



Applicant User Guide

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Section I: Creating ERA Account

Step 1:

Click on your country's seeker URL and then go to the next page of this job-aid.

Step 2:

Option A: Click "Login" from the Open Vacancies page.

- **Option B:**
- 1. Click on the hyperlinked job title for any job.

2. Click "Apply to this Vacancy" or "Email to a Friend."

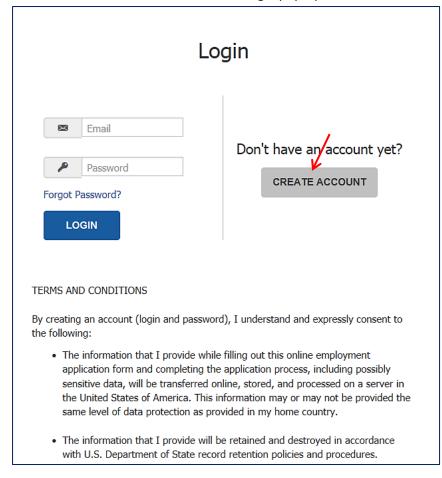
Showing 1 of 1 items found.			Search for Open Vacar	ncies	Option A ૧
		Option B		Sort By:	Close Date (Ascending)
Filter Results By	– Protocol As	ssistant			Announcement #: Nov2
> Series	The U.S. Mission ir	n (insert post and/or country name) is seek or post s working title). Supervisory Position		pplicants for th	ne position of (insert official
> Grades		pose o working day, ouper hory rooteon			
• Location	Salary:	(KWD) KD11,500 - (KWD) KD11,500/F Year			on-Status Full-Time
Salary	Series/Grade:	LE - 0120 - 5	Location: Close Date:	Bogota, 11/30/2	
* Agency	Agency:	Embassy Bogota	(MM/DD/YYYY)	11/00/1	
·	Show 25 🗸 r	results per page GO	FIRS	T PREVIO	OUS NEXT LAST
acancy Details		2			
acarrey Decano					





Step 3:

Click "Create an Account" from the Login pop-up window.







Step 4:

- 1. Fill out Personal and Contact Information including First Name, Last Name, US Citizen status, Address, City/Town, Country, State/Province/Territory, Zip/Postal/Pin Code, Telephone type, Telephone Number, and Email.
 - o Use the "Next" and "Previous" buttons located at the bottom of each page to navigate.
 - \circ Do NOT use the browser navigation buttons or refresh button, or you may lose important information.
 - All items marked with a red asterisk (*) are mandatory and require a response.
 - Note that each ERA account must have a unique email address. The system will not allow multiple applicant accounts to share an email address.

Personal Information			
Prefix			
Please Select 🔽	1		
* First Name	Middle Name	* Last Name	
Suffix			
Please Select 🗸			
* US Citizen			
⊖Yes ⊖No			
Contact Information			
* Address 1			
Address 2			
Address 3			
* City/Town	* Country	* State/Province/Territory	
	United States	Please Select 💟	
* Zip/Postal/Pin Code	Plus 4		
* Telephone 1 Select	* Telephone Number	Extension	
+ ADD ANOTHER TELEPHONE			
* Email			
Enter only ONE Internet E-Mail Address (exa	malay jaha dag@camazay cam)		l
enter only ONE Internet E-Mail Address (exa	mple: john_doe@company.com/		





- 2. Enter and confirm password then select and answer three security questions.
 - Your password must have at least 12 characters and must include at least one letter (upper and lower case), one digit, one special character and no spaces.
 - Each security question selection must be unique.
 - Each security question answer must be unique.
 - o Question answers must not begin and/or end with spaces.
 - o Question answers are case sensitive.
 - \circ Security answer answers must contain between 5 and 25 characters.

2

3. Click "Next."

* Password	
Your password must have at least 12 characters and must include at least one alphanumeric (upper and lower case), one digit, one	
special character and no spaces.	
* Confirm Password	
* Secret Question 1 😨	
Please Select 💟	
* Secret Answer	
Minimum 5 characters. Maximum 25 characters.	
* Secret Question 2	
Please Select	
* Secret Answer	
Minimum 5 characters. Maximum 25 characters.	
* Secret Question 3	
Please Select V	
* Secret Answer	
3	
Minimum 5 characters. Maximum 25 characters.	
NEXT	

Step 5:

Receive confirmation that your account was created.

- o Upon account creation you also will receive an email stating that your seeker account was created.
- Ensure to safeguard account email, password, and security questions/answers as you will be responsible for remembering this information in order to login to your ERA account.

	Login
Personal Information	Account Created
Account Creation	
Congratulations, your account was created.	

