



Frequently Asked Questions

Q. Where do I begin?

A. To begin the application process, create a user profile on our employment website:

www.employmentopportunities.okanagan.bc.ca

1. Click on the **Log In** link in the left pane of the recruitment home page.
2. Select the **Create a New account** link in the left hand navigation menu.
3. Select a user name and password that you will remember (you will need these the next time you visit the job search site to check the status of your application or to apply for another position).
4. Complete the account creation form (all fields marked with * are required).
5. Click the Create button.

Q. What if I do not have online access?

A. You can access our online system at any location that provides computers for public access including Okanagan College campus libraries as well as most community libraries.

Q. What information is required to create a profile?

A. You will need to provide personal information that will be used on your application as well as contact information. This will include your name, address, and phone number. You must also have a current, valid e-mail address that we will use to contact you for recruitment activities. Please gather this information before beginning the application process and keep this information up to date as this will be our method to contact you for recruitment activities.

Q. How long does it take to complete an applicant profile?

A. It should take less than a minute to create an applicant profile provided you have all of the required information. Please note a valid e-mail address is required.

Q. Do I need to fill out an applicant profile if I already work for Okanagan College?

A. **YES.** To be considered for a competition (new vacancy) and/or to complete the hiring process, all employees must have an applicant profile.

Q. What if I don't have an e-mail address?

A. You can set up a free e-mail address using many public web sites such as Hotmail, g-mail, Yahoo, or others. These can be setup and accessed from any computer you are using.





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Q. What if I forget my username or password?

A. On the applicant login in page, there is the opportunity to click a link **Forgot Username or Password** and have either your username or password sent to the e-mail address that is stored in your profile.

Q. How do I update the information on my applicant profile?

A. At any time, you can login to the applicant site and click **Account Settings** in the left hand list of options. You can then Edit your profile and click Update to save your changes.

Q. How do I access previous applications or documents I have submitted for past competitions?

A. At any time, you can login to the applicant site and click **Your Documents** or **Your Applications** in the left hand list of options. You can then view all documents and applications in your account.

Q. What information is required to apply to a competition?

A. In addition to the information in your profile, you will be asked to provide information about your education and employment history, as well as information about your references. You may also be asked to provide contact information for your references. You will be asked to submit a current resume and for most competitions, a cover letter will also be required. You may be asked to submit additional documents depending on the competition. Submit your application materials in accordance with the instructions. Please ensure the documents you are attaching are not password protected or encrypted or they will not be able to be accessed.

Q. What happens to my personal information?

A. The information stored in your profile & application are housed in a secure server site located in Canada. The information is encrypted and password protected, and housed behind firewalls. SIN's and birthdates are not collected as part of the application process. If you are hired for a position, further personal information such as this will be collected at that time.

Q. What if I have already created an applicant profile?

A. If you have already completed an applicant profile in our updated system (after November 2015), return to the Home page, click on the Login link, and enter your username and password. Click on **Account Settings** to edit your existing applicant profile. You may apply for new postings without re-entering your applicant information, or review the status of competitions to which you have applied. Changes made to your base applicant profile will not be part of any previous applications you have submitted.





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Q. How do I view details about a competition?

A. Select the competition from the Search results to view the position summary. To view more details, select the View Details button.

Q. How long does it take to complete an application?

A. The time it takes to complete an online application and apply depends on several factors: amount of work history and education, how fast you type etc. You can speed up the process by collecting your information about previous work experience and any required documents before you start the online application.

Q. What if I am not ready to fill out an application at this time?

A. If you do not want to complete an application right now, please click **Cancel** at the bottom of the page. You can bookmark a competition for easy access at another time using the Bookmark link on the main competition search page.

Q. When do I have to have my application submitted?

A. Competitions will close at 11:59:59 pm of the posted closing date.

Q. Do I have to fill out an application?

A. Yes. Everyone who applies for a position with Okanagan College is required to create an applicant profile and then complete an application. System-required information is denoted with an asterisk (*). Additional application materials beyond your base applicant information may be required. Review each posting for application instructions. Your application will not be considered complete until you have all sections of the application and attached all required documents.

Q. What do I need before I apply?

A. In addition to completing your online application, you may be asked to electronically attach additional supporting documents such as resume, cover letter, references, etc. Supporting documents need to be submitted with your application in electronic formats (doc, rtf, PDF and txt). If possible, it is best to convert large documents into PDF files before uploading.

Q. How do I submit my application?

A. Select the Position Title or the **View Details** button of the competition you want to apply for. Select the **Apply for this Job** link. As you proceed through the electronic application process you can save your application using the **Save Changes** button. Use the **Next** button to continue to the next section of the application. Continue through all sections of the application and select the Certify and Submit button. Check the box to certify that you have read and agree to the certification, **enter your initials** and select the **Submit this Application** button.





