

# APPLICANT FREQUENTLY ASKED QUESTIONS

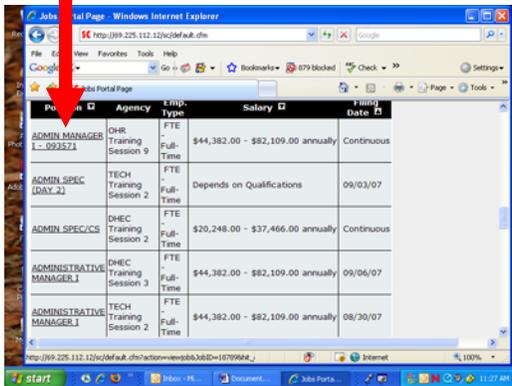
## How do I create a new account/application?

From main [www.jobs.sc.gov](http://www.jobs.sc.gov) page, click on Log Into Existing Account located on the right hand side of the page. Click on Create Your Account Here located under the Login Box

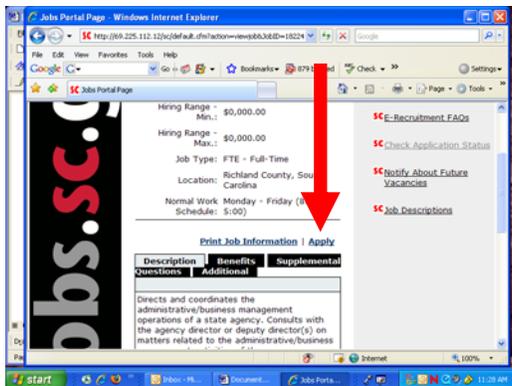
OR

Search for job by using the Search Criteria, click on Job Title, which opens up the Job Posting page, click on Blue Apply link, and then Click on Create Your Account Here located under the Login Box

1. Click on any job title from the Current Job Openings list to view the job announcement.



2. The link to the online application appears on each individual job announcement.



The application is designed to be completed while you are on line. It cannot be downloaded to your computer.

## Do I have to use my Social Security number when I apply for a South Carolina state job?

You will not be required to provide your social security number in the agency-wide questions. However, some State Agencies do require the Social Security number and will request that you provide this information in the supplemental questions related to that job posting.

### **What do I do if I forget my login information?**

In our ongoing effort to ensure a high-level of security to protect your personal information, we have made some changes to the password reset process. To use the password reset features, you must enter the email address you used on your account. An email will then be sent to this email address with a link to reset your password. In the event that you forget your login information and do not have an e-mail address on your account, or no longer have access to the email address used on your account, you will need to create a new account and application form. If you need further assistance with logging into your account, please contact NEOGOV at 877-204-4442.

### **If I don't have an e-mail address, what can I do?**

An e-mail address is a required in order to create an account and submit an online application. If you do not have an email address, we suggest you set up an e-mail account for free at one of the following websites: [www.msn.com](http://www.msn.com), [www.yahoo.com](http://www.yahoo.com), or [www.gmail.com](http://www.gmail.com).

### **Should users of the NEOGOV system worry about confidential information being transmitted over the Internet?**

Users can be confident that they are enjoying the same level of trust and security used by all of the Top 40 Web sites and Fortune 500 companies worldwide.

### **Is there a limit on the number of work history entries that an applicant can enter?**

No, the system can accommodate virtually an unlimited number of entries to document an applicant's work history.

### **May I submit a résumé?**

A completed online application allows you to attach a file or copy and paste information into a résumé section.

### **May I submit an application for future South Carolina state job openings or be notified when a state job opens in my field of interest?**

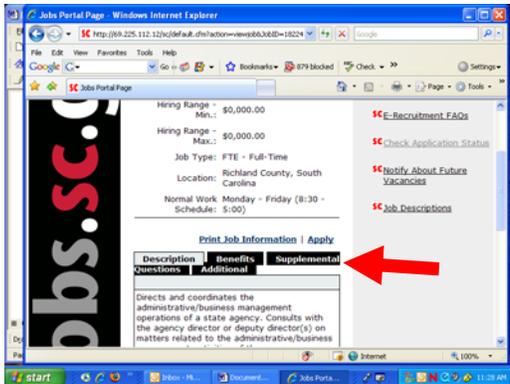
South Carolina state agencies do not hold applications to review for future job openings. When an application is submitted, it is used for a particular job opening.

