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Where can I get help if I receive an error message?

Please review this document first to see if it answers your questions. You can use Ctrl-F to search for keywords within the document.

If you encounter issues with the pages on the site, you should check to make sure you are using a supported browser as shown below:

- IE 6+ , Firefox 3+ , Safari 4+ , Chrome 12+

You may have used your browser BACK button. If this is the case, you need to close out of your browser and log back in. If you continue to receive intermittent errors and you are using Internet Explorer, please try the following steps: Go to TOOLS-Internet Options and DELETE your browsing history (including “cookies”).

If you still need assistance with an error message, please email servicedesk@rit.edu . Include the browser you were using, what you were doing at the time you received the error and your contact information. Someone will get back to you within 24-48 hours. You may also call 585-475-HELP.

How do I get information on my application status?

For information about the status of your application, **please log into your profile in RIT’s Career Zone** <http://careers.rit.edu> and check your **JOB SUBMISSION status**. If the status of your current application is in an active status (such as pending review, screening, interview or offer), your application is still under consideration. *Human Resources will not be able to provide additional information* regarding your application status since all review and updates are performed by the hiring department.

Applicant Recruitment Hotline Number: 585-475-7095 Applicant Email Assistance: careers@rit.edu

How do I view postings that I applied to that are no longer open?

Log in to either the faculty, staff or internal employee talent gateway at <http://careers.rit.edu> and select the "Resume/CV Manager" link on the left side. Then click the VIEW SUBMISSIONS link next to the resume that you used to apply. You will then find hyperlinks to the Job Titles and by clicking on them; you can view the posting/description.

I am an EXTERNAL applicant and I forgot my password. How do I reset my password in Career Zone?

If you have previously logged in to the system, but have forgotten your password, you will need to click on the “Forget your password?” link after selecting either the Faculty Candidates or Staff Candidates job links at <http://careers.rit.edu> . You will be sent an email to the email account on your record which will allow you to reset your password. ***If you had a login PRIOR TO AUGUST 1, 2012, you will need to set up a new account on our new Career Zone system. Old login information will not be transferred over to the new system.***

Log in to access your profile and jobseeker tools. First time visitors, [click here to create a new account](#). If you have forgotten your password you will need to use the password reset link.

If you had a login in our previous CareerZone iRecruitment system, you will need to create a new login for the new CareerZone 2xB system.

E-mail address

Password

[Forgot your password?](#)

[Log in](#)

I am an INTERNAL applicant and I forgot my password. How do I reset my password in Career Zone?

The internal applicant site uses your RIT Computer Account login. You will be unable to reset your password through Career Zone. Password resets for your RIT Computer account can be done by going to start.rit.edu and clicking on the “Forgotten Password” link.

I am an EXTERNAL candidate. How do I find jobs at RIT that I'm interested in?

1. Go to the <http://careers.rit.edu> and click on the “Faculty Positions” or “Staff Positions” links then click on “Search Openings.” This will bring you to the Faculty or Staff Talent Gateway.
2. You can search jobs by entering a keyword, or by choosing one or more criteria as listed on the talent gateway.

- You also have the option to search by date posted.
3. When you arrive at the search results page, you can review the results grid or click on the Requisition Number for detailed job posting information.
 4. Once you find a job you are interested in, you can click on the “APPLY TO JOB” button at the bottom.

How do I apply for a Job?

1. If you are a first-time applicant, you will be prompted to create an account with a unique username and password; if you are a returning user, log in with your email address and password.
 - You will be asked to create an account with a unique email address and password. If you do not have an email account, here is a link to [Yahoo](#) or [Gmail](#) so you can create a free email account.
2. Upload or type in a resume and cover letter. Certain information from your uploaded resume will auto populate fields within the application forms.
3. Review and make adjustments to any auto populated information.
4. **Answer all questions that are part of the application process;** review your answers to be sure that the information you are submitting is accurate.
5. Upload any attachments that are required as part of the application process.
6. You will have the opportunity to PREVIEW your application before submission.
7. Click the *Submit* button.
8. Once your resume is in the system, it becomes part of a searchable recruitment database. **However, RIT will not consider you an applicant until you submit your resume to a specific job requisition that you're interested in pursuing.**

What are the password requirements?

