

# CU Careers: Frequently Asked Questions

## Candidate Questions

This guide lists some frequently asked questions and answers. If you have a question about CU Careers that is not listed here, email [CUCareershelp@cu.edu](mailto:CUCareershelp@cu.edu).

You can search and apply for jobs at: [www.cu.edu/careers](http://www.cu.edu/careers).

Applications are only accepted via the CU Careers website. Please do not email the job posting contact person your application documents.

### Questions in this FAQ:

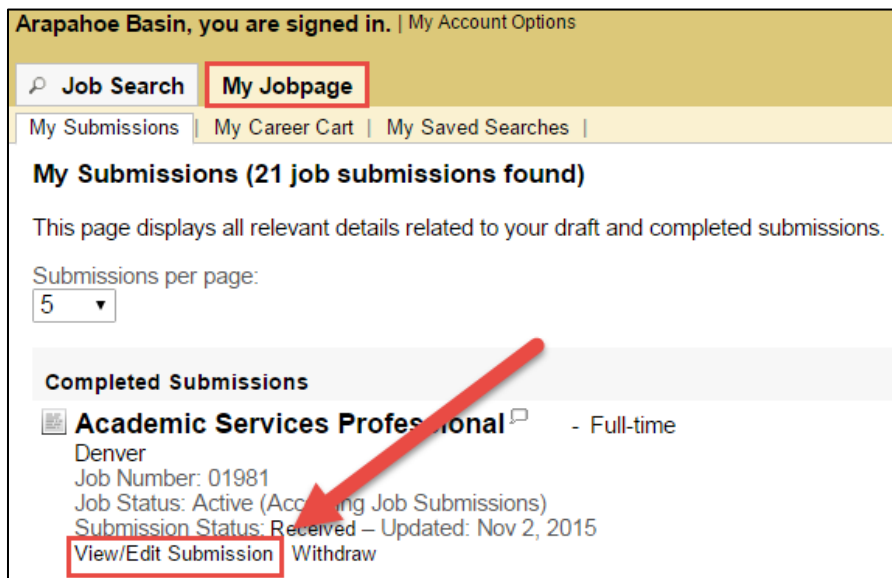
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## Working with Applications

### Q. How can I update my application?

A. You can update your application as long as the position is still open and posted to the CU Careers website. Once a posting is no longer on the CU Careers website, you will not be able to update your application. To update an application that is still posted on the CU Careers site, follow the steps below.

1. Log into CU Careers.
2. Click **My Jobpage**.
3. Below the title of the position you have applied to, click **View/Edit Submission**.



4. Edit the information you want to change and click **Submit** at the end of the application process to send your updated information. If the posting has closed, there will not be a Submit button.

**Note:** Keep in mind that any attachments not marked as job-specific will not be reviewed as part of that job application.

### Q. Can I save a job posting and complete my application at a later time?

A. From within a job posting you can click the **Add to My Career Cart** button. This will save the posting to your Career Cart. You can then access the posting while it is still active in CU Careers.

### Q. Who can I contact for information about the status of my application and the hiring process?

A. For all questions related to the status of your application, the hiring process, and the collection of confidential letters of recommendation, contact the job posting contact that is indicated at the bottom of the posting.

## Adding Attachments

### Q. How do I attach documents when applying for a position?

A. When applying for a position, you will be prompted to attach specific documents.

1. Read the job posting carefully to identify which documents are required for the posting.
2. Click **Browse** to find and select the document on your computer that you want to attach.
3. Use the field to add a description that identifies which type of document you are submitting. Refer to the posting for guidance on naming your documents. If nothing is included in the language, use the following format: *document-type\_position-number*, for example, Resume\_01234.

### Required Documents

**\* Attachments**

It is recommended that your application materials be converted to a PDF format prior to uploading them in order to ensure the most accurate download and conversion of your application materials.

Please check the "Job Specific Attachments" checkbox for all files you are submitting for this position. Not checking the box may alter or delete files previously submitted for other positions.

