Electronic Recruitment Application
APPLICANT USER GUIDE

Contents

Section I: Creating ERA Account 2

Section II: Applying for Jobs 5

Section III: Managing ERA Account 13

A. Editing Application Material before Vacancy Close Date 13

B. Updating Application Documents before Vacancy Close Date 18

C. Resetting Password

Section I: Creating ERA Account

Step 1:

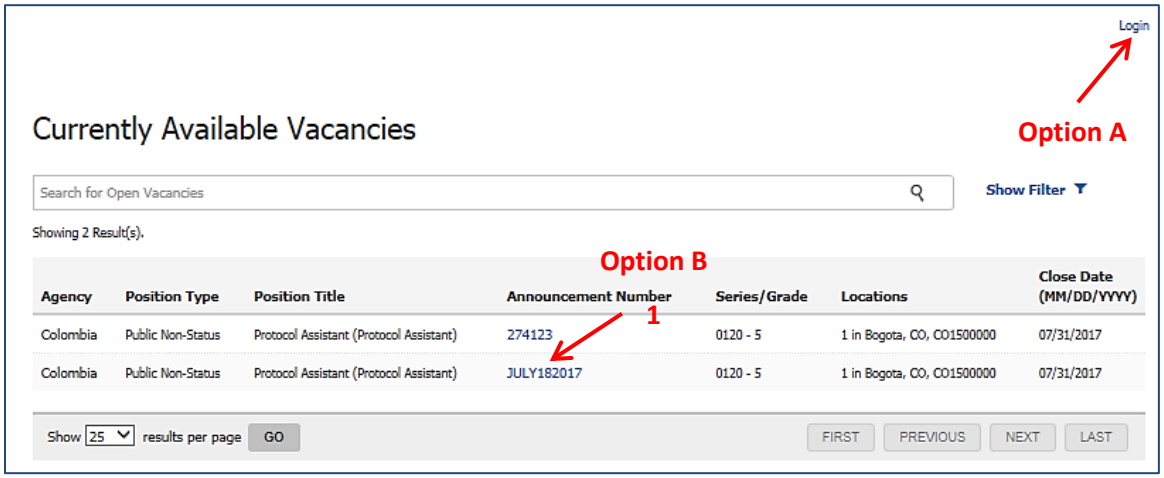
Click on your country's seeker URL.

Step 2:

Option A: Click "Login" from the Currently Available Vacancies listing.

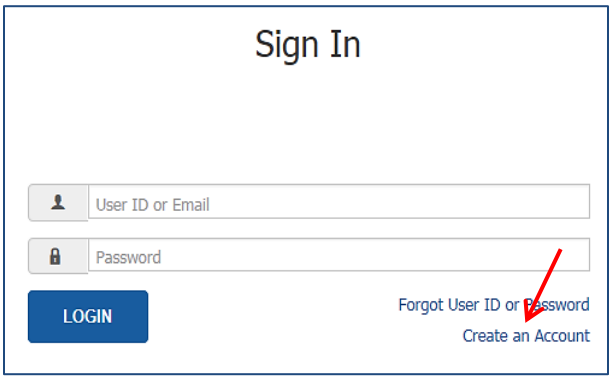
Option B:

1. Click on the hyperlinked Announcement Number that you're interested in applying for, located next to the Position Title.
2. Click "Apply to this Vacancy" or "Email to a Friend."



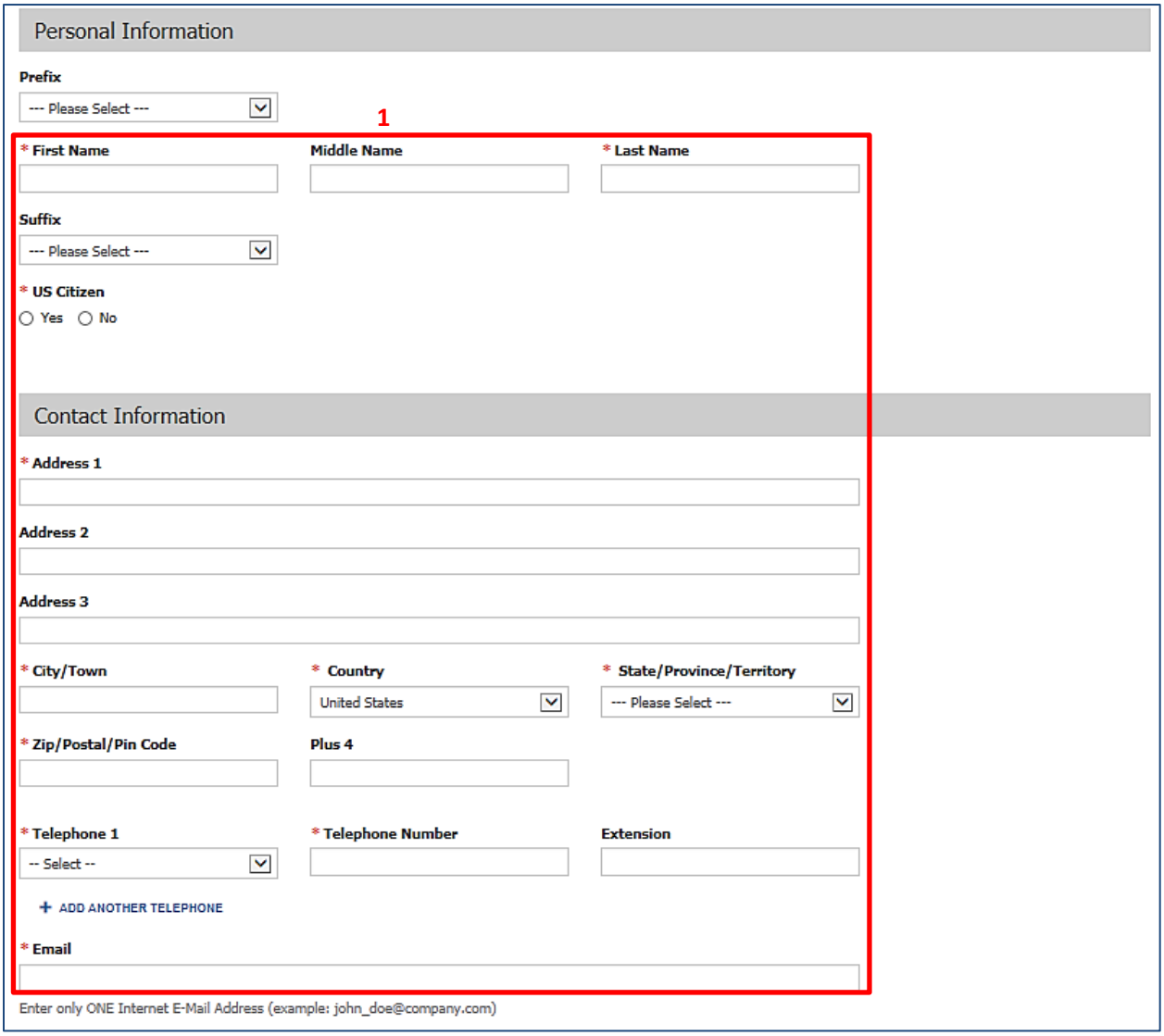
Step 3:

Click "Create an Account" from the Sign In Page.

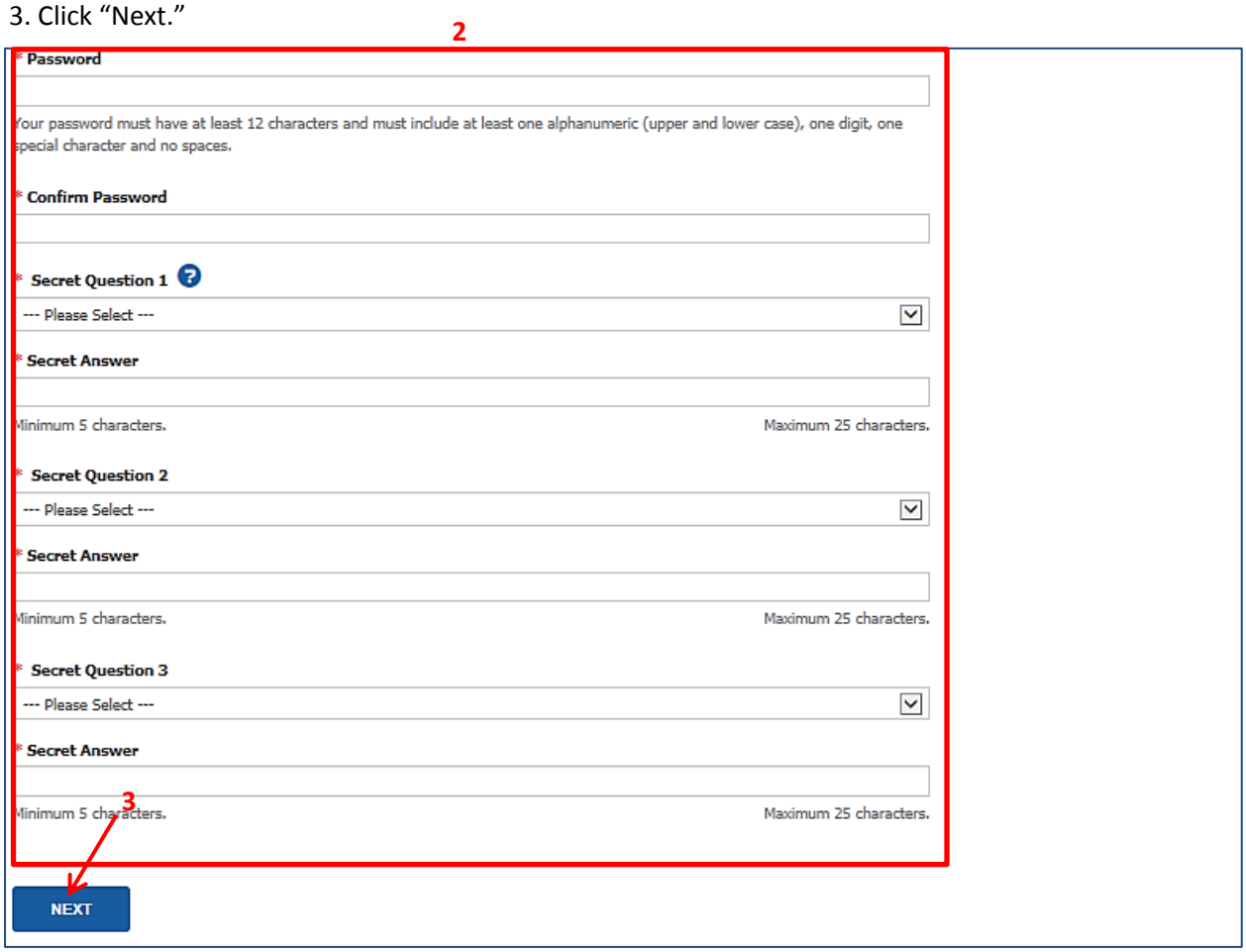


Step 4:

1. Fill out Personal and Contact Information including First Name, Last Name, US Citizen status, Address, City/Town, Country, State/Province/Territory, Zip/Postal/Pin Code, Telephone type, Telephone Number, and Email.
   - Use the "Previous" and "Next" buttons located at the bottom of each page to navigate.
   - Do NOT use the browser navigation buttons or refresh button, or you may lose important information.
   - All items marked with a red asterisk (*) are mandatory and require a response.
   - Note that each ERA account must have a unique email address. The system will not allow multiple applicant accounts to share an email address.



