

# State of Kansas Job Application-Frequently Asked Questions

Below is a list of questions applicants frequently have during and after submitting an online application. This information covers a variety of topics including what to expect after submitting an application, how to view your application status, and how to apply for additional positions. #

Questions about  
your username  
or password

Recruitment  
FAQ

Having  
problems  
applying

## General Information

- [Need Help?](#)
- [What is the Career Portal?](#)
- [I don't have a computer at home. Where can I apply for State of Kansas jobs?](#)
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- [I have recently moved and/or changed my name. How can I change the name, address, email addresses and/or phone numbers listed on my online application?](#)

## [Need Help?](#)

**User Name and Password:** 296-1900 (Topeka) or toll-free 1-866-999-3001 (outside Topeka). Hours: Monday-Friday, 8:00 am - 4:30 pm, excluding State of Kansas Observed Holidays.

**Job Postings and Application:** Contact the Agency Recruiter listed on the job posting if you have a specific question about the position for which you are applying.

**General questions in completing the application:** Call 785-296-4278 during regular business hours, 8:00 am to 5:00 pm (Central Standard Time), Monday-Friday, excluding State of Kansas Observed Holidays, or email [psweb@ks.gov](mailto:psweb@ks.gov).

## **What is the Career Portal?**

The State of Kansas Careers portal is where applicants can view current job openings. Applicants can also create user accounts to submit their job applications, view their job application history, upload required documents and maintain job searches.

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## **I don't have a computer at home. Where can I apply for State of Kansas jobs?**

You can access our online applications anywhere you access the Internet. This includes public libraries, community colleges, internet cafés, and personal electronic devices such as cell phones, tablets and personal computers. You may also visit State of Kansas Workforce Centers.

**What browsers and versions do you support?** Careers was built and tested with these browsers and versions as of September 2018:

- Microsoft Internet Explorer v11
- Google Chrome v58+
- Microsoft Edge v39+
- Mozilla Firefox v52+
- Apple Safari v10+

You can check your browser version and settings yourself or you can go to this website\* where it will auto-detect them for you: <https://www.whatismybrowser.com/>

\*Please note that whatismybrowser.com is a private third-party website and is unaffiliated with the State of Kansas. It has been provided for you as a convenience to assist in troubleshooting issues.

## **I am having problems seeing images, using buttons, using drop-downs, clicking buttons or links, entering text into fields, loading dialogue boxes, pop-up windows or pages correctly, and other basic *software or application* functions in Careers. What can I do to fix this?**

Careers web application was built and tested using specific web browser versions. A web browser ('browser') is a program used to access the internet to view and interact with web sites (pages and applications aka 'apps'). Careers may not work properly if your browser is at a lower version number than what it was created for.

Careers was built and tested with these browsers and versions as of September 2018:

- Microsoft Internet Explorer v11
- Google Chrome v58+
- Microsoft Edge v39+
- Mozilla Firefox v52+
- Apple Safari v10+

You can check your browser version and settings yourself or you can go to this website\* where it will auto-detect them for you: <https://www.whatismybrowser.com/>

**Solutions:** If you experience problems, we recommend trying these actions:

- Check your browser version and upgrade it to a supported version.
- Close all browser windows and re-open a new one.
- Clear your browser cache, cookies, temporary internet files.
- Try opening the website using a Private/InPrivate/Incognito window(each browser calls it something different).
- Add the site as a trusted site.
- Disable popup blockers.
- Try using another browser.

If you have tried all the options above and Careers is still not working properly please email [psweb@ks.gov](mailto:psweb@ks.gov).

Copy the link on [whatismybrowser.com](http://whatismybrowser.com) and provide this with your email.

\*Please note that [whatismybrowser.com](http://whatismybrowser.com) is a private third-party website and is unaffiliated with the State of Kansas. It has been provided for you as a convenience to assist in troubleshooting issues.

### **I have recently moved and/or changed my name. How can I change the name, address, email addresses and/or phone numbers listed on my online application?**

You can update your contact information at any time. To do so, return to the **Careers** portal, and Sign In to the system using your User Name and Password, click on the **My Account Information** link. After updating your information, click the **Save** button.

