Human Resources Online Application
User Guide

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Please Note: The screen shots shown in this guide may differ slightly from the Web site.
Overview

The Online Application allows the general public and CMHA employees to apply for open positions within CMHA. The applicant will create their profile via several user screens, and once completed, they will be able to apply for any of the open positions. The user’s profile will be saved within the system, so there is no need to re-enter the application information each time the user wants to apply for a position.

The system will allow for up to 5 resumes and 5 cover letters so the applicant can select which one they would like to use for the position they are applying for.

If the applicant so chooses, they are also able to receive notifications when a new position is posted that matches keywords that they select. The notifications are sent either by email or text message depending on the applicant’s preference.

Each account remains active for a period of 180 days from the date they last logged in to the system. If they have not logged in in 180 days, their profile is saved, but they must go through each screen and re-save the information to make sure that it is still valid before they are able to apply for a new position. Reminder emails are sent 30 days before the account is set to expire.

Once an applicant applies for a position, they are able to view all of the jobs they have applied for, and they are given the option to remove their application from a specific position as long as the position is still “open”.


Accessing the System

In order to submit an application using the online application system, you must first register and complete an online profile. The information included in your profile will be sent as part of your application for any position you apply for. To register for a new account, follow the steps below:

1. Go to http://www.cmha.net
2. Click the Apply Online link under the “Careers” menu
3. Click the Register link on the left-hand side of the page, or the Login/Register to apply link next to an open position
4. Complete the form on the screen that appears and click the Save button
5. If you do not have an email address, you can enter a login ID (such as a name) that you will use to login to the online application.
6. Once your account is created, you will be given additional profile screens to complete which are described in the following sections of this guide.
Viewing Open Position Details

1. All open positions will be displayed on the home page of the Online Application
2. To view the requirements and details of the position, click the title of the job in the “Current Job Openings” section of the home page
3. The job details will open in a new window
Completing Your Profile

There are 8 total profile pages that must be completed before an application can be submitted to the HR department for consideration. The profile pages can be completed in any order, but you will not be able to apply for an open position until all profile pages have been completed.

Once a profile page has been completed, a check mark will appear next to that section on the left-hand side of the screen:
Profile Page - Personal

1. Complete all necessary fields. The fields marked with an * must be completed before you can save the page.

2. Click the **Save** button at the bottom of the form.

3. Once your information has been saved, you will be shown a message, along with a link to the next incomplete page in your profile. This functionality remains the same across all tabs.

4. Click either the link in the message, or a tab at the top of the page to continue to another profile page.
Profile Page - Preferences

1. Complete all necessary fields. The fields marked with an * must be completed before you can save the page.
   
a. Certain questions may have follow-up questions that also need to be answered. These follow-up questions will only appear if the answer you gave requires additional information.

2. Click the Save button at the bottom of the form and proceed to the next tab.
Profile Page - Education

1. Complete all necessary fields.

2. If you would like to list more than one vocational/technical school, or more than one college, click the Add Additional Vocational/Technical Row or Add Additional College Row button respectively. A new row will appear for you to complete.
   a. You may add up to 10 vocational/technical schools, and 10 colleges

3. Click the Save button at the bottom of the form and proceed to the next tab
Profile Page - Employment

1. Complete all necessary fields. The fields marked with an * must be completed before you can save the page.

2. If you do not have any previous employers, click the box at the top of the page:

3. If you would like to list more than one employer, click the Add Additional Employer Row button. A new row will appear for you to complete.
   a. You may add up to 10 employers

4. Click the Save button at the bottom of the form and proceed to the next tab
Profile Page - References

1. Complete all necessary fields. If you do not have any references or prior service credits, click the **Save** button at the bottom of the screen to mark this section as complete.

2. If you would like to list more than one reference, or more than one service credit agency, click the **Add Additional Reference Row** or **Add Additional Agency Row** button respectively. A new row will appear for you to complete.
   a. You can add up to 10 references and 10 service credit agencies

3. Click the **Save** button at the bottom of the form and proceed to the next tab
Profile Page - Skills

1. Complete all necessary fields. The fields marked with an * must be completed before you can save the page.

2. Click the Save button at the bottom of the form and proceed to the next tab
Profile Page - Signature

1. Complete all necessary fields. The fields marked with an * must be completed before you can save the page.

2. Click the Save button at the bottom of the form and proceed to the next tab
Profile Page - Resume

1. To upload a resume or cover letter, click the Browse... button in the appropriate section of the page.

2. A screen will appear allowing you to navigate to the location on your computer that contains your resume/cover letter.