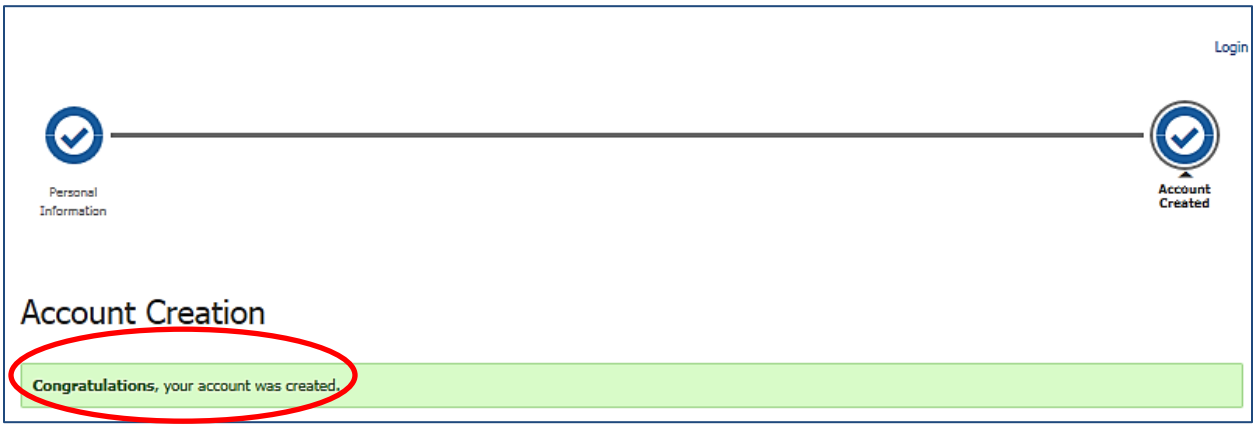
2. Enter and confirm password then select and answer three security questions.
   - Your password must have at least 12 characters and must include at least one letter (upper and lower case), one digit, one special character and no spaces.
   - Each security question selection must be unique.
   - Each security question answer must be unique.
   - Question answers must not begin and/or end with spaces.
   - Question answers are case sensitive.
3. Click "Next."



Step 5:

Receive confirmation that your account was created.

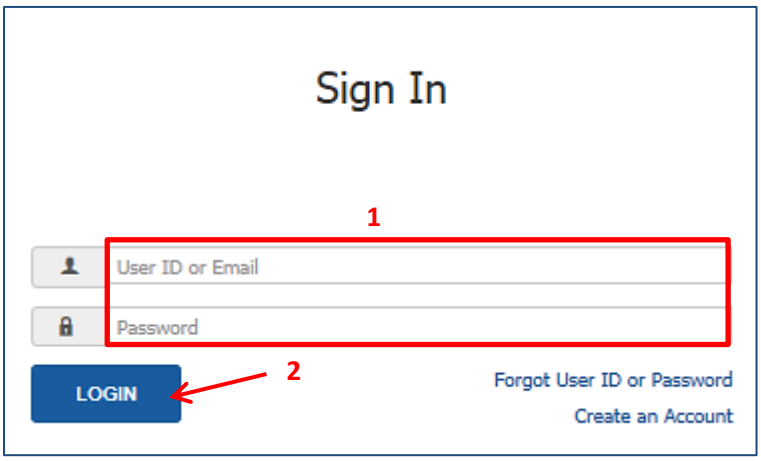
- Upon account creation you also will receive an email stating that your seeker account was created.
- Ensure to safeguard account email, password, and security questions/answers as you will be responsible for remembering this information in order to login to your ERA account.



Section II: Applying for Jobs

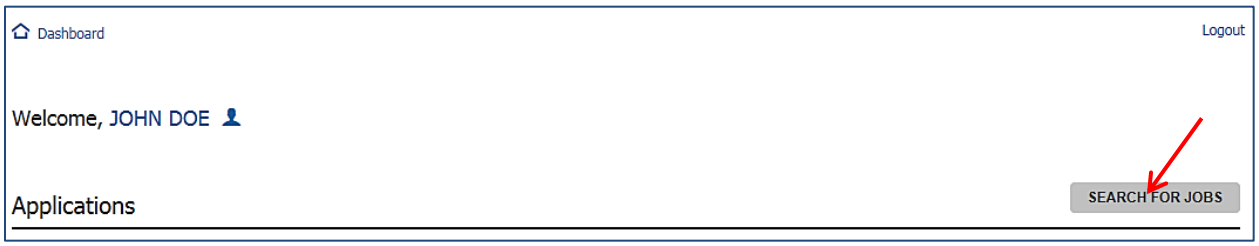
Step 1:

1. Sign in to your ERA account by providing email and password.
2. Click “Login.”



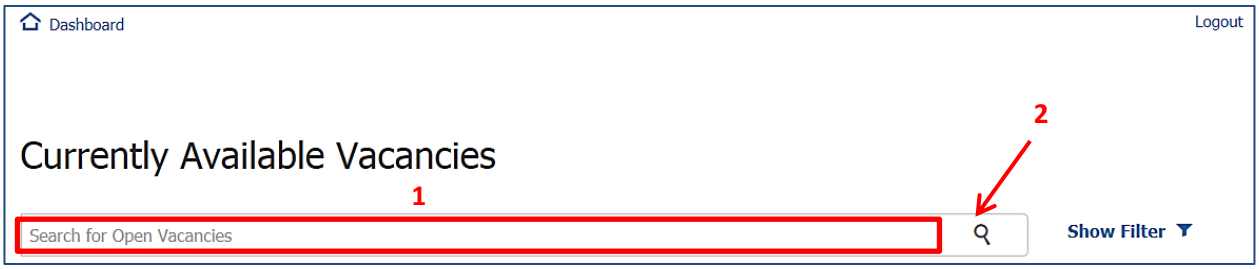
Step 2:

Click “Search for Jobs” from the Applications Dashboard.



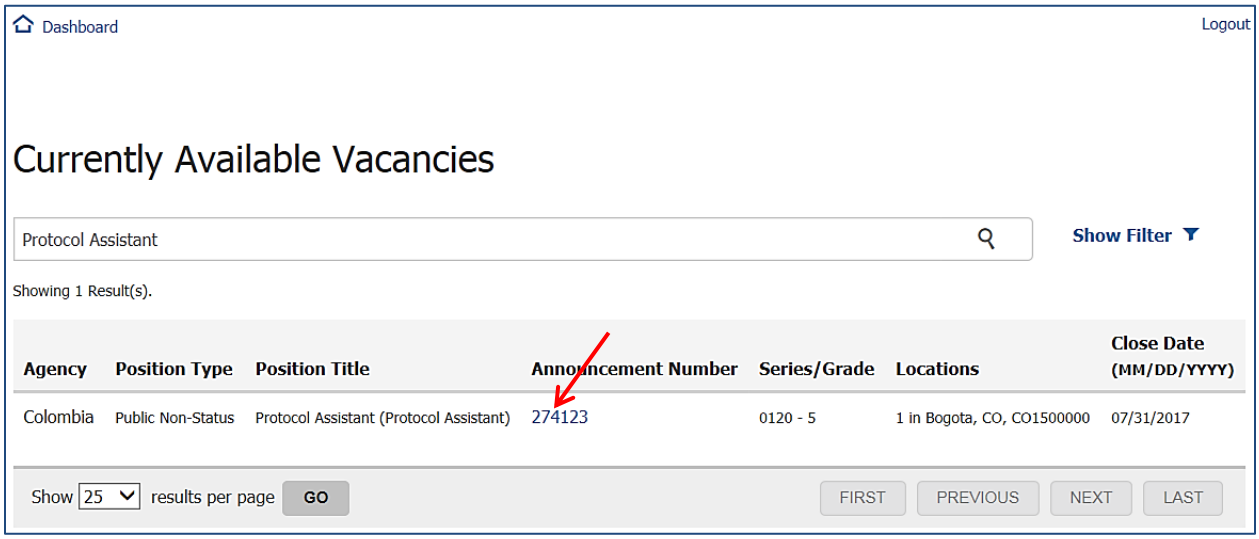
Step 3:

1. Enter search terms (e.g., job title) on the Currently Available Vacancies Page.
   - *Optionally*, to narrow down your search, click "Show Filter" and select any dropdown options (i.e., Series, Salary, Location, Grade, and Service). Then click "Apply".
2. Press the magnifying glass symbol to start your search.



Step 4:

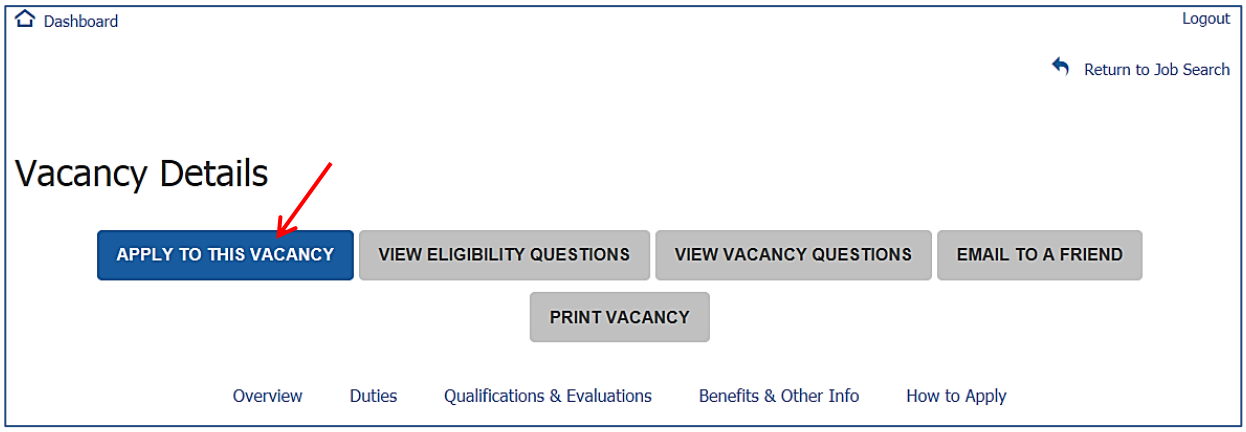
Click on the hyperlinked Announcement Number that you're interested in applying for located next to the Position Title.