### **Applying for Jobs**

- How do I find out what jobs are currently available?
- I have applied for State of Kansas jobs in the past. How do I upload my .txt file into the new system?
- I was sent an Applicant ID in the mail. What do I need to do with this number?
- Do all agencies accept the online application?
- Does the State of Kansas accept paper applications?
- I don't have a login. What do I do?
- How does the Job Search work?
- How do I apply for a job that I see listed?
- How can I view more information about one of the job titles listed?
- Can I apply for more than one job posting at a time?
- If I'm not sure which job I want, can I just submit a blank application online and let you determine what job I qualify for?
- I applied for a job yesterday, but I found another job online that I want to apply for today. Do I have to fill out all my information again?
- Can I be notified of jobs that fit my interests as they become available?
- Can I enter an application for a position before the job is open?
- I have already created an online application and applied for positions. I am now returning to apply for additional jobs and receive a message saying, "User Name already exists."
- How often is the job posting updated?

### **How do I find out what jobs are currently available?**

Go to [jobs.ks.gov](http://jobs.ks.gov) and click on the Careers button. The Careers portal page will display, and you can search for jobs that are currently open. You do not have to sign in or register to review current job openings. From the Careers portal you will find all current job openings listed under View All Jobs.

### **I have applied for State of Kansas jobs in the past. How do I upload my .txt file into the new system?**

The .txt file associated with the former State of Kansas online application will not work in the Careers portal. You will need to register and apply for a job using the new online application once you find a job in which you are interested. Once you have submitted an online application in Careers, the system will retain the information you entered. The prior information will automatically pre-populate into the online application each time you sign in with your User Name and Password.

### **I was sent an Applicant ID in the mail. What do I need to do with this number?**

Your applicant ID number is no longer needed with our new online application system. All you need to do now is register to create an account with a User Name and Password. You should make sure you keep a record of the User Name and Password you created.

### **Do all agencies accept the online application?**

No. Please read the job description carefully for details on how to apply. Some agencies will only accept applications by mail or via their own online application process.

### **Does State of Kansas jobs accept paper applications**

Yes. We prefer that applications for open positions be submitted online. However if the online application is not available, you can go to this link to access a [paper application](https://www.admin.ks.gov/docs/default-source/ops/jobs/da215fin.pdf) (<https://www.admin.ks.gov/docs/default-source/ops/jobs/da215fin.pdf>) to print and complete.

### **I don't have a login. What do I do?**

If this is your first visit to our online application system, you can click the **New User** link to access the New User Registration page. You will be asked to enter registration information that includes creating a unique User Name, Password, and Email Address. You will also be asked to re-type the password, just to confirm your password is spelled and entered correctly. Passwords are case sensitive. If you are returning to our online application system, your login is the User Name and Password you used at your last visit. If you do not remember your password, please use the Forgot User Name or Forgot Password links on the Sign In page or call 296-1900 (Topeka) or toll-free 1-866-

999-3001 (outside Topeka), Monday - Friday 8 am to 4:30 pm, excluding State of Kansas Observed Holidays, and we will be happy to reset your password. For additional information, please refer to the Create an Account Job Aid for detailed instructions on creating an account.

### How Does the Job Search work?

There are several methods for searching for jobs.

- Click the **View Latest Jobs** button to view all jobs or narrow your search results by entering keywords in the **Search Jobs** field or clicking the **View Jobs Posted in the Last 7 Days** button. These search options all take you to the **Search Jobs** page.
- Keywords can be a part of a word, a single word, or a group of words that are used to describe a job title/profession, the work duties associated with a job, common lingo or words used in a line of work, a location like Kansas County, or an agency name.
- To reset the search, click the **Clear Search** link.
- To sort your search results, click the **Sort** button (this button shows up and down arrows) which is located right above the right scroll bar. Choose how you would like to sort the results.
- Use the **Filters** pane on the left side to filter your results. If you do not see the **Filters** pane when you open this page and you are using a small device, the pane is closed. To open it, click the tab with 2 vertical lines in it shown on the right side of the page. If you hover the tab/button, it will say "Search Filters Selection".
- Current search/filter options include location, agency name, department, posting type, time of opening, time of closing, regular/temporary, or full/part time status within the job filter menu on the left-hand side of the page.