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Q. What if I don't see the Apply for this job button?

A. See the Special Instructions for Applicants for information on how to apply for this position.

Q. How do I attach documents to application?

A. Documents that are required or optional for a competition will be listed in the **Documents Needed to Apply** section of the application. Select the **Add** button for the document. You can edit the Name of the document, add a Description and browse to a document/file located on your system. You can use the options listed below **Alternatives** to write a cover letter or use Previously Uploaded Cover Letter. Note: the ability to write a cover letter is limited to your internet browser; we recommend using Chrome or Firefox for this function.

Q. What do I do if I have all of my required documents in one file?

A. The system will not allow you to submit your application without an attachment associated to each required document. If you have all of your documents in one file, attach that file to one of the required document types and attach a short description to the other required document types referring to this document.

Q. I got an error when I submitted my application?

A. The system will display an error message if any information that is required is not complete. Each section of the application will display with a green check if it is complete. Sections that display in red require attention; please check that all required fields have been entered and that any required documents are attached.

Q. How will I know that you got my application for a posting?

A. Once your application is successfully submitted, you will receive an application confirmation number as well as an e-mail will be sent to the email address provided in your profile. If you do not receive a confirmation number, you have not completed the application process. If you wish to make a note of this number, you can refer to it later if necessary. Another way to confirm your application has been submitted is to click on the left hand column link **APPLICATION STATUS** and you can see all the postings you have applied for, and the stage they are at.

Q. Can I print a copy of my application?

A. Yes. Before you submit your application, you will have an option to Print Preview and Print. After you submit your application, you can print by logging into your profile, selecting the link to Your Applications, selecting the application you want to print and clicking the Print Preview button.





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Q. Who will see my application?

A. Your application is on a secured web server and will be available to Human Resources and the Hiring Department. Okanagan College does not share your information with any other organizations or individuals.

Q. How will I know the status of my application?

A. You can check on the status of your application at any time by logging into your account and selecting the link to Your Applications from the menu. You may see these statuses in the status column:

- Applied - Your application has been received in Human Resources.
- Under Review - The job posting is closed and candidates are being reviewed. Based on your skills/qualifications, you may or may not be contacted for an interview.
- Competition Filled - Another candidate has been hired.
- Competition Withdrawn - The competition has been cancelled and applications will no longer be accepted.

Q. What if I just want to submit a resume to be kept on file?

A. You will only be able to submit an application and resume for posted competitions. You must create and complete an online electronic applicant profile first, and then attach a resume and apply for a particular posting. Your applicant profile is not considered unless you apply to a particular posting. Applicants can create an applicant profile at any time and then wait to apply for competitions as they are posted. You will have the opportunity to update, change or correct your profile each time you apply for a posting.

Q. Can I apply for more than one competition (job vacancy) at a time?

A. Yes. However, you will need to submit a separate application for each competition.

Q. Can I apply directly to the hiring department?

A. No. The online system is the centralized intake site for all applications. Only job applicants who have submitted an online employment application will be considered.

Q. I submitted my application and noticed that I forgot to include information. Can I resubmit my application?

A. No. Once you have submitted an employment application for a specific competition you cannot edit the application or supporting documents for that competition. If you need to submit additional information, you will have to contact the Human Resources department. Please see the employment website for contact information.





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Q. I don't have access to a computer. Can I submit a paper resume?

A. You can have someone assist you with converting your paper resume, cover letter, and any other supporting documents to an electronic format. The documents can be scanned and saved for you. This service can be provided by anyone with access to a scanner and a computer. There are Office Supply locations that provide this service for a fee and there are numerous locations, such as libraries and job search agencies that provide free computer usage times for public use. If you have no way of accessing a computer, please contact Human Resources for help with your paper application.

Q. Can I copy selected information from another electronic document?

A. Yes, you can copy and paste text information from your document directly into the appropriate fields in the application. The acceptable formats for attached documents are listed on the application form and if you are not able to attach documents of these types, it is appropriate to cut/paste into directly into the fields.

Q. Will I be notified when a position that I have applied for has been filled?

A. Unfortunately we are not able to contact applicants that have not been selected to be interviewed for a competition. You can, however continue to check the status of a competition by accessing the link to **Your Applications** by logging into your account. Select the competition you are interested, the competition status will be displayed (see list of statues above).

Q. How can I withdraw my application from a posting?

A. Login in to your account using the Log In link on the employment opportunities site. Select the Your Applications link and select the application you wish to withdraw. Select the Withdraw option.

Q. Can I be notified when new competitions are listed on your employment site?

A. Yes, on the main Employment Opportunities page, you can click on the RSS feed icon located at the bottom of the page. This subscription will send you an e-mail each time there is a content change on our Employment Opportunities page.

