

## Scholastic Career Center

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### Frequently Asked Questions

#### **I have forgotten my Password, what do I do?**

You will need to get find a position you are interested in, click “Apply”, and then click the forgotten password link. Follow the instructions to retrieve your password.

#### **I have forgotten my User name, what do I do?**

You will need to get find a position you are interested in, click “Apply”, and then click the forgotten username link. You will receive a page that asks you to verify some information – ONLY ENTER YOUR EMAIL ADDRESS, and then follow the instructions to retrieve your user name and create a new password.

#### **I am attempting to apply, but the application keeps freezing and booting me off the page.**

You must be running Windows 2000 or Windows XP; Apple users will experience system performance issues. Not all internet browsers are fully supported by our application system, please check your browser to ensure you have one of the following supported browsers: Internet Explorer (recommended browser) version 6.0 and 7.0 and Firefox 2.0.

#### **What if I do not have an email address?**

Open up another browser and go to yahoo.com, hotmail.com or google.com to set up a free email account.

#### **I started the assessment, but was not able to finish, what do I do?**

You will need to log in to your application, go to the assessment page, and then click on the assessment link.

#### **I need to go back and finish my assessment but it will not allow me?**

This means the job is no longer posted or accepting applications.

#### **I can not upload my resume, can I submit a paper resume?**

All resumes need to be attached to your online application.

If you are unable to upload your resume, you will need to copy and paste it into the application.

#### **How do I get an update on the status of my application?**

Sign in to your job account and go to “My Jobpage” to get updates on the status of your application.

#### **I started an application, but had to leave my computer and the application closed, what do I do?**

You will need to log into your application account and go to My Jobpage and look for your draft application.

If the position is still posted, you can click on “Finish/Edit my application”.

If this option is not available the position is no longer posted.

#### **I started an application, but wasn't able to finish, so I closed out of the application, what do I do?**

You will need to log into your application account and go to My Jobpage and look for your draft application.

If the position is still posted, you can click on “Finish/Edit my application”.

If this option is not available the position is no longer posted.

#### **When I enter a pay rate, why does it say there is a problem?**

Remove the “\$.”The system doesn't recognize this as a valid symbol.

**I am finished with the application, why can't I find the submit button?**

This means the job is no longer posted or accepting applications.

**If I want to apply for more than 1 job do I have to fill out a new application every time?**

Yes, but the information you entered previously is saved, you will need to verify the accuracy of the data.