Step 5:

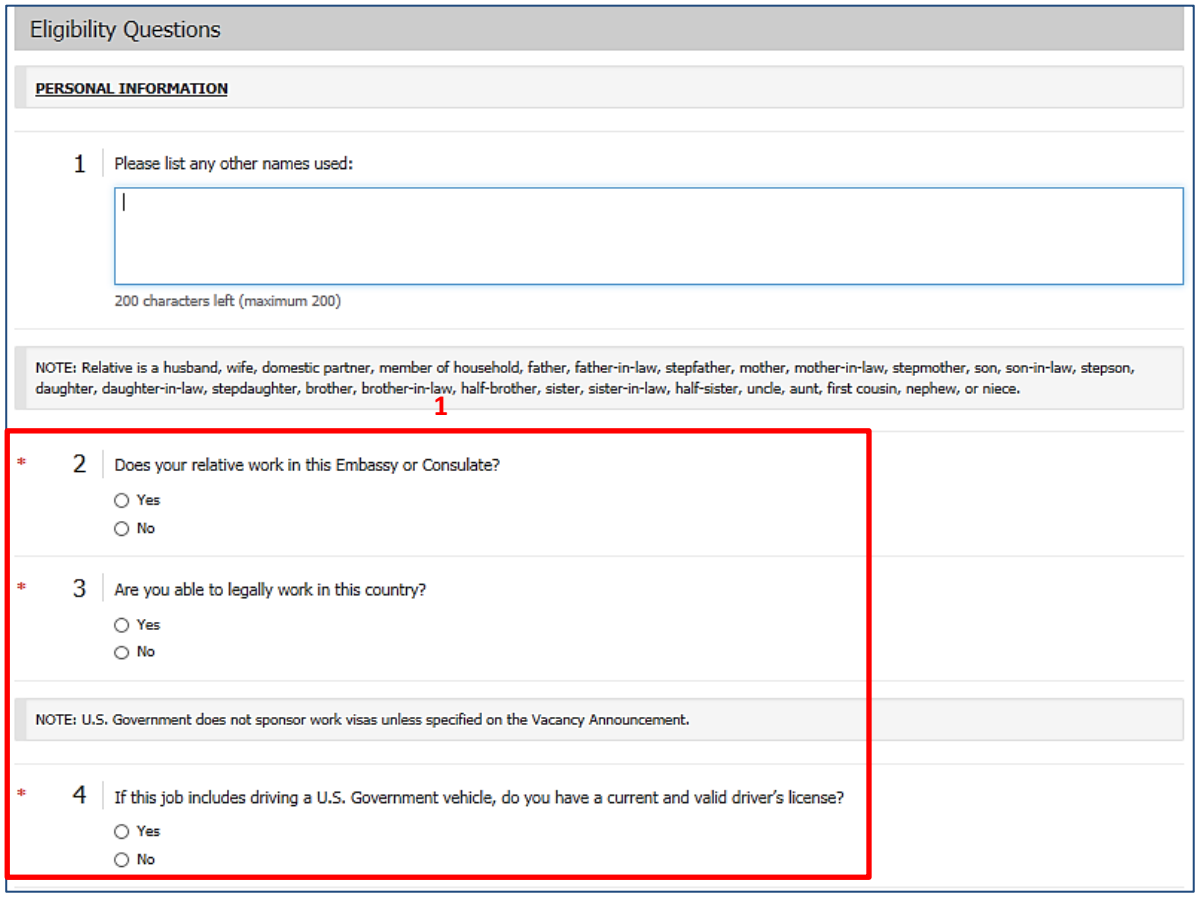
Click "Apply to this Vacancy" after reviewing information on the Vacancy Details Page (e.g., Duties, Qualifications and Evaluations).

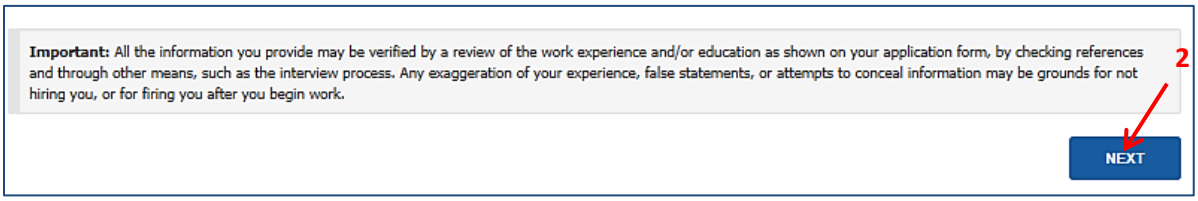
- *Optionally*, click "View Eligibility Questions" and "View Vacancy Questions" to see what questions will be asked during the application.



Step 6:

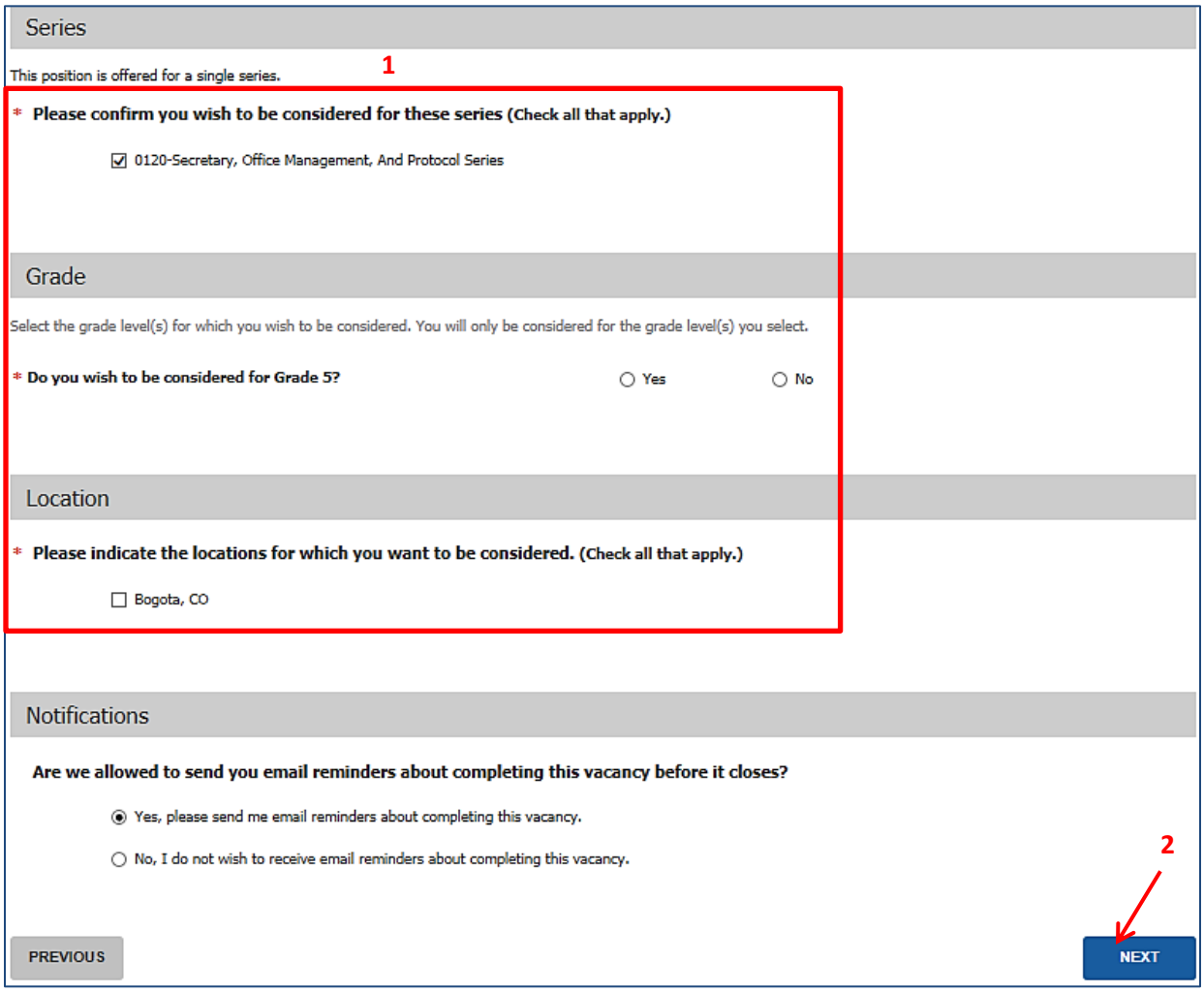
1. Respond to the Eligibility Questions (or review your previous responses if you have already applied for a job using ERA).
2. Click "Next."
   - Your responses to Eligibility questions will be saved by the system and will be retrieved once you apply for other vacancies using ERA.
   - Note that the system will not allow you to save incomplete response to the Eligibility Questions.
   - All items marked with a red asterisk (*) are mandatory and require a response. These include items 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, and 35.
     - Items 2, 5, 6, 7, 8, 13, and 35 have various follow-up questions if responded "Yes."
     - If you are required to provide a typed response to a mandatory question that is not applicable to your situation, enter "Does not apply" or "Not applicable."
     - You must complete the entire set of the mandatory Eligibility Questions in order to press "Next" (only then your responses will be saved by the system).