Please refer to the How to Search Job Aid for detailed instructions on searching for available State of Kansas job vacancies.

### How do I apply for a job that I see listed?

**New Users:** When you have clicked on a job title and clicked the **Apply for Job** button, use the **New User** link to create a new account. You will be prompted to create a User Name and Password. After you have created a unique login, you will be able to apply for job postings.

**Returning Applicants:** Sign in using your User Name and Password. Click on **View Latest Jobs** to display our current job openings. Click on a job title. After reviewing the job description, if you want to apply for that job, click the **Apply for Job** button.

### **How can I view more information about one of the job titles listed?**

In the search results, click anywhere on a specific job (turns yellow when you hover) to view its **Job Description** page. The **Job Description** page will open so you can read details about the job, including specific application information, and find contact information. #If you want to apply for that job, just click the **Apply for Job** button on the posting.

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### **Can I apply for more than one job posting at a time?**

No, you will need to apply for each job separately. After you have submitted your application, you will receive a confirmation that your application was submitted successfully. Go back to the Careers portal page, **Search Jobs**, and if you see another position you are interested in, click on it and then click the **Apply for Job** button.

### **If I'm not sure which job I want, can I just submit a blank application online and let you determine what job I qualify for?**

No. You must apply for a specific position. If you are determined not to be qualified, you will not be considered for the position.

### **I applied for a job yesterday, but I found another job online that I want to apply for today. Do I have to fill out all my information again?**

When you sign-in with your existing User Name and Password, you will see that the information you already entered on the previous job application will be retained. You will then have the ability to add or edit the pre-populated information for the new job opening. You may need to update information or upload any documents specifically requested in the Job Posting you are applying for such as resumes and cover letters.

### **Can I be notified of jobs that fit my interests as they become available?**

Yes. If you would like to be notified when new jobs matching your search criteria become available, you can create a job notification alert.

1. Log in or Register.
2. Enter criteria in **Search Jobs**.
3. Click on **Save Search**.
4. Enter a Name for your Search.
5. You can also opt to receive an email when new jobs meeting your search criteria are posted.
6. Check **Email Me** when new jobs meet my criteria.
7. Enter the email address where you want to receive your search notifications in the **Email To** field.
8. Click on **Save**.
9. You can edit your saved searches and modify the email address or other details if they change over time. For each search, you will receive one email per day but only

if there are new jobs found that meet your search criteria. If the search doesn't return results, you will not receive an email that day. Your email subscription will automatically end after one year, but you can re-create the search if you still wish to be notified. If you decide you no longer would like to get email notifications for that search, log in and go to **My Saved Searches**. Select the appropriate saved Search Name and either uncheck **Email Me** when new jobs meet my criteria or choose **Delete**.

### **Can I enter an application for a position before the job is open?**

No, only positions that are currently open and actively being recruited for will appear in the Careers portal.

### **I have already created an online application and applied for positions. I am now returning to apply for additional jobs and receive a message saying, "User Name already exists."**

If this is your first-time logging into Careers, it will be necessary to choose a different User Name in order to apply for job postings as this message is telling you another applicant has selected the User Name you entered. If you have already created an account and are a returning applicant, please click the **Sign In** link on the **Job Search** page to access the **Forgot User Name** function. Click this link to access the **Forgot User Name** page, where you can request an email reminder of the user name associated with the provided email address. Alternately, you can select the **Forgot Password** link to access the **Forgot Password** page, where you can request an email with a new system-generated password. If you do not remember your password, please use the **Forgot User Name** or **Forgot Password** links on the Sign In page or call 296-1900 (Topeka) or toll-free 1-866-999-3001 (outside Topeka), Monday - Friday 8 am to 4:30 pm, excluding State of Kansas Observed Holidays and we will be happy to reset your password.

### **How often is the Job Posting page updated?**

The **Job Search** page in Careers will update hourly Monday through Friday, from 7:00 am to 6:00 pm excluding State of Kansas Observed Holidays.