You may complete and save an application so it will be ready for you to submit when you do find one of our job openings in which you have an interest.

You may also **request e-mail notification** from the main Search page by clicking on Request Job Notification by Category or Notify about Future Job Vacancies and selecting a job category of your interest. When a job is posted in that particular category, you will be sent an email to let you know of that posting, and you can then apply for that position.

When you receive the email notification, click on the link provided in the email, which will direct you to the main Search page. In the Enter Keywords text box located above the red Apply Search button, type in the exact job title given in the email, and then click on Apply Search.

## What are supplemental questions and how do I submit my answers to these?



On each job posting you will see a tab marked "Supplemental Questions." If questions appear in this section they will also appear for you to answer on the online application for the position. These questions are used to receive specific job related information from you. Not all job postings require supplemental questions.

## How do closing dates work? What if the closing date is listed as "Continuous"?

The online system will allow you to submit an application until the closing date and time on the job posting. If you are in the process of applying for a position that is about to close, the system will notify you of the time remaining to complete the application. If you do not finish the application by the closing time, the job posting will be automatically closed and your application will not be submitted.

Positions which have "Continuous" listed as the closing date will be open to applications until all positions have been filled.

## How do I submit a completed application? I've completed an application, but I do not see a way to submit it.

Click on Employment Opportunities on the right hand side of the page, which takes you back to Search page. Search for position again, click on Job Title, click on blue Apply link. The system should pull you into Application Process Steps. These are the steps you need to complete to submit your stored application for this position.

## After I have submitted my application, what happens next?

If your online application has been successfully submitted, you will receive a confirmation e-mail immediately. You will also see the confirmation message on your PC screen. If you are selected for an interview, you will be contacted by the hiring department of the State agency.

## What if applicants want to make a change to their application after they have submitted it online?

Applicants may login and update the application that is stored within their account at anytime. However, the changes on the submitted application are not made viewable to the state agency. Applicants should directly contact the agency's human resources office and ask the agency to make the necessary changes to their application.

### How can applicants check their application status?

You can check your application status by logging into your account and then clicking on the Applicant Status option on the right side of the screen. For more detailed information on the status of your application, please contact the Agency's HR department directly. For Agency Contact information, click on the following link: <http://www.ohr.sc.gov/OHR/applicant/AgencyPhoneNumbers.pdf>

### Where do I find State Agency contact information?

Please contact the State Agency's HR department if you have specific questions about the job postings or the status of your application.

From the main website, click on Job Search and Apply Here. On the main Search screen, click on the link provided right above the Search Criteria boxes.

### If I have questions about job postings and the application process, what should I do?

For questions about specific job postings, contact the State Agency at the contact information provided on the job posting. You can also find State Agency contact information within the link provided on the main Search screen. <http://www.ohr.sc.gov/OHR/applicant/AgencyPhoneNumbers.pdf>

### What if I do not have a computer or I don't have computer skills?

If you know how to use a computer but don't have access to one you may:

- Visit the Employment Security Commission Office located in your county and use one of its public access computers
- Use a public access computer at any Public Library.

If you cannot use computers, you may telephone 803-896-5300 for assistance.

### Can I submit a paper application?

South Carolina now recruits applicants using a web-based recruitment system and encourages all applicants to submit their application online. If you choose not to apply on-line, you may download the application at [www.ohr.sc.gov](http://www.ohr.sc.gov). Please contact the State Agency to ensure that they accept paper applications.

### What benefits does South Carolina offer employees?

- For details about benefits, go to the following websites:
- [Workplace Benefits - www.ohr.sc.gov/OHR/OHR-employee.phtm](http://www.ohr.sc.gov/OHR/OHR-employee.phtm)
- [Healthcare Benefits - www.eip.sc.gov/](http://www.eip.sc.gov/)
- [Retirement Benefits - www.retirement.sc.gov/](http://www.retirement.sc.gov/)