- Your password must be a minimum of 8 and a maximum of 25 characters.
- Your password must contain at least one of the following special characters: { } [] , < > ; : " ' " ? / | \ ` ~ ! @ # \$ % ^ & * () _ - + = .
- Your password may not contain spaces.
- Your password may not be the same as your login e-mail address.
- Your password will be case-sensitive.

What if I don't want to or cannot apply online?

Applying online is the desired means for applying for employment at RIT, however, if you are unable to apply online, you can [visit the RIT HR Department](#) and complete a paper application on the 5th Floor of the Eastman Building on the RIT Campus at 1 Lomb Memorial Drive Rochester, NY 14623.

How can I confirm that I applied online successfully?

You will receive an email confirmation which includes the job requisition number (BRXXX) that you applied for. If you need additional help, please email careers@rit.edu .

What happens after I submit my application and resume in the system?

The skills, background, and documents you entered into our recruitment system will be reviewed against the requirements of the position you applied for. If you are selected for the interview process, you will be contacted by the hiring department or the Human Resources Department.

Since the volume of applications/resumes that RIT receives is so great, we cannot personally respond to inquiries about the status of your application, but you will be able to review updates to your job submission status, by logging into the system at <http://careers.rit.edu> and clicking on the Job Submission Status link.

Do I have to re-apply each time I see a job that I'm interested in?

Yes. You need to apply directly for each job you're interested in however much of your information will already be in the system, so applying the next time will be a more simplified process.

How do I withdraw my application?

You can send an email to <http://careers.rit.edu> and provide your name and the BR number you wish to withdraw from. You must send the email from the email account you applied for the job with.

What if I enter search criteria within the Career Zone search page, then hit search, and no jobs are returned?

It is recommended that you clear your search criteria and simply click the SEARCH button to return all available job openings.

Do I have the ability to submit different resumes, cover letters or documents to different jobs that I apply to?

Yes, you can store or edit **up to five (5) versions of your resume and cover letter**. You may delete these at any time to add new ones. Just log-in to the system once you've created an account and click on *Resume/CV Manager*.

You can also have **up to 15 other attachments** on your profile that you can attach to different job submissions as appropriate. You can add or delete attachments by logging in and clicking on the link which says "Edit my Profile" and selecting the attachments tab.

File Size Limits

EACH resume and attachment has a file size limit of 5mb.

Updating Documents and Attachments on Existing Job Applications

The resume, cover letter and attachments that you attach at application cannot be modified as they are part of your job submission for that particular job. Please continue to save your application as a DRAFT until your submission is complete.

NOTE: If you choose to have an online profile and you have multiple resume copies, you will need to select one resume to be your "default". This should be your most current and up-to-date version.

I am looking for a specific job, but I don't see it online.

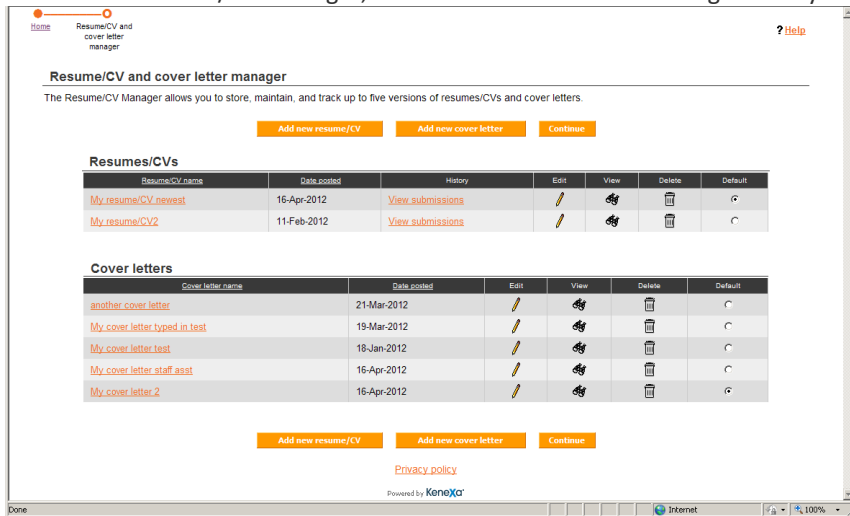
There may be a few reasons why you do not see the job you are searching for.