## **Completing the Online Application**

- Are all sections of the application required and do I need to answer the online questionnaire?
- Do I need to list all positions I have held?
- How do I submit attachments such as a cover letter, resume, reference letters or letters of recommendation?
- The position I am applying for requires a certification, degree or license. Do I need to submit proof I possess them and if so, when do I submit it?
- In addition to applying online, would you recommend that I also forward my resume directly to the hiring agency?

- What happens if I submit an online application but do not complete all required sections?
- How many applicants apply for a position?
- I see there is a close date for the job I am applying for, but no close time. Does that mean I can submit my application at any time on the closing date?
- Do I have a time limit on how long I can spend on each section of the application?

### **Are all sections of the application required and do I need to answer the online questionnaire?**

Each Job Opening will contain specific instructions regarding the information that is required for the Job Opening on the Job Description page. For example, not all Job Postings will require you to upload a resume and/or cover letter. It is your responsibility to ensure that the required sections of the online application are completed. Incomplete or improperly completed online applications may be rejected even if you are qualified for the position for which you are applying. Likewise, it is your responsibility to be sure that your online application reflects the required work experience and education needed to meet any minimum qualifications for the position(s) for which you are applying.

### **Do I need to list all positions I have held?**

As a general guide we recommend that you enter details about your last 3 jobs and/or the last 10 years of your employment history. Your application should be a complete and accurate representation of your education and work experience. Details that should be included about each job include:

- Start and end dates—MM/DD/YYYY
- Name of Employer
- Ending Job Title
- Supervisor Name
- Supervisor Email
- Supervisor Phone
- OK to Contact? (May we contact this Employer)
- Hours Per Week
- Address—country, city, state
- Job Duties
- Reason for Leaving

If you have experience applicable to the position you are applying for that is more than 10 years old, you may include it also.

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### **How do I submit attachments such as a cover letter, resume, reference letters or letters of recommendation?**

If a resume and cover letter are required, they can be uploaded on the **Resume** page of the online application. Additional attachments requested based on the job posting description can be uploaded on the **Add Attachments** page of the application.

Attachments provided that have not been requested in the job posting may not be reviewed or considered in the screening process.

Veterans' documents such as DD214, DD215, Disability Letters, Transcripts and Tax Clearance Forms can be uploaded to the **My Cover Letters and Attachments** section under **My Job Applications**.

Please refer to the Upload Documents to Your State of Kansas Careers Profile Job Aid for detailed instructions on how to upload documents to your Careers account.

**The position I am applying for requires a certification, degree or license. Do I need to submit proof I possess them and if so, when do I submit it?**

Yes. If you are applying for a position that requires a certificate, degree or license you will be required to provide documentation. Unless there are instructions in the job description specifying methods for providing proof, typically, applicants will receive an email notification with details on when and how to submit proof.

**In addition to applying online, would you recommend that I also forward my resume directly to the hiring agency?**

No. The online application is the official way to apply for positions in the State of Kansas for most State agencies, so applicants who forward resumes to the hiring agency, unless they are specifically required to by a State agency that does not use this system, will be redirected back to the online system.

**What happens if I submit an online application but do not complete all required sections?**

The system will not allow you to submit applications in which the Terms and Conditions were not agreed to or the Online Questionnaire was not completed. Online applications that are incomplete will not be considered. In order to receive full consideration for the position(s) for which you apply in Careers, you need to completely fill out each section of the application. Please be sure that all sections of your online application are completed prior to submitting.

**How many applicants apply for a position?**

The number of applicants who apply for a position vary from vacancy to vacancy and recruitment to recruitment. It is not uncommon, however, for some agencies to receive over 100 applicants for a single vacancy. Keep in mind that the application process for the State of Kansas is very competitive. Since many applicants hired into positions have qualifications that exceed the advertised minimum qualifications, we recommend that you target those positions that most closely match your experience, education, and interest.

