
Frequently Asked Questions–Users/Internal Applicants

For assistance in completing the internal on-line application within the department, here is a list of commonly asked questions and their responses. Please take a moment to review the list of questions before you complete the application.

Login/Password

1. **How do I begin using the new on-line application system?** Click on the “Job Announcement” link (<http://wwwi/intranet/jobs/main.html>) found at the top of the intranet home page. In the “Apply” column, place a checkmark next to one or more positions for which you wish to apply. Press the “Apply for Selected Positions” button to begin the process.

After you have clicked the “Apply for Selected Positions” button, you will be required to fill out your profile. Your profile contains certain information about you, your work history, education, special skills, etc.

2. **How do I login to the system?** In order to login on the system, you will be required to enter the same MedLife User ID and password that you use to access your pay stub on-line. The MedLife User ID is the EmpID number from your medical insurance card. After you login, the system will guide you through each step of the process in the completion of your application.
3. **What if I am not enrolled in the department’s medical plan and I do not have a medical card? How do I access the system?** Employees not currently enrolled in the department’s medical plan should receive a card titled “Electronic Pay Stub” from the Controller’s Division with an EmpID number to access the system. If you have not received your “Electronic Pay Stub” card or if you have misplaced it, you can contact your local payroll representative.
4. **Who do I contact if I forget my EmpID number?** If you forget your EmpID number, you can contact your local payroll representative to obtain this information.
5. **What if I forget my password?** If you forget your password, you can contact the Information Systems Help Desk at (573) 751-5000 between 7:00 a.m. and 4:00 p.m., Monday through Friday, to have your password reset. For password resets, please have your EmpID available when you call and be advised the Help Desk is not able to look up EmpIDs.
6. **How often am I required to change my password?** Once you set up your password, the system does not require you to change it. As a reminder, if you

change your password for the Electronic Pay Stub, the same password **must be used** for the system.

- 7. If I am an active emergency or seasonal employee, do I fill out the application as an external applicant or MoDOT employee?** As long as you are considered to be an active employee and have not separated from the department, you will be required to submit the internal on-line application.

Profile/Application

- 8. What is the difference between an “Application” and a “Profile?”** Your profile is developed when you first begin using the system and contains certain information about your work history, education, etc. Once developed, your profile will remain in the system for you to access as long as you are employed with the department. Your profile becomes an application when you actually apply for an advertised vacancy. Your application will remain active until the vacancy for which you applied has been filled.
- 9. Once I have created a profile, how do I access it in the future?** Once you have created a profile, you can view your profile by clicking on the “View My Online Employment Profile” link in the menu bar at the top of the Job Announcements page.
- 10. Is filling out the application on-line required?** Yes. The completion of the on-line employment application is required for all applicants in order to be considered for a vacancy.
- 11. How long will my profile stay on file with Human Resources?** Your profile will be maintained in our current database for as long as you are employed with the department. It will expire from our database five years after the date you terminate employment.
- 12. What is the best way to exit the system once I have completed a profile or submitted my application for a vacancy?** The best way to exit the system is to click on the “logout” button at the top of the screen.
- 13. Some information on my profile is automatically populated. Where does this information come from?** The information that is pre-populated within your profile is from the SAM II system. While the majority of this data displays correctly, some employees may find discrepancies, such as an incorrect job title or the same job title spanning two separate entries. This is due to conversion of data prior to SAM II. You will also notice the system will pull your work history if you have worked for another state agency.

- 14. Can the application be saved before submitting?** Yes. If you are not ready to submit your application, you can click the “Save and Finish Later” button at any time. Your profile may then be easily retrieved and finished at a later time.
- 15. Am I required to submit my application on-line each time I want to apply for another job vacancy?** Yes. In order to be considered for a specific vacancy, you must submit your application to be considered for the position. Once you have created your profile, all you will have to do is apply for certain vacancies and submit your application.

Computer Access/E-Mail

- 16. What if I have trouble with computers and need assistance in getting started?** If you need help in creating a profile, you can contact your local HR representative for assistance. Some districts will be offering classes through the MEE Zone/Work Life Centers as well. We’ve developed a tutorial for employees to review that takes you through each step of the process. It is located on the department’s intranet site and can be accessed by clicking on the following link (http://wwwi/intranet/hr/HRIS/internalEmpApp/internalEmpApp_fs.htm).