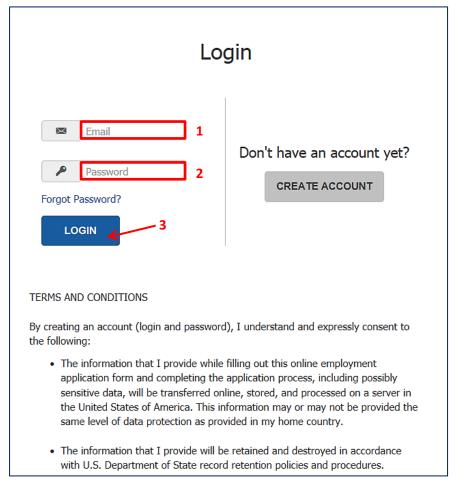




Section II: Applying for Jobs

Step 1:

- 1. Enter the email address associated with your ERA account.
- 2. Enter the password associated with your ERA account.
- 3. Click the "Login" button.







Step 2:

- 1. Enter search terms (e.g., job title) on the Open Vacancies page.
- 2. Press the "magnifying glass" symbol to begin your search.
 - Optionally, click on one of the "Filter Results By" dropdowns to narrow your search (i.e., Series, Grade, Location, Salary, and Agency). Then click on any hyperlinked information within each option.
- 3. Click on the hyperlinked Job Title that you're interested in applying (e.g., Protocol Assistant).

Open Vacancies					/
Showing 1 of 1 items found.		1 5	earch for Open Vacancie	es	9
		3	S	ort By:	Close Date (Ascending)
Filter Results By	– Protocol As	sistant			Announcement #: Nov2017
Series		(insert post and/or country name) is seeking el post s working title). Supervisory Position: Yes		licants for the	e position of (insert official
Grades	Salary:	(KWD) KD11,500 - (KWD) KD11,500/Per Year	Position Info:	Public No	on-Status Full-Time
Salary	Series/Grade:	LE - 0120 - 5	Location: Close Date:	Bogota, (11/30/20	
Agency	Agency:	Embassy Bogota	(MM/DD/YYYY)		
	Show 25 V re	esults per page GO	FIRST	PREVIC	DUS NEXT LAST

<u>ыер з:</u>

Click "Apply to this Vacancy" button after reviewing information on the Vacancy Details Page (e.g., Duties, Qualifications and Evaluations).

• *Optionally*, click "View Eligibility Questions," "View Education and Experience," "View Vacancy Questions" to see what to expect during the application.

Vacar	ncy Details	,			
	APPLY TO THIS VACANCY	VIEW ELIGIBIL	ITY QUESTIONS	VIEW EDUCATION AND EXPERIENCE VIEW VACANCY QUESTIONS	
			EMAIL TO A FRIE	RIEND PRINT VACANCY	
	Overvie	w Duties	Qualifications & Ev	Evaluations Benefits & Other Info How to Apply	





Step 4:

- 1. Respond to the Eligibility questions including Personal Information and Citizenship sections. Or review your previous responses if you have already applied for a job using ERA.
 - Your responses to Eligibility questions will be saved by the system and will be retrieved once you apply for other vacancies using ERA.
 - All items marked with a red asterisk (*) are mandatory and require a response.
- 2. Click the "Next" button.

Eligibi	ility Questions	
PERSO	DNAL INFORMATION	
-	1	
* 1	Does your relative work in this Embassy or Consulate?	
	⊖ Yes	
	0 No	
	Relative is a husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, step er, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, he	
* 2	2 Are you able to legally work in this country?	
	○ Yes	
	○ No	
* 3	 If this job includes driving a U.S. Government vehicle, do you have a current and valid driver's license? Yes No 	
CITIZE	ENSHIP	
Select a	all that apply and include the required documents (as stated) with the application. Additional documents may be requested by HF a	at the interview phase.
* 4	Are you a U.S. citizen listed on the travel orders or approved OF-126 (or other agency equivalent) of a direct hire member assigned (not TDY) to this U.S. Mission and under Chief of Mission authority, or to an office of the America	
	⊖ Yes	
	○ No	
and thre	tant: All the information you provide may be verified by a review of the work experience and/or education as shown on your applic rough other means, such as the interview process. Any exaggeration of your experience, false statements, or attempts to conceal in you, or for firing you after you begin work.	

NEXT





Step 5:

- 1.Respond to Education & Experience questions including Education, Experience, and Languages sections. Or review your previous responses if you have already applied for a job using ERA.
 - $\circ\,$ Note that the system will not allow you to save incomplete responses.
 - If you are required to provide a typed response to a mandatory question that is not applicable to your situation, enter "Does not apply" or "Not applicable."
 - Utilize the "Add Additional Education/Work Experience/Languages" hyperlinks to include all of the information.
 - Note that applicants must complete the entire set of the Eligibility Questions in order to press the "Next" or "Save buttons"
 - Clicking the "Save" button does not submit the application.
 - \circ Note that you may only stay on this page for up to sixty minutes without saving.
- 2.Click the "Next" button.