### **I see there is a close date for the job I am applying for, but no close time. Does that mean I can submit my application at any time on the closing date?**

You may submit your application up until 11:59 pm Central Standard Time (CST) on the closing date unless a different time is specified in the job description. Applicants are **STRONGLY** encouraged not to wait until the last minute to submit their application for several reasons: 1) If you do not **COMPLETELY** finish your online application and click the Submit Application button before 11:59 pm CST the system will not accept your application; 2) Our staff are only available to answer your questions and offer assistance during regular business hours: 8 am to 5 pm CST, Monday – Friday excluding State of Kansas Observed holidays; and 3) It is impossible to predict technical difficulties, on your end OR our end. Please do not wait until the last minute. The State of Kansas is not responsible for technical difficulties or delays.

### **Do I have a time limit on how long I can spend on each section of the application?**

To protect the security of your data, the system will time out and log you out after 60 minutes of inactivity. If you are unable to finish your application, choose **Save as Draft** from the actions list to complete your application at another time without having to start over. However, please keep in mind, your application cannot be submitted after the Close Date listed on the job details. Note: if you are getting kicked out of the online application please make sure you are using a compatible browser/operating system.

## **Application Status**

- Can I print my application?
- What happens after I apply for a position?
- How will I be notified of my status?
- Is there a way to see a list of the positions for which I applied as well as where my application is in the hiring process?
- Can you define each of the application statuses? (Please note, not all of these statuses will apply to every recruitment.)

### **Can I print my application?**

The State of Kansas is committed to sustainability. We encourage you to view your applications electronically. You may view an application summary for any application(s) that you have submitted by logging in and going to **My Job Applications**, and then choosing the desired job title. If you would like to print the entire application, you will need to print each section separately by clicking on the page with your right mouse button and selecting the print option.

### **What happens after I apply for a position?**

After submitting your online application, you will receive an application confirmation message as well as an email notification. Additionally, your application status will change from “Not Submitted” to “Submitted.”

Online applications are reviewed after the recruitment close date by Human Resources (HR) staff at the hiring agency. Applicants who submit complete online applications and who meet all requirements for the position are competitively evaluated in order to select the most suitably qualified candidates for employment. Only those applicants who demonstrate the most closely related work experience, education and training will receive further consideration for employment. Other applicants will be placed on inactive status.

### **How will I be notified of my status?**

The method and time of how and when you will be notified of your status varies from agency to agency. Some job searches last a few weeks while others can take more than a month. Most agencies will typically notify all candidates of their status once the selection process is complete.

### **Is there a way to see a list of the positions for which I have applied as well as where my application is in the hiring process?**

Return to the Career portal page and sign in (using your User Name and Password), choose **My Job Applications** to view a list of the positions you have applied for and track if your application was submitted or not submitted. In order to communicate subsequent recruiting activity status, we send correspondence to the primary email listed on your **My Account Information** page.

### **Can you define each of the application statuses? (Please note, not all of these statuses will apply to every recruitment.)**

- **Not Submitted:** Your application was not submitted. Your application status has been "Saved for Later" for submission on or before the job close date. Note: Applications not submitted by the close date will not be considered. The Date Created displays the date and time that the application was started, regardless of whether it was submitted.
- **Submitted:** Your application was submitted. The Date Submitted displays the date and time that the application was submitted. This column is blank for applications that have not been submitted. Typically, we do not communicate with candidates until after the job closing date regarding their application status. **Note:** The status does not reflect any subsequent recruiting activity. Even if the application is rejected or the job opening is filled, the status for a submitted application remains Submitted.

## Interviews and Hires

- How quickly after applying may I be called for an interview?
- Will I hear from an agency if I am not selected for an interview?
- Do I need to mail/upload a copy of my college transcripts? What about letters of reference?
- When will my references be contacted?
- The job posting I viewed lists a specific salary range. Is this negotiable?

### **How quickly after applying may I be called for an interview?**

The length of time it takes for applicants to be called for interviews and ultimately to fill a vacancy varies from agency to agency and position to position. Some searches last several weeks while others may take several months.

### **Will I hear from an agency if I am not selected for an interview?**

You will receive an email approximately seven business days after the close date of the recruitment advising you of your status. Then, after each step in the recruitment process, you will be advised whether you were successful in advancing to the next step in the process.