1. We post some job opportunities for internal employees only before making them available to external applicants. This ensures our employees have the opportunity to advance and develop their careers. It may be possible that the job you are looking for exists, but has not yet been released to the public job posting site.
2. The job may be closed. Once a candidate is selected for hire, the jobs are taken off the websites. We encourage you to submit your resume promptly when you see a job you are interested in. If you wait a few weeks, it may no longer be available.
3. If you are looking at for Faculty Jobs, they are only posted on the site which is accessed by using the Faculty Positions link at <http://careers.rit.edu/faculty/>. Staff Positions are available by going to the Staff Positions link at <http://careers.rit.edu/staff/>. Internal applicants will be able to search for BOTH faculty and staff positions by going to the Internal Candidates link at <http://careers.rit.edu/internal/> and logging in with their RIT computer account.
4. You are also encouraged to set up a "SEARCH AGENT" so that we may automatically send you matching jobs as they open. (see instructions below)

How can I update or delete my resume and/or cover letter?

Log-in to the system once you've created an account and click on *Resume/CV Manager*. You don't have to apply for a job if you wish to only update your resume or cover letter. **Modifying the resume, cover letter and attachments on your profile will not impact any previous job submissions.**

Once in the Resume/CV Manager, there are several columns along the navy blue heading, as indicated in the picture below.



- By selecting the pencil icon, you will be able to edit the content of your cover letter. However, you cannot edit an uploaded version of your resume. When you click on the pencil icon you will be prompted to upload a new resume. So, you'll need to make the updates in the saved version on your own computer and then re-upload the new version.
- By selecting the binoculars, you can view your resume and/or cover letter.
- By selecting the garbage can, you can delete any resume and/or cover letter you wish.
- To add a new resume or cover letter, select the appropriate "Add new..." button, as noted below in the blue boxes.

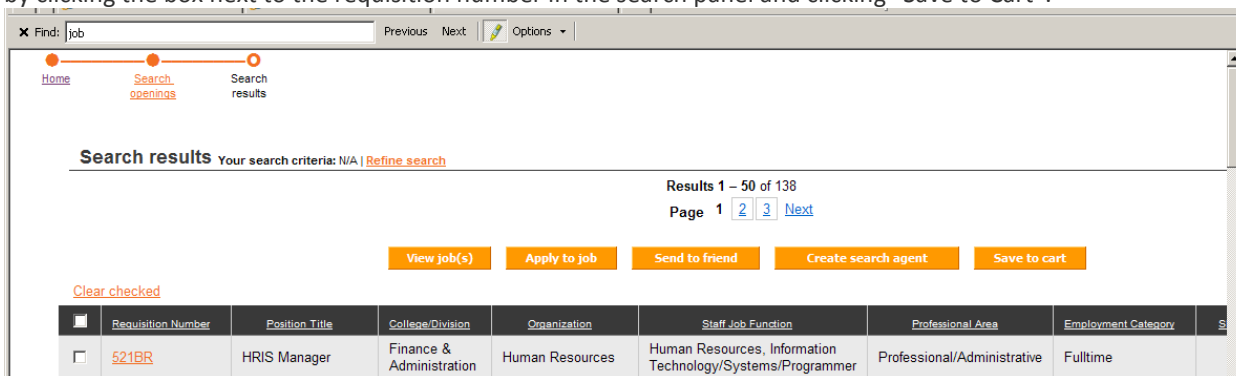
How often should I update my resume in Career Zone?

You should update your resume every six months or as necessary to reflect:

- Changes to your work history or educational status
- New skills
- New software application experience that you've acquired

What is the Job Cart and how do I see it?

The Job Cart displays all of the jobs you have stored to view or submit to at a later date. You can select items to add to your job cart by clicking the box next to the requisition number in the search panel and clicking "Save to Cart".