The maximum file size is 2.5MB, and a candidate can have up to 50 attachments in their profile at a time. If you are encountering a file size limitation, we recommend compressing the file using free online file-compression tools, such as <https://www.wecompress.com/en/> (PDF, PowerPoint, Word or Excel file compression) or <https://smallpdf.com/compress-pdf> (specific to PDF files). Using online file compression is as simple as dropping the file on the site, or choosing the file to upload. The site will then compress the file.

Prior to clicking "Attach", be sure to identify the file name in the text field below the Attach button. Please be sure to name your documents exactly as indicated in the job posting.

You can review the specific documents required for any position by clicking on the position title and job number at the top of the screen next to "Applying For". To return to this screen, click on "Back to Prior Page". Do not use the back button on your browser during your application process.

Select the file to attach

Resume\_Te... chment.docx

Document Title

4. After you have attached your document, select the **Job Specific Attachments** checkbox to ensure the documents are attached to this application.

5. Select the **Resume** checkbox for the appropriate file.

Please click the "Job Specific Attachments" checkbox to select the appropriate documents for this specific job submission. Please indicate which of the attached documents is your resume by clicking the resume checkbox.

Job Specific Attachments	Resume	File Name	Date	Comments
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">references.docx</a>	8/24/16	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Resume.docx</a>	9/12/16	Resume_01234

**Note:** You can have up to 50 attachments at a time, with a maximum file size of 2.5Mb each. You can overwrite an older attachment by uploading a new attachment with the same file name. A file can be updated a maximum of five times.

**Q. If I am applying for multiple positions, how do I manage all of my documents I have attached?**

- A.** If you are applying for multiple positions you need to be sure to check your documents as job-specific files in the required documents section of the application. For example, if you have several cover letters you'd like to use, you would select the Job Specific Attachments check box for the specific cover letter you want to use for that position. You would leave the cover letters that you do not want to use unchecked. Though you will be able to see all the documents in your library, only those that have been selected will go to recruiters. See example below.

**Warning:** Overwriting any file will update it on all previous applications you have submitted.

Please click the "Job Specific Attachments" checkbox to select the appropriate documents for this specific job submission. Please indicate which of the attached documents is your resume by clicking the resume checkbox.

Job Specific Attachments	Resume	File Name	Date	Comments
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">references.docx</a>	8/24/16	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Resume.docx</a>	9/12/16	Resume_01234
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Coverletter_01234.docx</a>	9/12/16	Cover Letter_01234
<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Coverletter_01237.docx</a>	9/12/16	Cover Letter_01237

**Q. What type of documents can I attach?**

- A.** The best file formats for documents you are attaching to your application are DOC, DOCX, and PDF.

**Q. How should I label my attachments?**

- A.** Check the posting for guidance on naming your documents. If no guidance is provided, we recommend using *document type\_position number*, for example, Resume\_01234.

## Q. What is the maximum file size for attachments?

- A. The maximum file size is 2.5MB, and a candidate can have up to 50 attachments in their profile at a time. If you are encountering a file size limitation, we recommend compressing the file using free online file-compression tools, such as <https://www.wecompress.com/en/> (PDF, PowerPoint, Word or Excel file compression) or <https://smallpdf.com/compress-pdf> (specific to PDF files). Using online file compression is as simple as dropping the file on the site, or choosing the file to upload. The site will then compress the file.

## Q. How do I delete attachments?

- A. Candidates do not have the ability to delete attachments once they are uploaded. Documents that are attached to an active job submission cannot be deleted. If you have any questions or need assistance with deleting attachments, email [cucareershelp@cu.edu](mailto:cucareershelp@cu.edu).

## Technical Questions

### Q. How do I reset my password?

- A. To reset your password:

1. Click **Login** from the main screen.
2. Click **Forgot your password?** under the password box.

3. Enter your email address and submit.  
You will receive an email with a link to create a new password.

### Q. What if I cannot remember my username?

- A. To retrieve your username:

1. Click **Login** from the main screen.
2. Click **Forgot your username?** under the password box.
3. Enter your email address and submit.

You will receive an email with your username.

**Note:** If you are unable to reset your password, or login using your temporary password, clear the cache on your browser as this can prevent the reset from working. If you are locked out of your account due to too many failed login attempts, call 303-860-4200, option 2; or email [cucareershelp@cu.edu](mailto:cucareershelp@cu.edu).