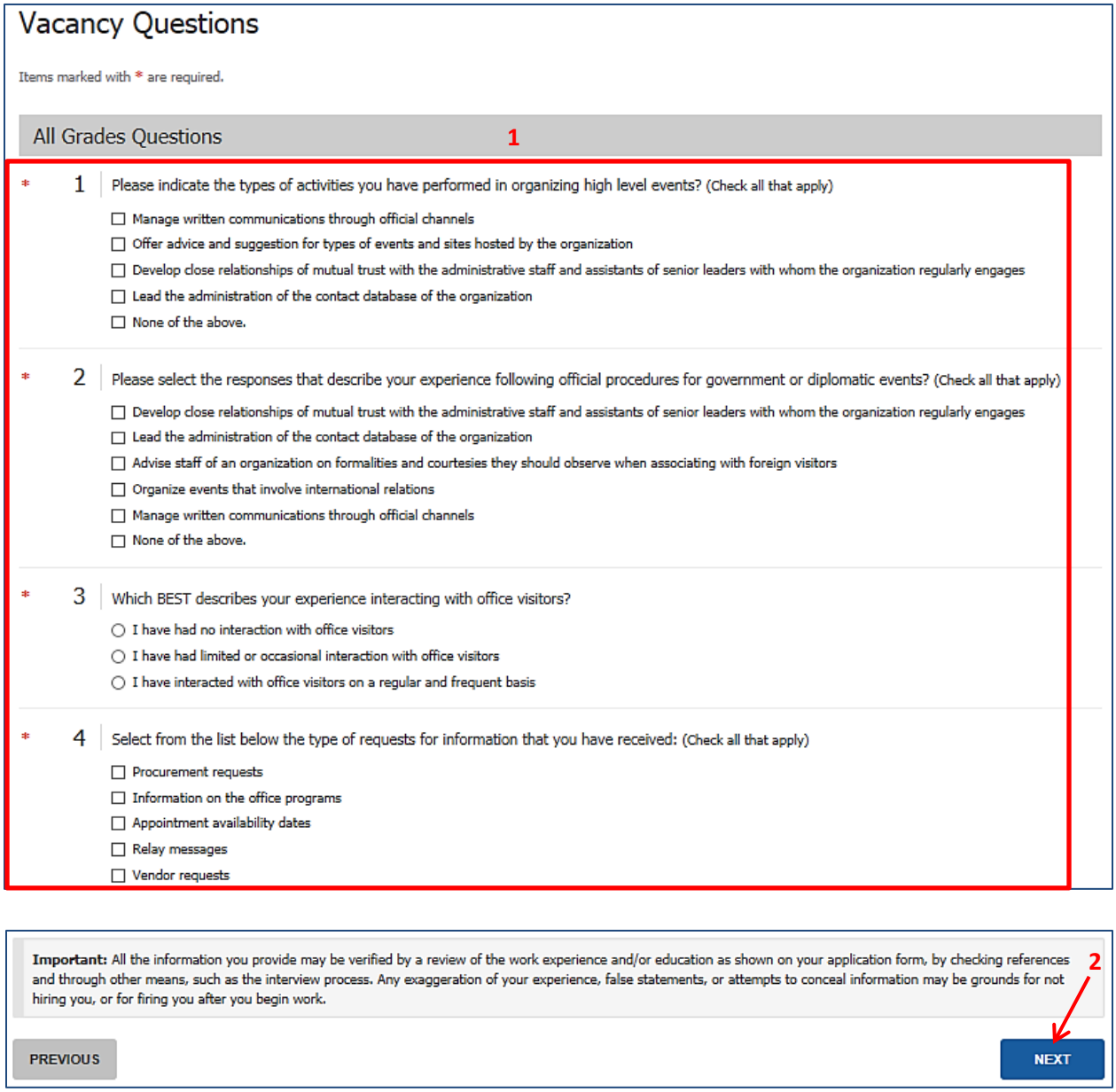
Step 7:

1. Provide/review information under Series, Grade, and Location sections.
   - Select "Yes" for the grade(s) that you'd like to apply in the Grade section. If not a single grade is selected, ERA will not allow you to proceed.
   - Check the box next to the location where you'd like to apply.
2. Click "Next."



Step 8:

1. Respond to Vacancy Questions by selecting the responses that match your previous experiences.
2. Click “Next.”



Vacancy Questions

Items marked with * are required.

All Grades Questions 1

* 1 Please indicate the types of activities you have performed in organizing high level events? (Check all that apply)

- ☐ Manage written communications through official channels
- ☐ Offer advice and suggestion for types of events and sites hosted by the organization
- ☐ Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages
- ☐ Lead the administration of the contact database of the organization
- ☐ None of the above.

* 2 Please select the responses that describe your experience following official procedures for government or diplomatic events? (Check all that apply)

- ☐ Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages
- ☐ Lead the administration of the contact database of the organization
- ☐ Advise staff of an organization on formalities and courtesies they should observe when associating with foreign visitors
- ☐ Organize events that involve international relations
- ☐ Manage written communications through official channels
- ☐ None of the above.

* 3 Which BEST describes your experience interacting with office visitors?

- ○ I have had no interaction with office visitors
- ○ I have had limited or occasional interaction with office visitors
- ○ I have interacted with office visitors on a regular and frequent basis

* 4 Select from the list below the type of requests for information that you have received: (Check all that apply)

- ☐ Procurement requests
- ☐ Information on the office programs
- ☐ Appointment availability dates
- ☐ Relay messages
- ☐ Vendor requests

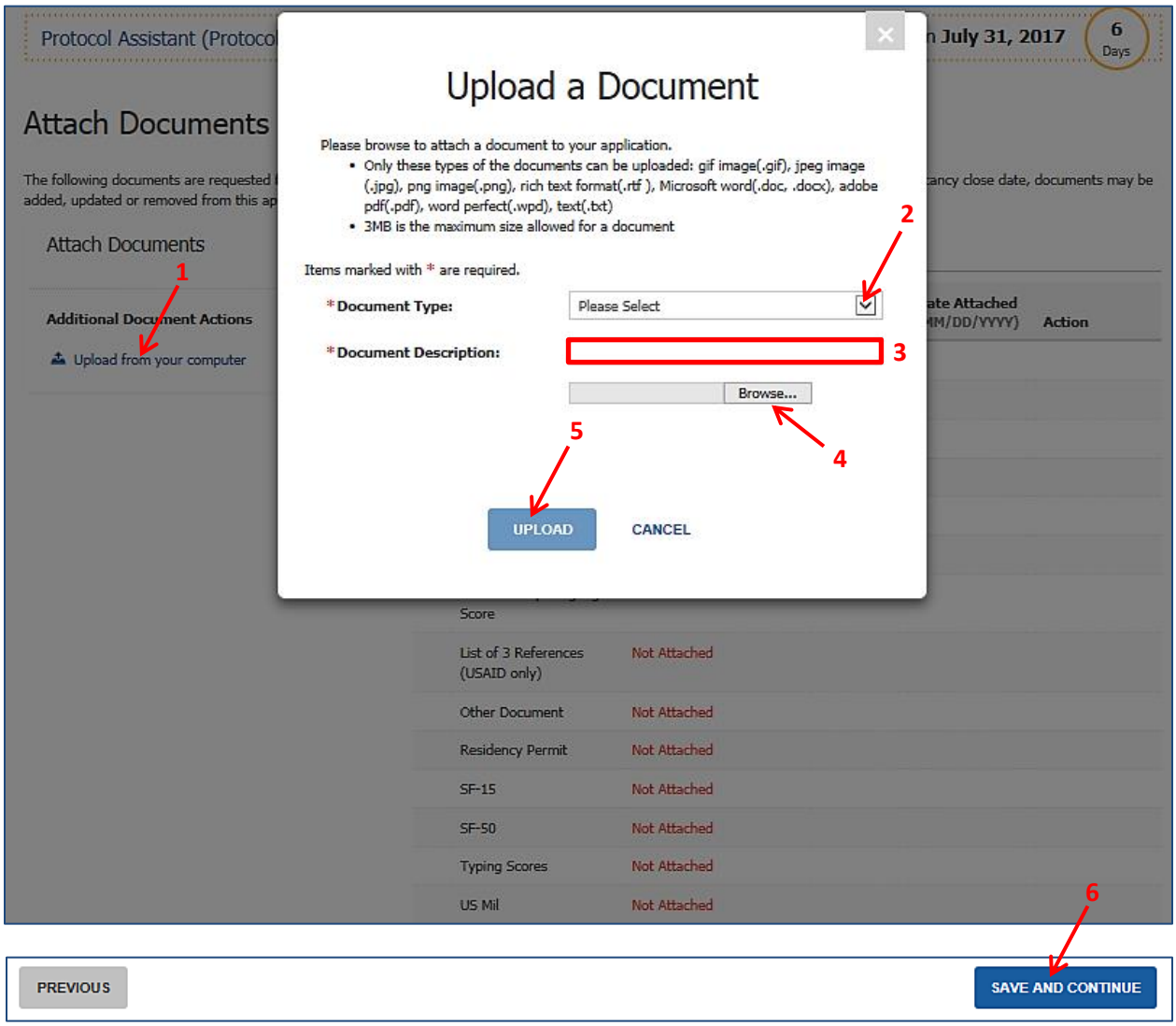
Important: All the information you provide may be verified by a review of the work experience and/or education as shown on your application form, by checking references and through other means, such as the interview process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for not hiring you, or for firing you after you begin work.