### **Do I need to mail/upload a copy of my college transcripts? What about letters of reference?**

Not unless you are instructed to do so in the online application. Transcripts are not generally needed during the application process; however, they may be requested at some time during the selection process. While staff will generally verify your education, you may be asked to assist with this process. Education earned outside the United States must equal a diploma or degree earned in the United States in order to meet the minimum qualifications for a position. Applicants with foreign degrees should be prepared to provide original and translated copies of diplomas or transcripts.

### **When will my references be contacted?**

Reference checks typically occur during the final stages of the selection process. Prior to a job offer, your employment and education will be verified. Some positions also require proof of licensure or certification; successful completion of a background investigation; pre-employment drug test or post-offer health assessment.

### **The job posting I viewed lists a specific salary range. Is this negotiable?**

The State of Kansas provides a full range of benefits, including medical, dental and life insurance, disability, holidays, vacation, sick leave and retirement. The normal starting salary is the minimum salary range shown on the Job Description. Variations may be considered depending on the qualifications and experience of applicants but will remain within the specified range listed on the job posting.

## Current and Former State Employees

- What defines a current State employee?
- I'm a current State employee. Why don't I see any internal postings listed?
- As a current State employee, must I add in all my employment information, including my current job duties?
- I am a terminated, retired, or former State employee.

### What defines a current State employee?

A current State employee is a person who is currently on the State payroll and receiving paychecks. This includes regular full time and part time employees as well as temporary employees. Employees will be able to see all open and competitive jobs. Not all internal job openings are available to all employees. The job posting for the opening will detail the requirements needed to apply for the job. Current State employees can apply for Jobs with a Posting Type of External or Internal. In addition, if the posting type is Agency and the Job Posting is for your current agency you may also apply for those Job Openings.

### I'm a current State employee. Why don't I see any internal postings listed?

There may not be any internal job postings currently being recruited for by agencies.

### As a current State employee, must I add in all my employment information, including my current job duties?

Yes. Employees' applications are evaluated based only on the information provided on their applications. Omission of current position and/or duties may result in the rejection of your application.

### I am a terminated, retired, or former state employee.

In the questionnaire section of the online application you will have the ability to provide as much information as possible regarding your former employment including: approximate dates of your last State employment, the name of the last Agency, Department, Office, Commission or Board you worked for, and your Employee ID. If you previously retired from the State of Kansas or any other employer with a Kansas Public Employee Retirement System (KPERs) plan you will be asked to provide your retirement date and name of employer.

## Additional Considerations

- Do you give Veterans' preference in your hiring process?
- Do you provide special arrangements for persons with disabilities?
- I am a disabled applicant and would like to request accommodation during the selection process. How do I request accommodation?
- Am I required to disclose my criminal convictions?

### Do you give Veterans preference in your hiring process?

Yes. If you would like to claim Veterans' Preference, you can upload your DD214, DD215, and/or Disability letter (if applicable) under the **My Cover Letters and Attachments** area of **My Job Applications**. You can also send your documentation via email to [psweb@ks.gov](mailto:psweb@ks.gov), fax to 785-296-0756, or mail to Office of Personnel Services, 900 SW Jackson St, Room 401-N, Topeka KS 66612 before the close date of the posting.

### Do you provide special arrangements for persons with disabilities?

If you feel that you require a reasonable accommodation for completing an online application or testing, you can enter your request on the **Accommodation Request** section of the application OR contact us at 785-296-4278. The Office of Personnel Services normal business hours are 8 am to 5 pm CST Monday - Friday, excluding holidays. Documentation may be required for some accommodation requests.

### I am a disabled applicant and would like to request accommodation during the selection process. How do I request accommodation?

Please describe your request in the Accommodation Request field on the Accommodation Request Page. The agency coordinating the recruitment will contact qualified applicants who have requested accommodation prior to the next step in the selection process to discuss your accommodation needs.

### Am I required to disclose my criminal convictions?

The State of Kansas initial application for employment does not require information regarding criminal convictions unless the position is one where criminal history would prohibit a person from holding the job. For those positions, criminal convictions must be disclosed in the application. Other positions may require disclosure of criminal history before a job offer is made, but that information is not required at the time of application.