- 17. What if I don’t have a computer at home to fill out the employment application?** Each HR district office has a kiosk set up within their office with a computer available for you to use to complete the on-line application. If you work primarily in the field, you can use the open access computer located within the majority of maintenance buildings throughout the state.

Most career resource centers, unemployment offices, public libraries, and college placement offices have computers and Internet access for their patrons to use at no charge.

- 18. Is it a requirement to have an e-mail account in order to submit an on-line application?** No. An employee can submit an on-line application without having an e-mail address. If an employee submits an application without an e-mail address, it will only mean the employee cannot receive e-mail updates about the status of their application via the Employment On-Line Application (EOA) System. Employees will be updated on status of their application by the same department processes currently used, i.e. phone calls, inter-office mail, or contact through immediate supervisor.

- 19. Who has access to the application system and how can I be sure my information is kept confidential?** This site is in compliance with the State Security Breach Notification Laws, Mo. Rev. Stat. § 407.1500 (2009 H.B. 62), meaning that your private information is stored in a secure environment. Your data is transferred and stored in a secure environment and only specific individuals in the Human Resources office have access to your information. However, to keep your

information secure, it is important that you log off and close the browser after submitting your application.

20. What if I don't have an e-mail account? If you do not have access to e-mail at work, there are some Internet service providers that offer free e-mail accounts such as Hotmail, Google, or Yahoo.

21. Where can I get a list of the local career centers and local libraries? You can access a list of local career centers by clicking on the following link:
https://worksmart.ded.mo.gov/documents/view_one.cfm?ID=1618&menuID=6.

You can also access a list of public libraries in an area close to you by clicking on the following link: <http://www.publiclibraries.com/missouri.htm>.

22. As a MoDOT employee, can I access the internal on-line application system from home? Yes. You can access the internal on-line application by navigating to the Career Opportunity page on MoDOT's public site, then click on the "Application" link. From this page, select the link titled "Active Employee Application (Current MoDOT Employees Only)." This link will allow you to log into the new system and apply for job vacancies.

Once the system is implemented for the general public, you will access the internal on-line application by navigating to the Career Opportunity page on MoDOT's public site and then click on the "Career Opportunities" link. From this page you will select the district or the "View All Listings" option to display posted positions. When applying for an open position, log on as an Active MoDOT Employee at the following link: http://www.modot.org/jobs/JOA_statewide.htm.

Scanning/Attachment

23. Can I scan my resume and transcripts and attach them to my application? Yes. Begin by clicking on the "Browse" button and go to the file folder where your document is located. Click on the file, which will highlight the document. Next, click on the "Open" button which will place the document within the attachment box. Then, type in the document name in the "Attachment Description" box. Finally, click on the "Add Attachment" button and the document will appear as an icon within that section of the application. Text, HTML, and Microsoft Word formats are preferred, but image and PDF formats can also be provided.

24. If I complete my application on-line, but do not have access to a scanner, how do I send in my resume, transcripts, or other relevant information? If you do not have the ability to scan and attach your employment-related documents, we recommend you mail or hand deliver those documents to the Human Resources office in the district office in which you have applied. You can obtain contact information by clicking <http://www.modot.org/jobs/locations.htm>.

Technical Problems/Trouble Shooting

- 25. What happens to my application if the automated system goes down?** If there is a power or system outage of any kind while you are applying for a position, it is most likely that your application was not saved or submitted. Navigate to your profile administration page and check the “History of Submitted Jobs” table for the position(s) for which you were applying when the outage occurred. If the position(s) do not appear in the table, then click the button to “Search for Open Positions” and re-apply.
- 26. Who do I contact if I have any technical problems with the on-line application form?** If you experience any technical difficulties in the completion or retrieval of your on-line application, you can contact the Information Systems Help Desk at (573) 751-5000.
- 27. Can I delete, change, or add information if there are discrepancies in the data?** Yes. In these instances, amend the entry and delete any unnecessary entries. Please note that any changes you make to this information will override what was automatically populated by the system.

Miscellaneous Questions

- 28. Will I be compensated for my time when filling out the on-line application outside of my normal working hours?** No. Employees are permitted to use limited department time during normal working hours to set up their profile. You will not be compensated for time spent filling out the application outside of your normal working hours.
- 29. As a MoDOT employee, what is the benefit of using the on-line application system?** The primary benefit is that once you create your profile, the data remains in the system for you to use any time you wish to apply for a vacancy. In other words, your application will always be available to you. Another great feature is that the system will automatically populate certain information for you related to your work history.