2

PREVIOUS NEXT

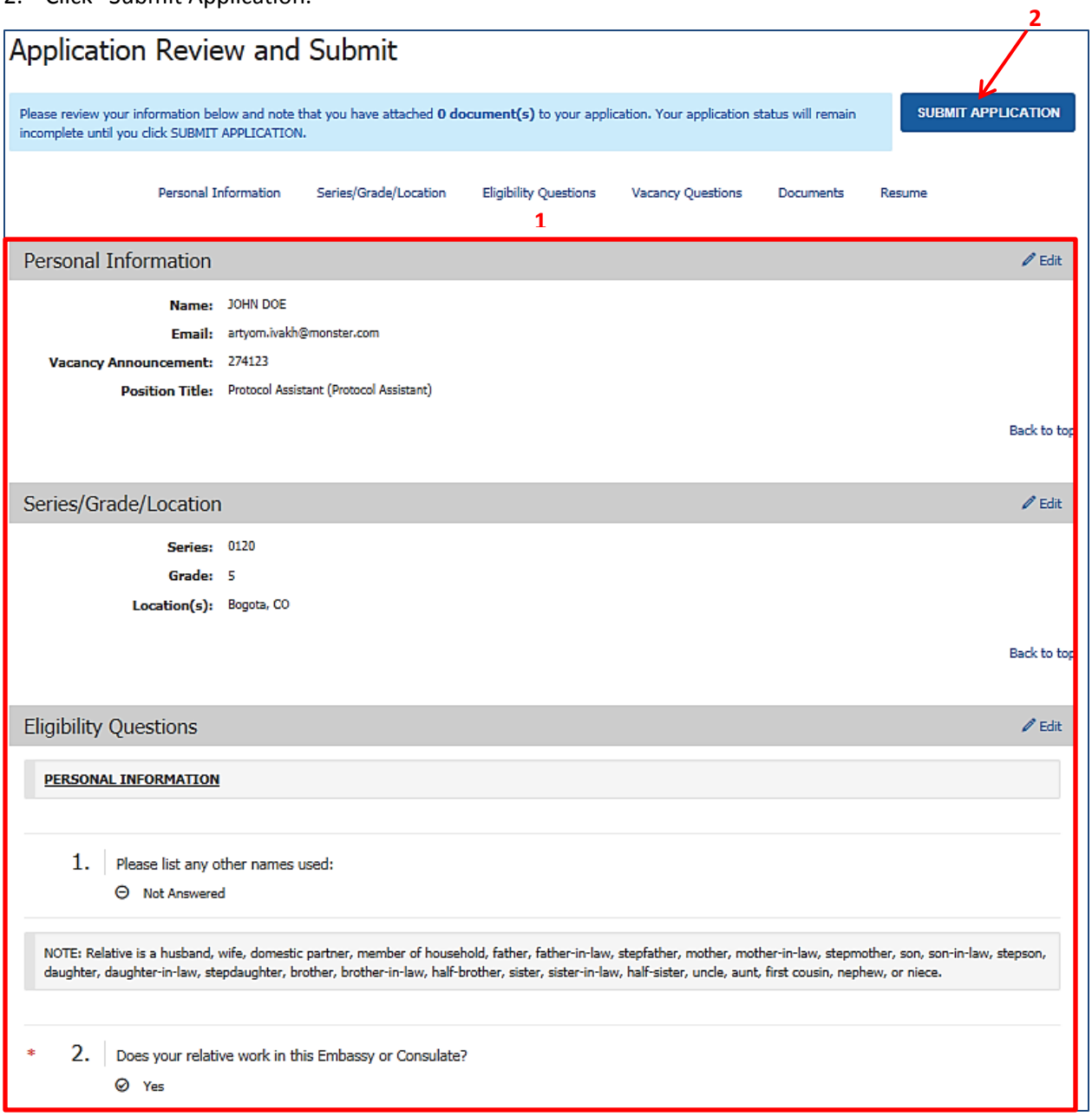
Step 9:

1. Click “Upload from your computer” to attach documents to your application.
2. Select Document Type by using the dropdown.
3. Enter Document Description.
4. Click “Browse” and find the right file.
5. Click “Upload.”
   - Repeat 1 through 5 for every requested document, specified in the vacancy announcement.
   - Note that only one file may be uploaded per document type.
   - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
6. Click “Save and Continue.”
   - If one or more requested documents types do not have an attachment, you will receive a “Missing Document?” pop-up window.
     - Click “Continue” if there are no additional documents to upload or click “Cancel” if you’d like to upload additional documents.
     - After uploading a document you may use it to apply to other vacancies by clicking “Reuse a Document.”

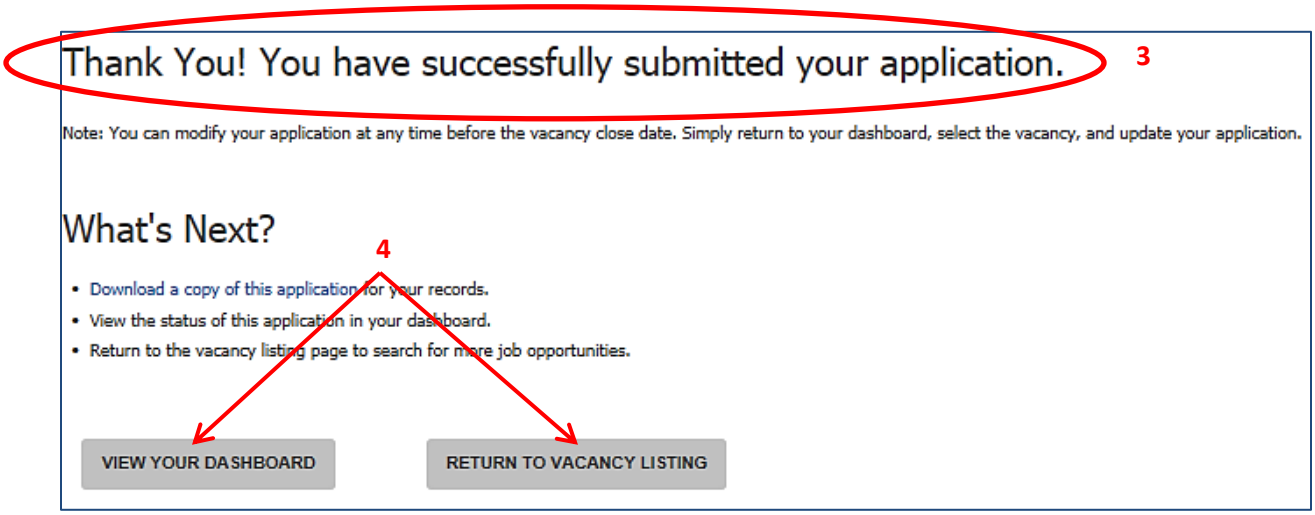


Step 10:

1. Review/Edit information on the Application Review and Submit Page.
   - Scroll all the way down the page to review all of the information provided by you.
   - Click "Edit" and update any section as necessary (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).
     - Click "Save" after updating Personal Information and Series/Grade/Location Sections and you will return to the Application Review and Submit Page.
     - Click "Save" after updating Eligibility Questions and you will return to the Vacancy Questions Section (Step 8). Then click "Next" at the bottom of each section until you return to the Application Review and Submit Page.
     - Click "Next" after updating the Vacancy Questions section and you will return to the Application Review and Submit Page.
2. Click "Submit Application."



3. Receive confirmation that you have successfully submitted your application.
   - A confirmation window will appear automatically after clicking “Submit Application” in the previous step.
4. Click “View your Dashboard” to review your application status or “Return to Vacancy Listing” to continue applying for other vacancies.



Section III: Managing ERA Account

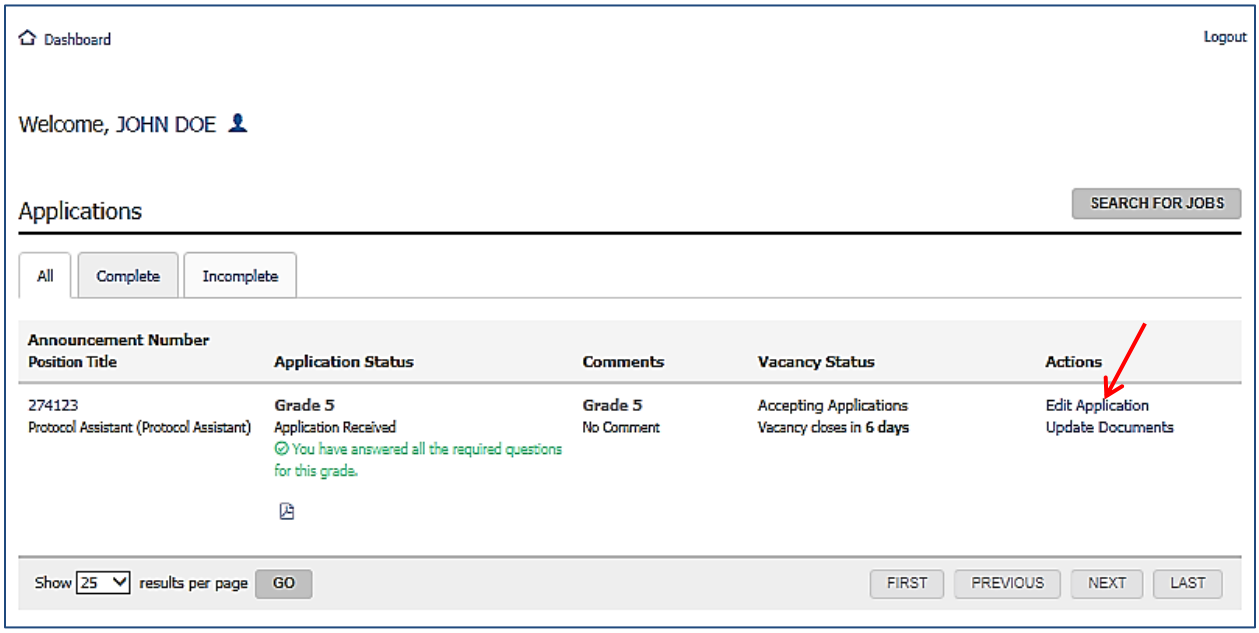
A. Editing Application Material before Vacancy Close Date

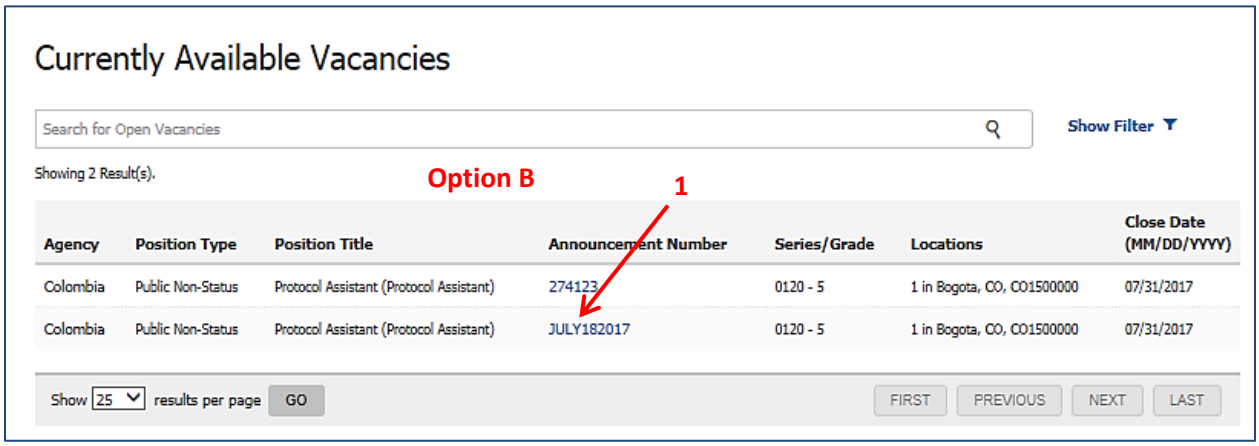
Step 1:

