Returning Applicant FAQ

As of March 18, 2013, the online system used by the University of South Florida to advertise and fill open positions, known as Careers@USF, has upgraded. This system update may create some questions for recent applicants who applied using the previous system.

The following sections provide important information for our different applicant groups as we transition into the new system:

**External Applicants (Non-USF Employees)**

1. **How do I access the new Careers@USF?**
   Applicants will continue to access USF’s job site through the Careers@USF website. Beginning on March 18th, the site will be using a new program that has a different look and feel to it.

2. **Will I need to create a new user account?**
   Yes. If you have previously used the Careers@USF system to apply for a position at USF, personal data that is stored in your user profile in the current system will not automatically transition into the new system. You will be able to view all open positions on the updated Careers@USF without creating a user account, but you will need to create a new user account if you would like to apply for an opening.

3. **What if I applied for a position at USF before March 18th and I don’t see this position posted in the new system after March 18th?**
   Positions that close to applicants on or before March 17th will not be posted in the new system. If you successfully applied for the position prior to its close, your application has been received and will be considered for employment.

4. **If I applied for a position at USF before March 18th and the same position is reposted in the new system on March 18th, do I need to reapply?**
   If you successfully applied for a position before March 18th, **you do not need to reapply.**

   Positions that have not yet closed the applicant search by March 17th will be reposted in the updated system on March 18th. While postings in the new system will look different because of the new layout, you will still be able to identify the positions you have applied for because the position numbers will remain the same. If you have already successfully applied for that position number, your application has been received and will be considered for employment.

5. **If I have previously applied for a position at USF and have an application saved in the system for future use, will it be in the new system?**
   No, any applications saved in the current system for future use will not be transferred into the new system. Beginning March 18th, if you are interested in applying for a new position at USF, you will need to create a new user account and a new job application in the updated Careers@USF system.
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Once you have created an application in the system, it can be saved, updated and tailored for any additional positions that you would like to apply for.

6. What if I need assistance using the new Careers@USF?

When the new system goes live, there will be online tutorials for how to register as a user, create an application and apply for an opening. If you have any further questions, send us an email at USFCareersHelp@admin.usf.edu and you'll receive assistance within 1 business day.

Current USF Faculty, Staff & Administration Employees

1. How do I access the new Careers@USF?

Beginning March 18th, current USF Faculty, Staff & Administration employees will access the new Careers@USF system through GEMS Self-Service. When entering through GEMS Self-Service, you will have a new menu item in your Self-Service account named “Recruiting Activities.” Once you click on this menu item, you will enter into Careers@USF.

2. Will I need to create a new user account?

Because you now enter into Careers@USF through GEMS Self-Service, the new Careers@USF system will automatically recognize your GEMS data. This new feature means that you will not have to create a new user account to access the system or apply for positions.

3. What if I applied for a position at USF before March 18th and I don’t see this position posted in the new system after March 18th?

Positions that close to applicants on or before March 17th will not be posted in the new system. If you successfully applied for the position prior to its close, your application has been received and will be considered for employment.

4. If I applied for a position at USF before March 18th and the same position is reposted in the new system on March 18th, do I need to reapply?

If you successfully applied for a position before March 18th, you do not need to reapply.

Positions that have not yet closed the applicant search by March 17th will be reposted in the updated system on March 18th. While postings in the new system will look different because of the new layout, you will still be able to identify the positions you have applied for because the position numbers will remain the same. If you have already successfully applied for that position number, your application has been received and will be considered for employment.

5. If I have previously applied for a position at USF and have an application saved in the system for future use, will it be in the new system?

No, any applications saved in the current system for future use will not be transferred into the new system. However, because you are a current employee and you will be accessing the new system through GEMS Self-Service, when you create a new application in the new system GEMS will
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automatically populate your name, address and other personal information currently stored in the GEMS database. Once you have created an application in the new system, it can be saved, updated and tailored for any additional positions that you would like to apply for.

6. What if I need assistance using the new Careers@USF?
When the new system goes live, there will be online tutorials for how to register as a user, create an application and apply for an opening. If you have any further questions, send us an email at USFCareersHelp@admin.usf.edu and you’ll receive assistance within 1 business day.

Current USF Temporary/OPS and Student Employees

1. How do I access the new Careers@USF?
Applicants who are current Temporary/OPS or Student employees will continue to access USF’s job site through the Careers@USF website. Beginning on March 18th, the site will be using a new program that has a different look and feel to it.

2. Will I need to create a new user account?
Yes. If you have previously used the Careers@USF system to apply for a position at USF, personal data that is stored in your user profile in the current system will not automatically transition into the new system. You will be able to view all open positions on the updated Careers@USF without creating a user account, but you will need to create a new user account if you would like to apply for an opening.

3. What if I applied for a position at USF before March 18th and I don’t see this position posted in the new system after March 18th?
Positions that close to applicants on or before March 17th will not be posted in the new system. If you successfully applied for the position prior to its close, your application has been received and will be considered for employment.

4. If I applied for a position at USF before March 18th and the same position is reposted in the new system on March 18th, do I need to reapply?
If you successfully applied for a position before March 18th, you do not need to reapply.

Positions that have not yet closed the applicant search by March 17th will be reposted in the updated system on March 18th. While postings in the new system will look different because of the new layout, you will still be able to identify the positions you have applied for because the position numbers will remain the same. If you have already successfully applied for that position number, your application has been received and will be considered for employment.
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5. If I have previously applied for a position at USF and have an application saved in the system for future use, will it be in the new system?
   No, any applications saved in the current system for future use will not be transferred into the new system. Beginning March 18th, if you are interested in applying for a new position at USF, you will need to create a new user account and a new job application in the updated Careers@USF system. Once you have created an application in the system, it can be saved, updated and tailored for any additional positions that you would like to apply for.

6. What if I need assistance using the new Careers@USF?
   When the new system goes live, there will be online tutorials for how to register as a user, create an application and apply for an opening. If you have any further questions, send us an email at USFCareersHelp@admin.usf.edu and you’ll receive assistance within 1 business day.