



185 Student Services Building
201 North University Street
Campus Box 2520
Normal, IL 61790-2520

eRecruiting Frequently Asked Questions

How do I sign up for the system?

If you are a student at Illinois State University you have automatically been subscribed a username and password for the eRecruiting system.

Username: Your ulid with @ilstu
Example: jrande@ilstu

Password: Date of Birth (YYMMDD)
Example: June 6, 1980 = 800606

If you experience complications, it is possible an administrator in the Career Center may need to reset your password. Contact the Career Center at 438-2200 or CareerCenter@IllinoisState.edu

I can't get past the 'Choose your school' or 'Login' screen:

This is probably related to your Web browser settings. Please make sure your browser's "cookies" are set to enabled. The "cookie" settings can be found under the preferences section of the Web browser.

How do I upload a document to the system?

Please make sure you have a valid Microsoft Word document in *.doc or *.rtf formats, or an Adobe PDF document. You can upload documents (resumes, cover letters, or writing samples) to your account under the "Documents" section. There is no limit to the number of documents you can upload, and the employer does not see the filename, just the type of document (i.e. resume, cover letter, etc.).

I uploaded a document, but the formatting was altered during the PDF conversion. Why?

When creating Microsoft Word documents that will be uploaded to eRecruiting, use the following guidelines:

- Do not use the space bar to achieve indented formatting. Instead, use tab stops and paragraph indents.
- When sentences span lines, use hanging indents or automatic bullets/numbers to align them.
- When saving documents, do not use special characters in the document name (ex: */&%[]).
- Make sure your margin settings are at least .3 on each side and .5 on the top and bottom.

- Try to avoid using special text boxes, customized borders, or multiple columns.
- Do not upload password-protected documents.
- Do not upload documents that use merge fields.
- Once you have uploaded a document, it's a good idea to display and print the document to ensure the formatting appears exactly as you intended. This is how prospective employers and career administrators will see the document.

Why can't I view online documents?

If you cannot view online documents, you may need to install Adobe Acrobat Reader.

If you have any questions or problems regarding the setup and configuration of Acrobat Reader, refer to www.adobe.com.

How do I change my interview time slot?

You can change your interview time slot using the following procedure:

1. Click the "applications" button on the main navigation bar.
2. Select "your active applications".
3. Locate the interview for which you want to change your time slot; click "Details"
4. Click "Choose a different interview slot".
5. Select an available time slot on the Interview Schedule page displayed.
6. Click the Save button.

Why can't I apply for a particular job?

You cannot submit an application for certain jobs because:

- The current date does not fall within the starting and ending dates when applications may be submitted.
- You do not meet the employer's qualifications for the position.
- The job is restricted to applicants who meet certain criteria (major, skills, etc.).

I was accepted for an interview, but I cannot select a time slot. Why?

You may only sign up for an interview between the specified starting and ending interview sign-up dates.

I submitted the wrong document(s) with my application. How can I change them?

You may change your application documents using the following procedures:

1. Click the “applications” button on the main navigation bar.
2. Select “Your active applications”.
3. Locate the application to which you submitted the wrong documents; click “Details”.

4. Click the corresponding “Withdraw this Application” hyperlink.

5. Re-apply for the position using the correct documents.

Who should I contact for eRecruiting Assistance?

Career Center staff members are available to answer your questions about the system during business hours, 8–4:30, Monday through Friday, including the summer. You may reach us by calling (309) 438-2200. In addition, you may contact us through e-mail at CareerCenter@IllinoisState.edu anytime. (Response time averages about 24 hours)