Convictions are evaluated for each position and are not necessarily disqualifying.

## Questions about your password or user name

- I forgot my User Name or Password. Should I create a new User Name and Password?
- I'm receiving an "Invalid user Password" message. What do I do?
- The system will not let me login and I'm sure I remember my User Name and Password.
- I'm receiving a "We have no record of your User Name" message and I have applied before.

### **I forgot my User Name or Password. Should I create a new User Name and Password?**

No. Click the **Sign In** link on the **Job Search** page to access the **Forgot User Name** function. Click this link to access the **Forgot User Name** page, where you can request an email reminder of the user name associated with the provided email address. Alternately, you can select the **Forgot Password** link to access the **Forgot Password** page, where you can request an email with a new system-generated password. Password resets or user names will only be processed and sent to the primary email listed on your **My Account Information**.

You can also call us at 785-296-1900 (Topeka) or toll-free 1-866-999-3001 (outside Topeka), Monday - Friday 8 am to 4:30 pm, and we will be happy to reset your password.

### **I'm receiving an "Invalid user Password" message. What do I do?**

Try signing in again, making sure your user name and password are entered correctly (Passwords are case-sensitive). If you still receive an error, use the **Forgot Password** feature to have a reset password sent to the primary email listed on your **My Account Information**. If that does not work, call our office during regular business hours at 785-296-1900 (Topeka) or toll-free 1-866-999-3001 (outside Topeka), Monday - Friday 8 am to 4:30 pm excluding holidays, and we will be happy to reset your password.

### **The system will not let me login and I'm sure I remember my User Name and Password.**

Clear the browser's cache (temporary internet files) and cookies. Once cache and cookies are deleted, close all open browser windows and restart your browser (Internet Explorer 10.0 or higher recommended for optimal results). Instructions for clearing your cache and cookies can vary based on your specific browser and version. Use your favorite search engine to locate instructions on how to clear cache and cookies.

### **I'm receiving a "We have no record of your User Name" message and I have applied before.**

Try signing in again making sure your user name and password are entered correctly (Passwords are case-sensitive). If you still receive an error, use the **Forgot User Name**

feature to have your user name sent to the primary email listed on your My Account Information. If that does not work, call our office during regular business hours at 785-296-1900 (Topeka) or toll-free 1-866-999-3001 (outside Topeka), Monday - Friday 8 am to 4:30 pm excluding holidays, and we will be happy to assist you.

## Having problems applying

If you have technical problems with your online application, please contact us immediately. If you delay in contacting us, the job posting may close from the latest job posting list. We cannot accommodate applications for positions that are no longer posted.

- I am having technical issues when applying and I'm getting kicked out of the system. What should I do now?
- None of these questions address my problem. What do I do now?

### **I am having technical issues when applying and I'm getting kicked out of the system. What should I do now?**

If you receive an error while applying, the tips below may help:

- Clear all internet cache files including temporary internet files, cookies, etc.
- If the State of Kansas web site was reached from a third-party web site, please access our site directly.
- If using IE 11.0 or higher, you may need to click the Compatibility View icon to correct display problems.
- Add our jobs page as a trusted site.
- Make sure your pop-up blocker is turned off.
- Do not use the browser Back and Forward buttons unless no other navigation option exists on the page
- If an error message is received stating "Contact System Admin...", navigate to the previous step and retry the action a few times. If the error still occurs, please log out and try again.

Please first consult the tips above, but if you still have issues or receive errors, document details about the specific error received and the point in the process they occurred and email us at [psweb@ks.gov](mailto:psweb@ks.gov) for assistance. Screen captures of all issues are very helpful in troubleshooting issues.

### **None of these questions address my problem. What do I do now?**

Contact us at [psweb@ks.gov](mailto:psweb@ks.gov). Please include the answers to the following questions so that we can help you more quickly.

- What Operating System are you using (Windows, Macintosh, etc.)?
- What web browser are you using (Internet Explorer, Firefox, Safari, etc.) and what version?
- What URL (website address) are you accessing?
- Are you accessing our website from a third-party website?
- Do you see any error messages? If so, what do they say?