You can access your saved jobs by going back to your HOME page and clicking on the Job Cart link.

What is a Search Agent?

The Search Agent Manager allows you to create, edit and run saved searches. Saved searches can be configured to have the newest results of your search e-mailed to you on a regular basis.

A search agent is beneficial to set up if you search for a job, but no matching results are returned and you want to be updated when jobs that match your qualifications are posted.

How do I set up a Search Agent?

Enter your search criteria on any of the applicant talent gateway search pages and click SEARCH.

You may use any or all of the search criteria below to identify the career opportunity you are looking for and then click Search. To select or deselect multiple items in a list, hold down the CTRL key on a PC or a MAC use the SHIFT key while you click.

Keyword [Tips](#)
This field supports Boolean operators like AND, OR and AND NOT.

College/Division All
Academic Services
American College of Management and Technology
College of Applied Science and Technology

Organization All
Academic Senate
Academic Support Center
Accounting and Financial Reporting

Professional Area All
Administrative Support
Executive
Laborer

Staff Job Function All
Accounting and Financial
Administrative Support
Athletics, Sports and Recreation

Employment Category All
Fulltime
Fulltime-Temporary
Parttime

Requisition Number

Date posted All posting dates
 Include all jobs updated after 01 Jan 2012

After your search results page appears, click on the box that says "Create Search Agent".

The Create Search Agent Box will appear. Your search criteria will be listed at top.

Name your search agent and indicate a frequency, then click SAVE.

https://sstagingjobs.brassring.com/?SID=^7Pr/XHx9TEk4Clg5Dn3r_slp...

Create search agent [? Help](#)

Please select the following options for your search. If desired, we will notify you when a new position opens which meets your search criteria.

Search criteria (Administrative Support) AND (Fulltime)

Search name

Name this search so that you will recognize it when you want to use it in the future.

Frequency

How often do you want to receive search results for this search via e-mail?

E-mail address

Search agents automatically expire 90 days after their creation or renewal date. You can renew active search agents on the [Search agent manager](#) page.

the

You can edit your search agent at any time by returning to your home page clicking on the Search Agent Manager link. You can also RENEW your search agent on this screen.

[Home](#) [Search agent manager](#)

Search agent manager

The Search Agent Manager allows you to create, edit and run your saved searches. Saved searches can be configured to have the newest result your search e-mailed to you on a regular basis.

Clear checked

<input type="checkbox"/>	Search name	E-mail frequency	Run	Edit	Days to expiration	Del
<input type="checkbox"/>	acctg jobs	<input type="text" value="Daily"/>	<input type="button" value="Run"/>	<input type="button" value="Edit"/>	85 Renew	<input type="button" value="Del"/>
<input type="checkbox"/>	Admin Support and FT	<input type="text" value="Daily"/>	<input type="button" value="Run"/>	<input type="button" value="Edit"/>	90 Renew	<input type="button" value="Del"/>

Powered by [KeneXa](#)

and

Other Helpful Hints and Information

- You must apply individually for each position in which you are interested.
- RIT only accepts applications related to posted jobs.
- The information in your account will be submitted as your application each time you apply. You do not have to build a new account each time you wish to apply; however, you will have the opportunity to review and update your account information before applying.
- Applications will be considered based on the information submitted at the time of review. You will not be able to update your applicant online after you apply, so please SAVE AS DRAFT until your submission is complete.
- Updates to your account are saved and submitted each time you apply.
- When you return to the job site in the future, external candidates should go to: [Career Zone](#) to log in. **Do not create a new username and profile each time you apply.**
- You must have an email address in order to register in Career Zone
- **Only regular RIT employees and adjuncts can log in to the INTERNAL Career Zone site with their RIT Computer Account. Students and Temporary employees must apply through the EXTERNAL site. All sites are accessible from <http://careers.rit.edu>**
- The name of the program that is being used for the Career Zone is **Kenexa Brassring or Kenexa 2XB**. Many of the notifications that managers and applicants will receive will have the word “Brassring” in them.
- The system requires people to **allow pop-ups** and **enable cookies** to work properly.