3. Select the resume/cover letter that you wish to upload and click the Open button.
   a. The resume/cover letter you selected will appear in the related file box.

4. Click either the Upload Resume or Upload Cover Letter button based on the type of document you are uploading.

5. Your file will be uploaded, and you will be shown a list of all files you have associated with your profile.
6. You may click on the icons that appear next to your resume/cover letter to view, update, change the default document, or delete the document from your profile.

7. To view your resume/cover letter, click the icon. Your document will load in a new window for your review.

8. To update your resume/cover letter with a different version of the document, click the icon. You will be given the opportunity to select a different document from your computer to replace the current one. **NOTE:** The new document you upload will overwrite the document in your profile for **ALL** positions you have applied for using that document.

9. To set a document as the default document to use when applying for new positions, click the icon. The default document will have a icon on that row.

10. To delete a document from your profile, click the icon.

11. You may upload up to 5 different resumes and 5 different cover letters. Depending on the position you are applying for, you will have the option to select which one of your documents gets sent along with the rest of your profile.

12. If you have completed all of the profile pages, you will be able to apply for an open position (see the “Applying for an open position” section of this guide)

**NOTE:** Each resume and cover letter must meet specific criteria in order to be uploaded into your profile. The current criteria will be listed on the resume screen.
Applying for an Open Position

The following information assumes that you have completed all of the required profile pages. If you have not completed the required profile pages, you will not be able to access the information in the section below.

To select the position you would like to apply for, follow one of the steps below:

1. Go to the online application’s home page by clicking the **Home** tab

2. Click the **Apply Now** link next to the position you would like to apply for (Note: you have not applied for the open position yet)

3. Your profile information will appear for your review

4. If you would like to edit any of the information shown, click the **edit this information** link found in each section of the application review page

5. Select the resume and cover letter you wish to submit along with this application (only applicable if you have uploaded more than one resume/cover letter)

6. **Click the Apply Now button once you are ready to send your application to CMHA**

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Issue Date: 12/10/2013
Applying for an Open Position (continued)

7. Once your application has been submitted, you will be shown a message, and the “Apply Now” link will change to “Already applied” next to the position you applied for.

8. The positions you have applied for will also be displayed at the bottom of the page.

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Applied On</th>
<th>Valid Through</th>
<th>Resume</th>
<th>Cover Letter</th>
<th>Position Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Custodian (Downtown)</td>
<td>12/10/2013</td>
<td>12/13/2013</td>
<td>View</td>
<td>Not Used</td>
<td>Open</td>
</tr>
</tbody>
</table>
Applying for Resident Work

The following information only applies if you answered “Yes” to the “Are you a CMHA resident” question, and you answered “Yes” to the “Are you interested in resident work positions” question on the “Preferences” screen.

CMHA must also be accepting resident work applications for the steps below to be available.

1. Once you have completed your profile, click the View my application link on the left-hand side of the screen

   a. Your profile will appear for your review

2. At the top of the profile review page, you will see a section for CMHA Residents

3. To send your application/profile to CMHA for consideration for resident work positions, click the link in the CMHA Residents section

4. Your application/profile will be sent to CMHA so that you may be considered for future resident work positions

   a. NOTE: The link only needs to be clicked one time. Once we have your application/profile on file, you do not need to re-send this information in the future for resident work. If you want to apply for an open position, you will still need to submit your application/profile for that specific position as explained in the Applying for an Open Position section of this guide.
Viewing Positions You Applied For

1. Once you login to your account, you will see the positions you applied for at the bottom of the online application’s home page, and if the position is still open, a message will appear next to the position you applied for.

2. To view the job posting information, click the name of the position in the “Job Title” column.

3. To view the resume/cover letter you used when you applied for the position, click the appropriate View link in the “Resume” or “Cover Letter” column.