Option A: Click "Edit Application" next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

Option B:

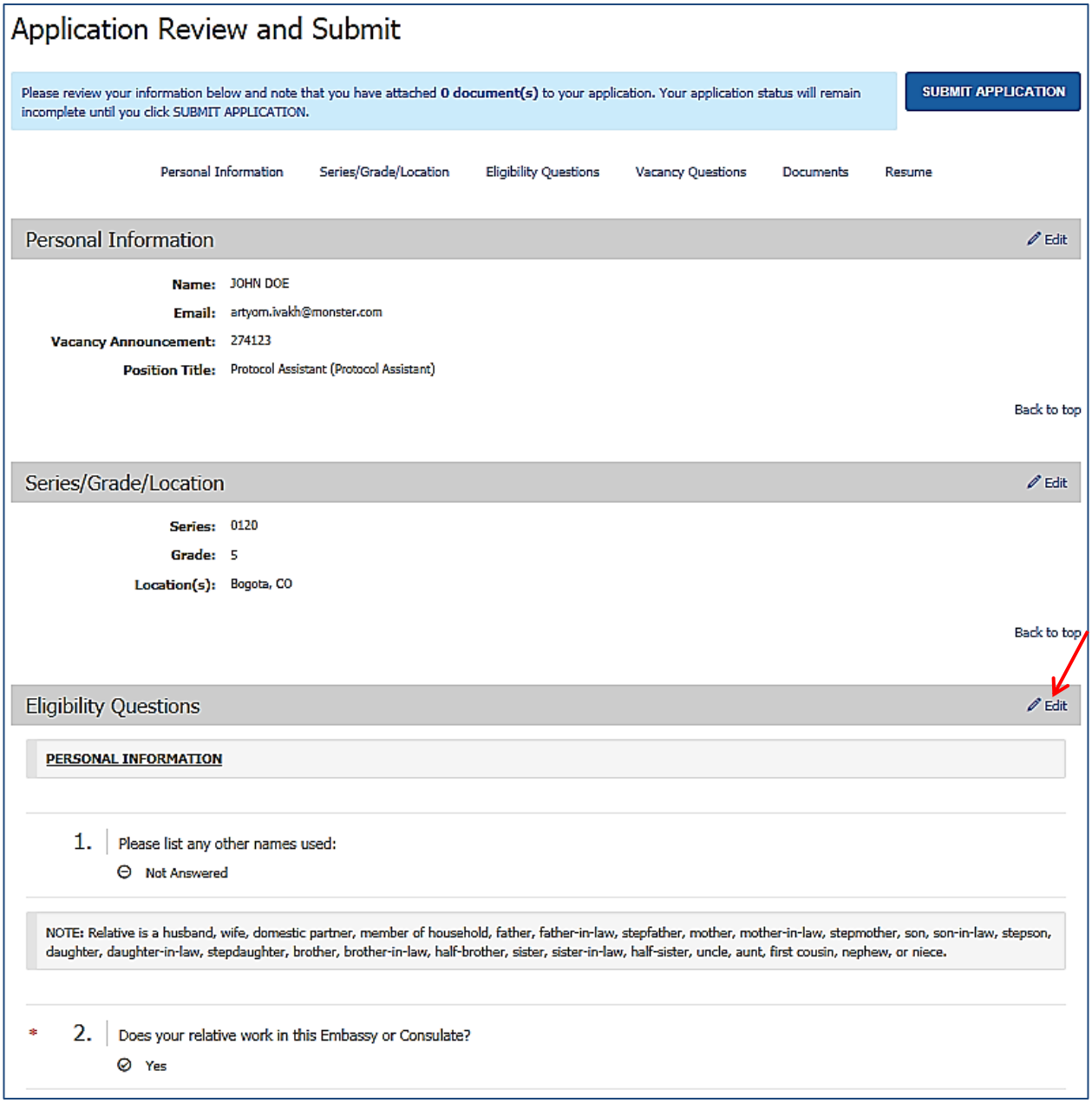
1. Click on the hyperlinked Announcement Number that you're interested in editing, located under Currently Available Vacancies listing.
2. Click "Edit your Application" under Vacancies Details.





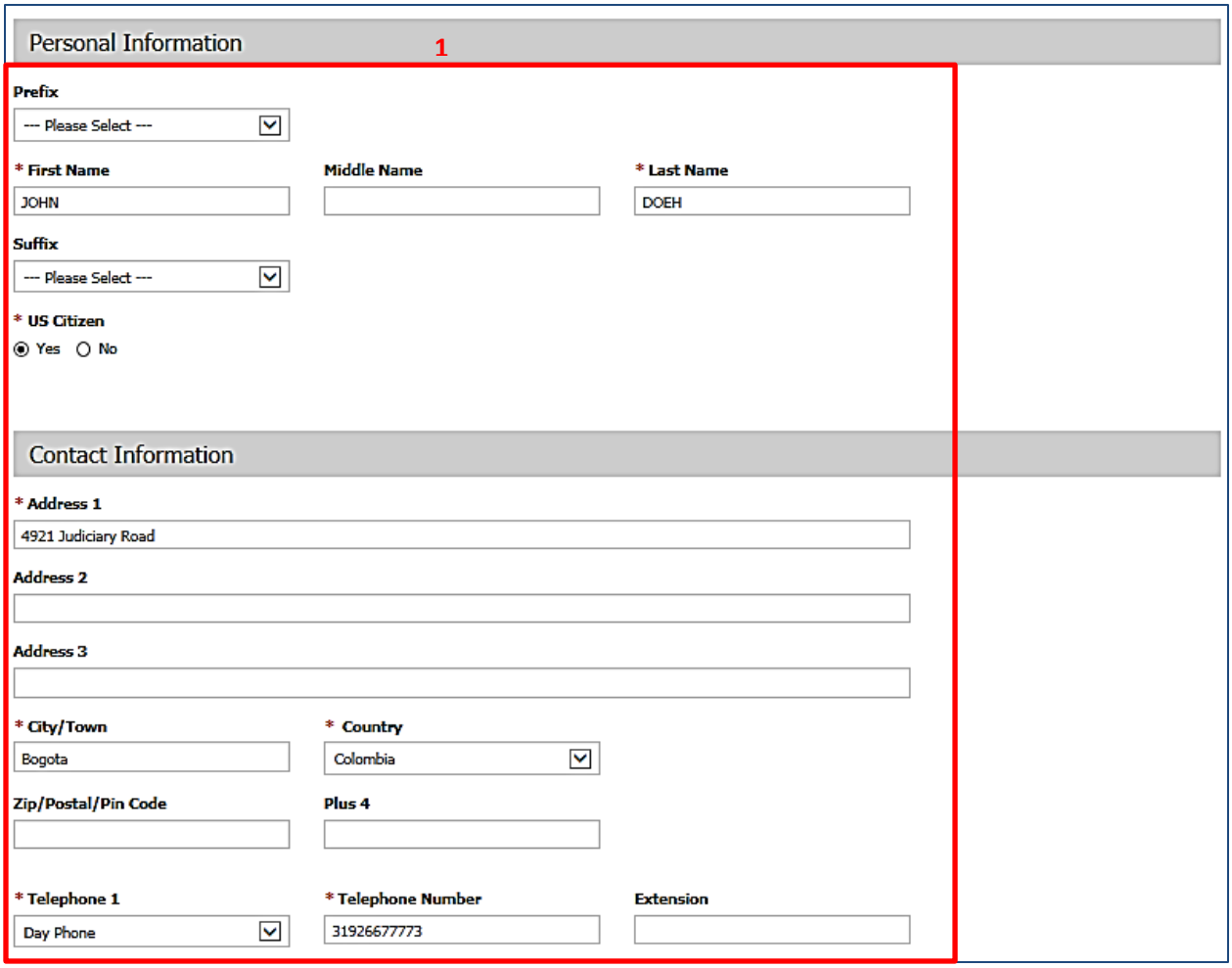
Step 2:

Click "Edit" next to the section that you'd like to change (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).



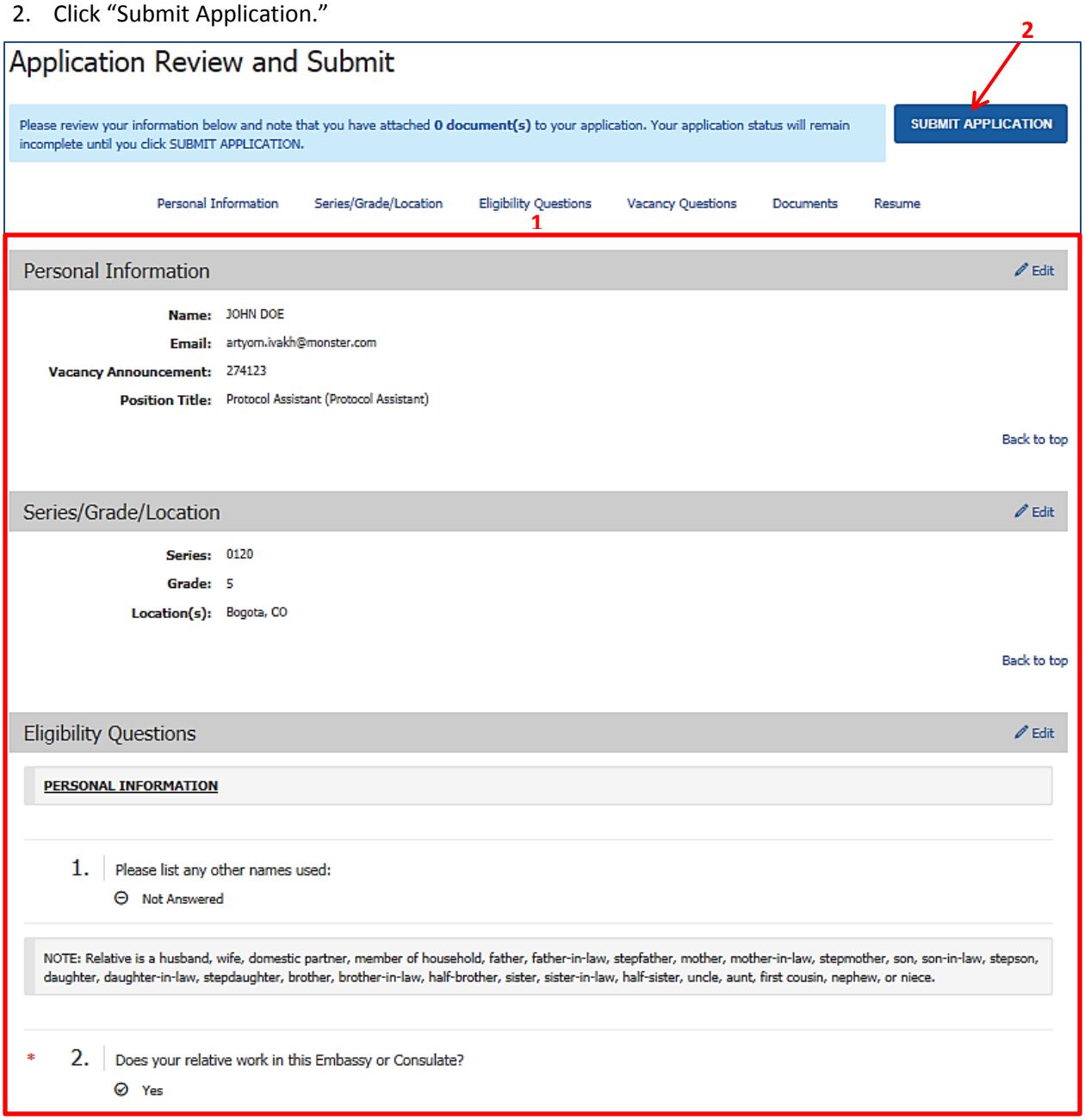
Step 3:

