

**Q: What should I do when I'm having technical difficulties with the application?**

A: Please contact the PeopleSoft Support desk at 800-488-5288 or at [umpshrsupport@umsystem.edu](mailto:umpshrsupport@umsystem.edu).

**NOTE:** The application system is scheduled for regular maintenance each weekend. Your application or the Job Opportunities List may not be available between 10pm Saturday and noon on Sunday depending on the extent of the system upgrades.

**Q: What if I make a mistake on my application and need to update it?**

A: When you submit your application for a job, the recruiters and hiring managers see a picture of your application at that time. We encourage you to preview the application before you submit it. That will reduce the chances of submitting an application with incomplete information or typographical errors. With defined posted periods, you may not have time correct errors and resubmit your application before the application deadline.

**Q: How can I submit a different cover letter to each position that I am applying for?**

A: The resume attachment can be unique for each job. If want to submit a different cover letter for each job, you can combine your cover letter and resume into a single document and upload it in the resume area. Or you can upload three different cover letters in the Cover Letter and Attachments area. Remember to name these attachments with the job opening number or job title to direct hiring managers to the intended information. All files stored in the Cover Letter and Attachment section can be viewed by the hiring managers for every job for which you apply.

**Q: How can I determine my application status?**

A: You will receive an email confirmation when you apply for a job. You will also receive an email notice after your application is screened, to let you know if your application will be reviewed by the hiring manager or not. You may receive additional email notification from the hiring department, as they review applications.

**Q: What if the job requires a minimum typing speed?**

A: **If** the job you are applying for requires a typing test, the posting will indicate "Typing test required." You may call the Human Resources Office at (573) 882-7976 to schedule an appointment.

**Q: Why do the applications include a question about eligibility to work in the United States?**

A: The university must comply with the Immigration Reform and Control Act of 1986. Therefore, before you can begin work at the university you must present documents that prove your employment eligibility. If you have questions regarding acceptable documentation, please contact Human Resource Services.

**Q: What is voluntary self identification, and why am I asked to complete the information?**

**A:** Human Resource Services(HRS) maintains information regarding the diversity of the individuals who apply for work at the university. The information does not affect your prospects for employment. It is not shared with hiring managers and is treated confidentially.

**Q: What if I need special assistance?**

**A:** If you have special needs as defined by the Americans with Disabilities Act, notify HRS at the address listed on the Web site, or call 573-882-7976 during business hours. TTY users, call 1-800-735-2966.

**Q: What if I forget my password?**

**A:** There is an online password request process. Your password will be emailed to you if you request it. For other questions about about your user name and password, contact the MU helpdesk at 882-5000 or Helpdesk@missouri.edu.

**Q: How long will it take for my application to be processed?**

**A:** The recruiters in HRS screen applications and forward them to hiring supervisors daily.

**Q: When will I find out whether I get an interview?**

**A:** Interviews are scheduled by hiring departments and are determined by several factors. It may be several weeks after the job is posted before interviews are scheduled.

**Q: I have an interview, where do I go?**

**A:** If you are contacted by phone for an interview, be sure to write down the name of the person you will be meeting and the location of your interview. Human Resource Services does not have information about when or where interviews are scheduled. If you are unsure how to get to a specific building on campus, you can refer to the campus map at [map.missouri.edu](http://map.missouri.edu) for information.