

RAPS APPLICANTS

Frequently Asked Questions

1. ***The system doesn't recognize my User ID or password.*** Verify that you are attempting to login to the correct site. The administrative job site – JAC – and the academic job site – RAPS – are separate systems, and one must create separate profiles on each site to apply for jobs on both sites. If you have verified that you are attempting to log on to the correct site and still are unable to access it, then click the link “I forgot my username/password” on the login page.
2. ***What is the status of my application?*** You can check the status of your application by logging in RAPS. If you need further information beyond what is shown in the Application Status table, please contact the hiring department.
3. ***Have my reference letters been received?*** You can see the status of letters of reference by logging in to RAPS and reviewing the information in the Application Status table.
4. ***My reference provider sent a letter, but the Application Status table doesn't show that it was received.*** RAPS only records those letters that were uploaded using the RAPS reference portal. If the reference provider did not use the online system to upload the letter (i.e. sent it by email or by snail mail), the system will not indicate the letter's receipt by the department. If you believe that the letter provider uploaded the letter to RAPS using the reference portal, you first should confirm this information with the reference provider and then contact the hiring department directly for assistance.
5. ***When I applied, I was not required to submit reference letters, but there is a column entitled "References Received" in the Application Status table, and it says "0 of 0". Should I arrange to have reference letters sent to the department?*** That column is there for information purposes for those positions that *do* require reference letters to be submitted at the time of the application. “0 of 0” means no letters are required at this time. The department will contact applicants if it needs further information.
6. ***I entered all of the required information for my application, but I did not receive a confirmation number or email.*** Check the status of your application in RAPS. If the Application Status table shows the application as incomplete, you should click on the “Complete” link and ensure that you have provided all of the necessary information and uploaded *all* of the required documents. Once you have uploaded all of the required documents you must click on the “Finished Attaching Documents” button, and then choose “Yes” at the Confirmation page. At that time, you will receive a confirmation number on the screen and via email. If you have completed the process of applying and still did not receive a confirmation email, then you should verify that the email address listed in your profile is accurate and check your spam filter. If the system shows that your application is under review, then the search committee has received your application, *even if you did not receive a confirmation number.*

- 7. I submitted my application and received a confirmation number, but now I need to make a change or provide additional information.** Once you have submitted your application in RAPS, you may not make any changes. A department may make changes to an applicant's file for the applicant, but that is at the discretion of the individual hiring department. You should contact the hiring department directly.
- 8. I listed the wrong email address for my reference provider or need to add another name to my list of reference providers.** See item 6 above. For any changes or corrections to a completed application, contact the hiring department directly.
- 9. I want to attach a particular document, but RAPS won't let me upload it.**
- a. *Has the applicant submitted the application and received a confirmation number?* If you have completed and submitted the application then you may not make any changes or add any additional documents. See item 6 above for more information.
 - b. *If the answer to a. is "no", then does the document type appear on the list of documents that may be uploaded for that position?* If no, then the department does not wish to accept that type of document. You may upload only those documents that department will accept for that particular position. (You should contact the hiring department, if you have specific questions about requirements that are not answered in the job posting).
 - c. *If the problem is with the actual upload process (i.e. the applicant receives an error message when attempting to upload a document):* The maximum document size is 2 MB for any individual file. All documents must be in an accepted PDF or word-processing format (either Word or WordPerfect or RTF). The system is unable to read a small number of PDF formats. If none of the above problems apply, convert the file to a more generic PDF format using a free online PDF conversion tool, such as "CutePDF", and try uploading it again. If you still have problems, contact the department.
- 10. My reference provider lost or did not receive the email with the link and instructions for uploading a reference letter.** The emails are not generated to reference providers until the applicant has submitted the application and received a confirmation number. If you *have* submitted the application (and waited at least 24 hours), then verify that the email address that you entered for the reference provider is correct. Either way, you should then contact the hiring department for assistance.