4. The status of the position will be shown in the “Position Status” column.
   a. An “Open” status means that CMHA has not filled the position, or that the closing date of the position has not been reached.
   b. A “Closed” status means that CMHA has filled the position, the closing date has been reached, or CMHA has elected to close the position.

5. If you would like to remove yourself as a candidate for the open position, click the icon.
   a. Once you click the icon, you will be removed as a candidate from that position, but your profile and resume/cover letter(s) will remain within the online application system in case you wish to apply for a position in the future.
Configuring Job Notifications

Please note that CMHA is **not** responsible for any charges relating to your use of the text message/email feature of the online application.

1. Once you are logged in to the online application, click the **Manage Notifications** link on the left-hand side of the page.

![Manage Notifications](image)

**Notification Keywords**

1. In the “Job Keywords” section, enter up to 5 keywords that match a job you would like to be notified about. When the title, description, qualifications, etc. of a new job match a keyword you entered, you will be notified according to your notification settings (described below).

![Job Keywords](image)

2. To remove a keyword that you entered, click the **X** icon next to the keyword you want to remove.

3. Click the **Save** button at the bottom of the page to save your keyword changes.

**Notification Text Message Settings**

Please note that CMHA is **not** responsible for any charges relating to your use of the text message/email feature of the online application.

1. If you would like to be notified of new positions via text message, enter your cell phone number in the “Cell Phone Number” box, and select the name of the company providing your service from the “Service Provider” drop down list.

![Text Message Alert Setup](image)

   **Note:**
   - Standard text message rates apply from your cell phone provider.
   - CMHA **is not** responsible for any costs incurred by you as a result of using the text message alert feature.

   ![Click here to send a test message to your phone](image)
   - Click the **Click here to send a test message to your phone** button to make sure that you are able to receive text messages from CMHA.

Issue Date: 12/10/2013
b. If you received the text message, click the **I received the test message** button.

![Text Message Alert Test]

*Please allow up to 5 minutes to receive your test message, then click the appropriate button below:

- I received the test message
- I did not receive the test message

Time elapsed: **00:02.2**

A text message was just sent to phone number __________. The message could take up to 5 minutes to be received depending on network traffic.

c. If you did not receive the text message, click the **I did not receive the test message** button and check the information you entered and the service provider you selected and try again.

d. If you still did not receive the text message, you may not be able to receive text message alerts from CMHA.

2. Click the **Save** button at the bottom of the page to save your changes.

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**Notification Email Settings**

1. If you would like to be notified by email when a new position is posted that matches your keywords, enter the email address where CMHA should send the notification in the “Email Alert Setup” section of the page.

   ![Email Alert Setup]

   **Email Address Where We Should Send Alerts:** __________

2. Click the **Save** button at the bottom of the page to save your changes.
Updating Login Information

1. Once you are logged in to the online application, click the Update Account Info link on the left-hand side of the page

2. Update the information on the form that appears as necessary
3. Click the Save button to save your changes

Changing your password:

1. Click the Click here to change your password link
2. The change password box will appear
3. Enter your current password in the “Current Password” box
4. Enter the password you want to use in the “New Password” AND “Confirm New Password” boxes
5. Click the Change Password button
   a. Your new password should now be used to login to your account
Recovering Your Password

Passwords for the online application are stored in such a manner that they cannot be recovered if they are forgotten. If you do forget your password, follow the steps below:

1. Click the Forgot Password link on the left-hand side of the page

2. Enter your user name in the “User Name” box and click the Get My Question button

3. Your security question will appear

4. Enter the answer to your security question in the “Security question answer” box

5. Click the Reset Password button
   a. If you did not enter an email address for your user name, your temporary password will be displayed on the screen
   b. If you have a valid email address as your user name, your temporary password will be emailed to that address

6. Once you receive your temporary password, login to the online application with your user name and temporary password

7. You will be required to change your password once you have logged in

8. Enter your temporary password in the “Temporary Password” box

9. Enter the password you would like to use in the “New Password” AND “Confirm New Password” box

10. Click the Change Password button to save your changes
    a. Use the new password to login to your account in the future