1. Update the chosen application section.
2. Click “Save,” “Next,” or “Finish” at the bottom of each page depending on which application section you’re updating.
   - Click “Save” after updating Personal Information and/or Series/Grade/Location Sections. Then you will arrive to the Application Review and Submit Page.
   - Click “Save” after updating Eligibility Questions and you will return to the Vacancy Questions Section. Then click “Next” at the bottom of each page until you return to the Application Review and Submit Page.
   - Click “Next” after updating the Vacancy Questions section and you will return to the Applicant Review and Submit Page.
   - Click “Finish” after updating the Documents section and you will return to the Applicant Review and Submit Page.

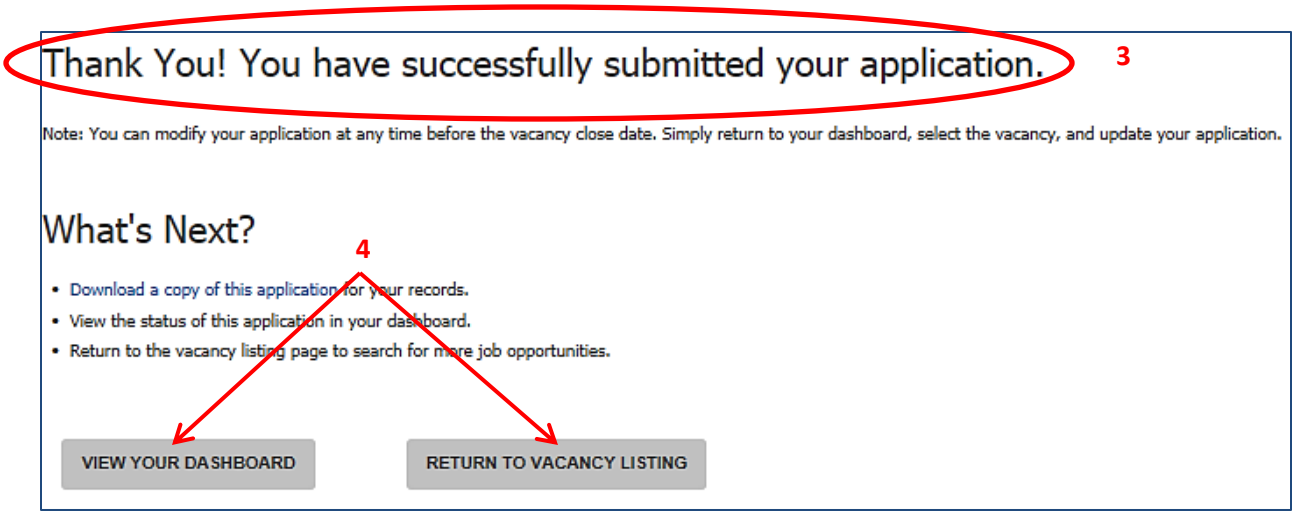


Step 4:

1. Review/Edit information on the Application Review and Submit Page.
   - Scroll all the way down the page to review all of the information.
   - Click “Edit” and update any additional items if necessary. Then click “Save” or “Next” until you arrive at the Application Review and Submit Page.
2. Click “Submit Application.”



3. Receive confirmation that you have successfully re-submitted your application.
   - A confirmation window will appear automatically after clicking “Submit Application” in the previous step.
4. Click “View your Dashboard” to review your application status or “Return to Vacancy Listing” to continue applying for other DOS jobs.

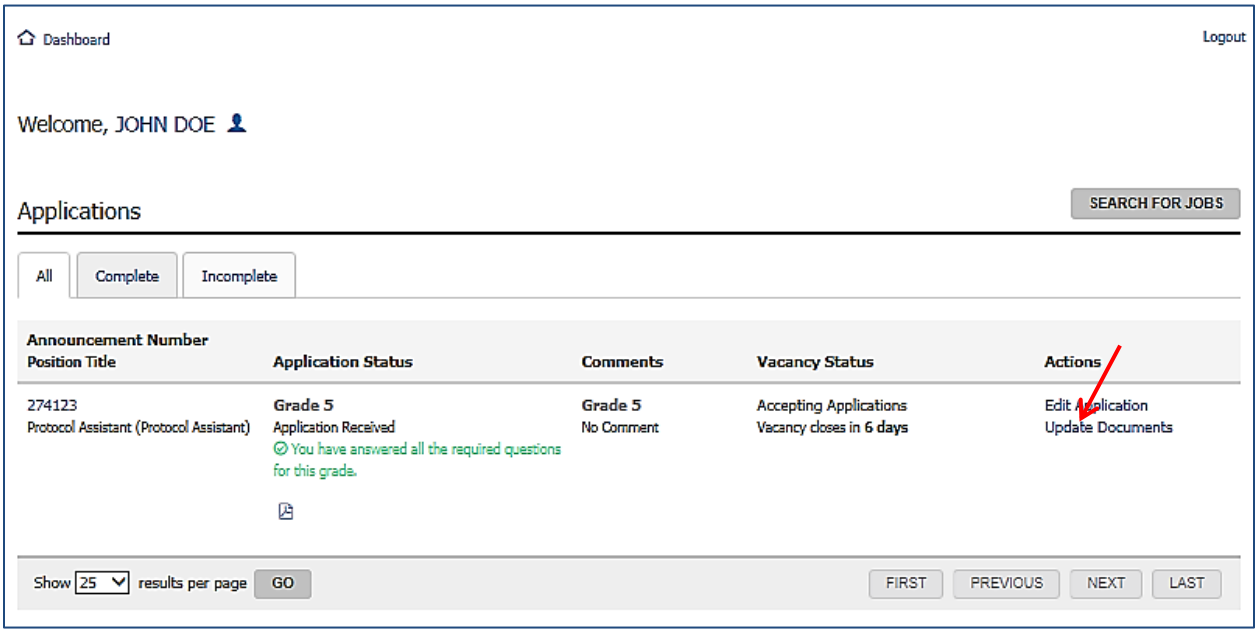


B. Updating Application Documents before Vacancy Close Date

Step 1:

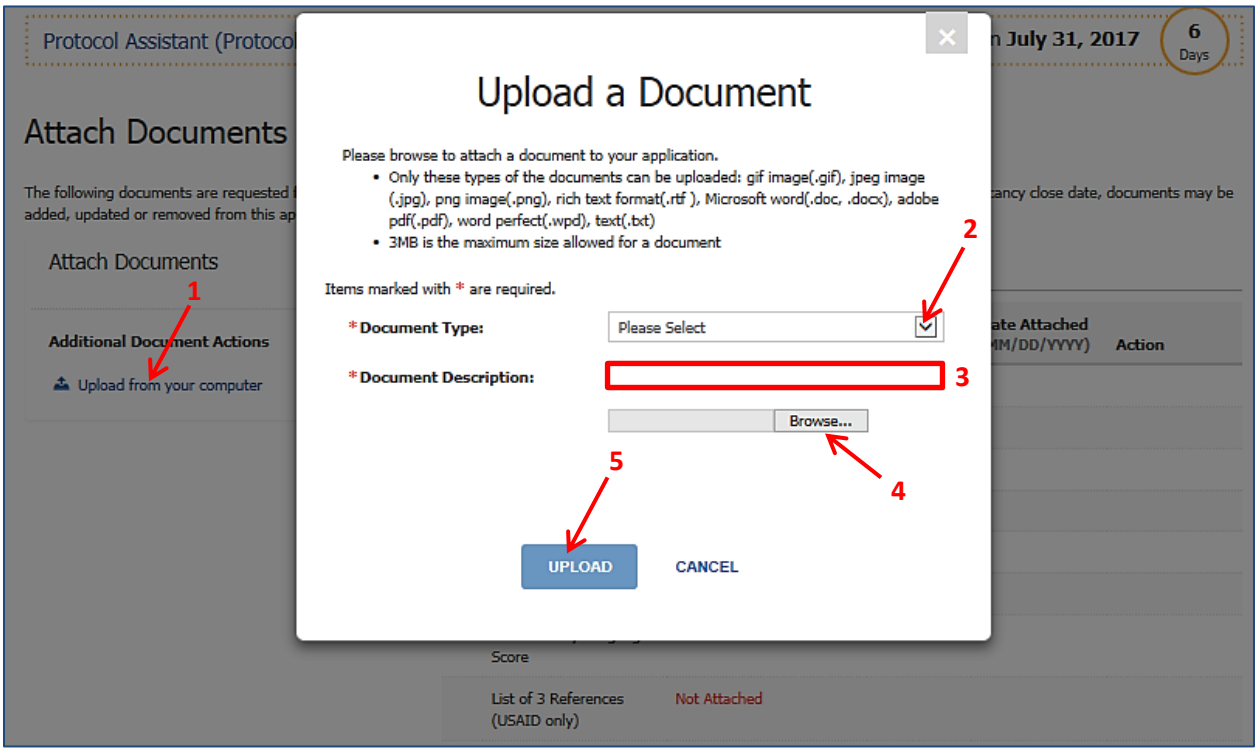
Click “Update Documents” next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

- Option B: Note that you may also update documents while editing Applications material by clicking “Edit” next to the Documents section of the Application Review and Submit Page (Step 2 – Editing Application Material before Vacancy Close Date).



