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# Frequently Asked Questions for Job Seekers

Here are answers to frequently asked questions (FAQ) about the Careers site. For more information, refer to the online Help.

**PLEASE NOTE THAT IF YOU DO NOT FOLLOW APPLICATION INSTRUCTIONS PROPERLY, WE WILL MARK YOUR APPLICATION AS INCOMPLETE.**

## **Getting Started**

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- How can I share a job opening through email and/or social media sites?

## **Current and Former Interns and On Campus Interviews (OCI)**

- I applied for an OCI (On Campus Interview). Can I also apply to the general posting for employment/internship?
- I am an current/former intern - should I apply as an internal candidate?

## How can I register on the Careers site?

Click **Sign In** on the top right-hand side of the browser and follow the steps in the wizard to create your user ID and password.

## How can I search for jobs?

You can search for jobs using Smart Search Criteria or using the filter below the search bar.

### Using Smart Search

- On the **Home** page, Enter your search keywords or phrases and click **Search**. For example, enter the keywords or phrases as follows:
- Manager in New York and New Jersey
- Manager posted after December
- Jobs posted between November 2014 and January 2015

### Using Search Filter

- 1 On the **Job Postings and Search** page, click the Filters under **JOBS**
- 2 **Select** State, City, and Area of Interest.

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## How can I view job details?

Search for a job and click the **Job Title**.

## How can I apply for a job?

- 1 Register or Sign In to the Careers site.
- 2 Search for the job and click the **Job Title**.
- 3 Click **Apply**.

## How can I create my profile?

- 1 Register or Sign In to the Careers site.
- 2 Search for the job and click the **Job Title**.
- 3 Click **Apply**.
- 4 Follow the steps in the wizard.

## How can I view my job application status?

You can view your job application status by signing in to the portal.

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## How can I view my offer letter or additional attachments?

You can view your offer letter or additional attachments by signing in to the portal and searching for the job from the **Application History** page.

## How can I respond to a job offer?

- 1 On the **Application History** page, click corresponding job title with **Offer Extended** status.
- 2 Click **Accept** or **Decline** to accept or decline the offer letter.

## Where can I find information on the salary of the position?

The base salary for positions will be disclosed once the hiring team has identified candidates who have been selected to move forward to the interview stage. If you are contacted, you may ask any questions regarding salary with the interview coordinator.

## How can I save or download the offer letter or additional attachments?

You can save, download, or print the offer letter or additional attachments from the **Application History** (you will also receive an email with the offer letter attached).

## How can I retrieve my forgotten password and user ID?

- To retrieve your password, click the **Forgot Your Password** link on the **Sign In** button. Complete the steps in the wizard to have a new password sent to your email address.
- To retrieve your user ID, click the **Forgot Your User ID** link on the **Sign In** button. Complete the steps in the wizard to have your user ID sent to your email address.

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## How can I change my language settings?

Click the **Language** drop-down at the top of the page and select your desired language.

## How can I apply for a job without registering on the Careers site?

You cannot apply for a job without registering. For more information on how to register, see [How can I register on the Careers site?](#)

## How long will my profile remain active on the Careers site?

Your profile will remain active for a number of years. However, we encourage you to update your profile on a regular basis.

## Will my information be saved if I time-out?

Your information is saved automatically every 5 minutes.

## What is the page time-out duration? Can I change it?

The page time-out duration is 20 minutes and you cannot change it.

## What are the supported browsers and operating systems for this site?

Click [here](#) to find out more about the supported browsers and operating systems.

## What is the size limit of the attachments?

You can attach documents up to the size of 12 MB each.

## What are the supported file types for attachments?

Following are the supported file formats:

FileType	Extension
pdf	Portable Document Format

## How many documents can I attach to my profile?

We only accept **ONE PDF DOCUMENT** filled with all required documents as required by the job posting (for example: resume, cover letter, etc.). If your document is not a **SINGLE PDF** containing all of the required documents, your application will be considered incomplete (for directions to create a PDF, go to the [external site](#) and go to the **Contact For Support** tab).

## I applied for an OCI (On Campus Interview). Can I also apply to the general posting for employment/internship?

Yes, in fact, you can search jobs through our external job site by clicking [here](#).

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## I am a current/former intern- should I apply as an internal candidate?

No, you should apply externally, as you are not staff. However, please note in your cover letter or resume that you are a current or former intern.

## I can't seem to log in or retrieve my password, should I use another e-mail to apply?

**No**, you should reach out to [jobpostquestions@legal-aid.org](mailto:jobpostquestions@legal-aid.org) to reset your password. Using another e-mail address will cause delays and/or may remove you from consideration for a position.

## How can I withdraw an application that I already submitted?

You can withdraw your application after you submit it. However, once withdrawn, you will not be able to submit an application for the position again.

## How can I edit an application that I already submitted?

You cannot edit your application after you submit it.

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