" searches and should I be sure to include "key word" trip phrases in my resume?**

No, we do not use key word searches. Once you apply for a position, an Employment Specialist will read your resume and verify that you meet the minimum requirements for consideration.

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**I spoke with a hiring supervisor for a position that I applied for. He did not receive my resume. Can you tell me why?**

***IT IS OUR STRICT POLICY THAT AN APPLICANT DOES NOT ATTEMPT TO CONTACT A HIRING SUPERVISOR DIRECTLY.***

The Purdue Employment Office handles a large volume of job inquiries – more than 10,000 applicants submitting more than 80,000 online applications annually – making it difficult to personally respond to every applicant. When you submit your resume and application online, you can log in to your profile and click on “My Jobpage” to view the status of a posted position.

Neither the hiring supervisor nor the Employment Specialist can provide specific details to applicants about vacancies. If you meet the minimum requirements, your resume will be considered.

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**Does Purdue University offer internships or summer employment?**

Yes, but these positions are not posted by Human Resources. If you are seeking an internship or summer employment in a specific area, you should contact the department directly to inquire about positions they have available. The Division of Financial Aid and the Center for Career Opportunities are also good resources for internships or summer employment. Visit our "[Student/Internship Employment](#)" page.

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**How can I find out the pay rate for a specific position?**

Each department determines if they wish to share the pay range for the position posted. Should the hiring department chose to share the salary information, it will be listed on the posting, or you can obtain it by sending an e-mail to [taleohelp@purdue.edu](mailto:taleohelp@purdue.edu). Your e-mail must include the 7-digit "Job Number" for the position for which you are inquiring. Because of the volume of requests received daily, please limit salary requests only to positions of high interest.

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