Step 2:

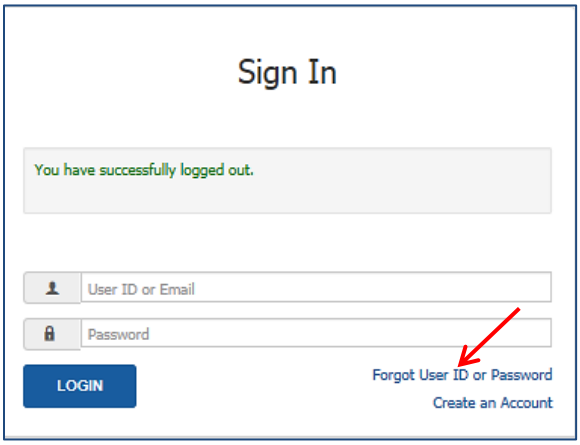
1. Click “Upload from your computer.”
2. Select Document Type by using the dropdown.
3. Enter Document Description.
4. Click “Browse” and find the right file.
5. Click “Upload.”
   - Repeat 1 through 5 above for every additional document that you’d like to upload.
   - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
6. Click “Finish” and you will return to the Applications Dashboard.
   - If one or more requested documents types do not have an attachment, you will receive the “Missing Document?” notification window.
     - Click “Continue” if there are no additional documents to upload or click “Cancel” if you’d like to upload additional documents.



C. Resetting Password

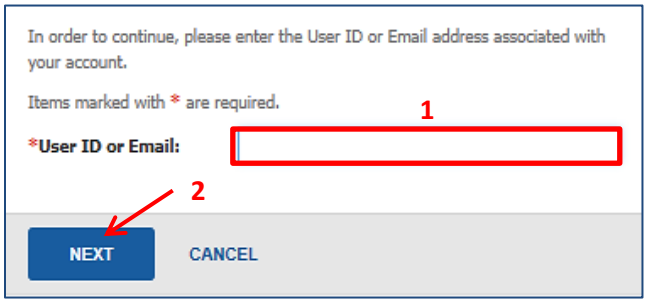
Step 1:

Click “Forgot User ID or Password.”



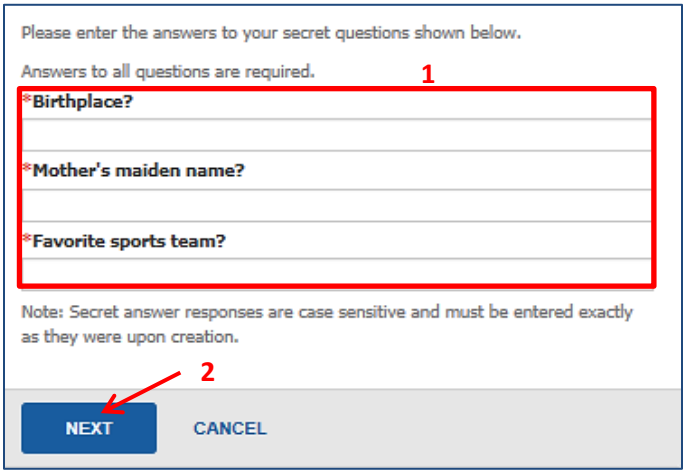
Step 2:

1. Enter Email.
   - If you don’t remember the email address that was used to create your ERA account, you may need to create a different account, using a unique email address.
2. Click “Next.”



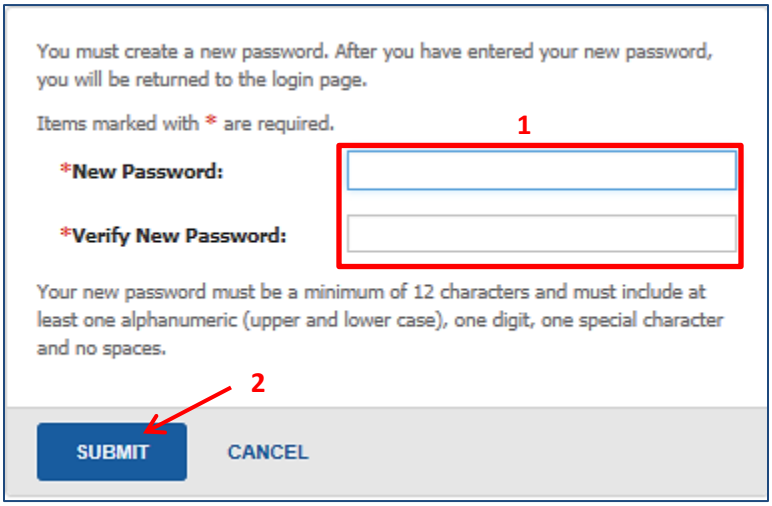
Step 3:

1. Respond to the Security Questions.
   - If you respond to one of your security questions incorrectly, you will receive an email stating that you entered an incorrect response.
   - If you don’t remember case sensitive response to one of your security questions, you will not be able to login to this account and may need to create a different ERA account, using a unique email address.
2. Click “Next.”



Step 4:

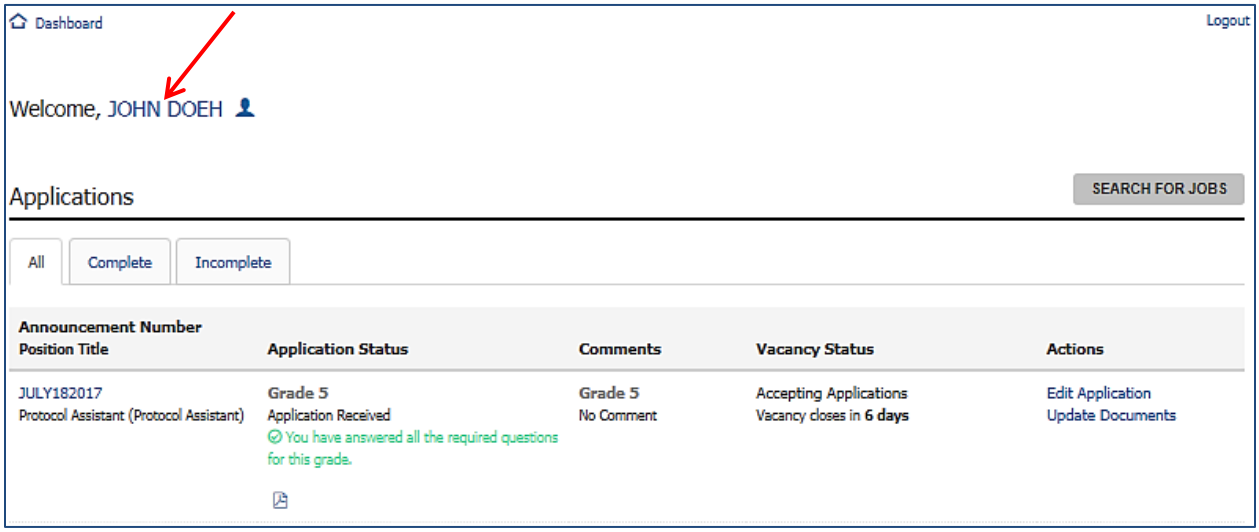
1. Enter and verify new password that meets the specified requirements.
2. Click "Submit."
   - After successfully changing your password, you will receive an email stating that your password has been updated. You will also return to the Sign In Page to enter your new password.

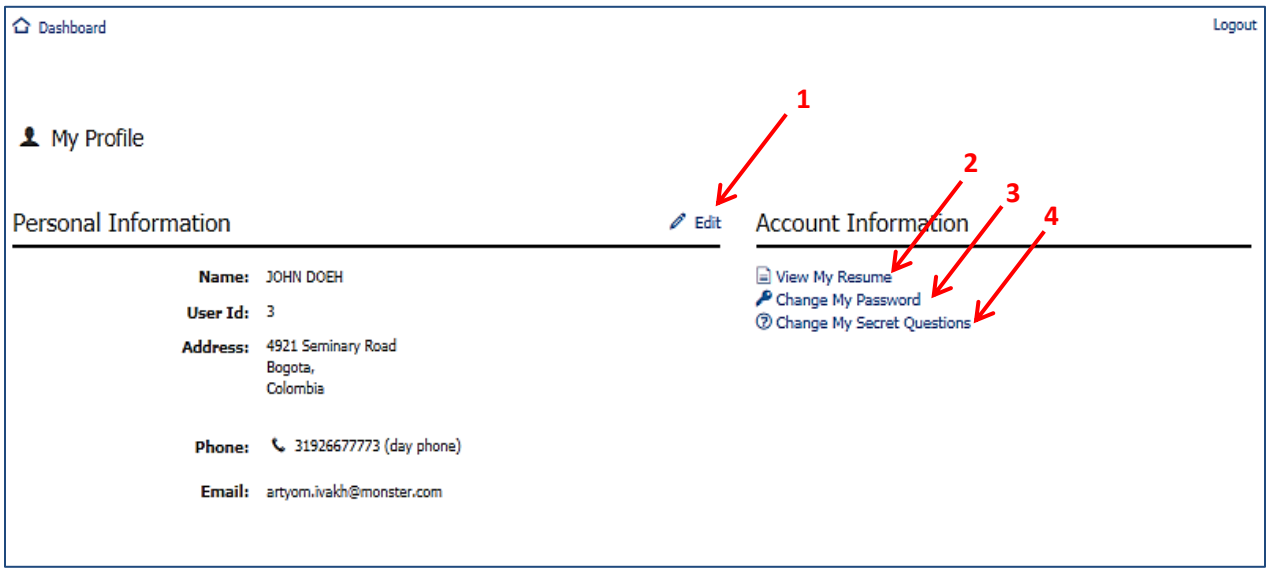


D. Updating ERA Account

Step 1:

Click “Your Name” from the Applications Dashboard.



Step 2:

1. Click “Edit” to update your Personal or Contact Information.
   - Click “Save” when finished.
2. Click “View my Resume” to review/update the Resume.
   - It is not necessary to enter resume information as part of the application process in most cases.
   - Click “Save” when finished.
3. Click “Change My Password” in order to update your current password.
   - Click “Save” when finished.
4. Click “Change my Security Questions” to update your current questions/answers.
   - Click “Save” when finished.