Education				
Enter all that apply. You may be asked to provide a copy of your diploma or certification at the interview phase, or if asked by HR.				
* Do you have any education you would like to include?				
1. Education				
* Education Level Please Select Y				
* School Name				
* Attended From Month: - V Year: - V				
* Attended To Month: 🕞 🗸 Year: 🦳 🗸 🗌 Current				
* Location				
Degree / Diploma / Certification				
* Major Subject 😯				
* Did you Graduate? 🔿 Yes 🔿 No				
Work Experience				
Include all work experience, paid and voluntary. Please begin by listing your most current work experience and go b * Do you have any work experience • Yes • No way would like to include?	ack 10 years (or longer, if relevant for the job)			
PREVIOUS	SAVE NEXT			





Step 6:

- 1. Provide/review information under Series, Grade, and Location sections.
 - Select "Yes" for the grade(s) that you'd like to apply in the Grade section. If not a single grade is selected, ERA will not allow you to proceed.
 - $\circ\,$ Check the box next to the location where you'd like to apply.
- 2.Click "Next."

Series	
This position is offered for a single series.	
* Please confirm you wish to be considered for these series (Check all that apply.)	
✓ 0120-Secretary, Office Management, And Protocol Series	
Carda	
Grade	
Select the grade level(s) for which you wish to be considered. You will only be considered for the grade level(s) you select.	
* Do you wish to be considered for Grade 5? O Yes O No	
Location	
* Please indicate the locations for which you want to be considered. (Check all that apply.)	
🗌 Bogota, CO	
	1
Notifications	
Are we allowed to send you email reminders about completing this vacancy before it closes?	
Yes, please send me email reminders about completing this vacancy.	
O No, I do not wish to receive email reminders about completing this vacancy.	2
PREVIOUS	NEXT





Step 7:

- 1. Respond to Vacancy Questions by selecting the responses that match your previous experiences.
- 2. Click "Next."

Vacancy Questions
Items marked with * are required.
All Grades Questions 1
 Please indicate the types of activities you have performed in organizing high level events? (Check all that apply) Manage written communications through official channels Offer advice and suggestion for types of events and sites hosted by the organization Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages Lead the administration of the contact database of the organization None of the above.
 Please select the responses that describe your experience following official procedures for government or diplomatic events? (Check all that apply) Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages Lead the administration of the contact database of the organization Advise staff of an organization on formalities and courtesies they should observe when associating with foreign visitors Organize events that involve international relations Manage written communications through official channels None of the above.
 Which BEST describes your experience interacting with office visitors? I have had no interaction with office visitors I have had limited or occasional interaction with office visitors I have interacted with office visitors on a regular and frequent basis
 Select from the list below the type of requests for information that you have received: (Check all that apply) Procurement requests Information on the office programs Appointment availability dates Relay messages Vendor requests
Important: All the information you provide may be verified by a review of the work experience and/or education as shown on your application form, by checking references and through other means, such as the interview process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for not

and through other means, such as the interview process. Any exaggeration of your experience, raise statements, or at hiring you, or for firing you after you begin work.

PREVIOUS

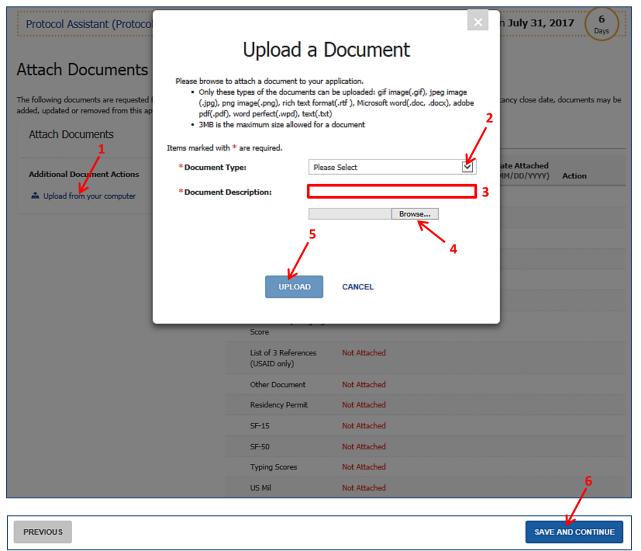
NEXT





Step 8:

- 1. Click "Upload from your computer" to attach documents to your application.
- 2.Select Document Type by using the dropdown.
- 3.Enter Document Description.
- 4. Click "Browse" and find the right file.
- 5.Click "Upload."
 - \circ Repeat 1 through 5 for every requested document, specified in the vacancy announcement.
 - \odot Note that only one file may be uploaded per document type.
 - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
- 6. Click "Save and Continue."
 - O If one or more requested documents types do not have an attachment, you will receive a "Missing Document?" pop-up window.
 - Click "Continue" if there are no additional documents to upload or click "Cancel" if you'd like to upload additional documents.
 - After uploading a document you may use it to apply to other vacancies by clicking "Reuse a Document."







Step 9:

- 1. Review/Edit information on the Application Review and Submit Page.
 - $\,\circ\,$ Scroll all the way down the page to review all of the information provided by you.
 - Click "Edit" and update any section as necessary (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).
 - Click "Save" after updating Personal Information and Series/Grade/Location Sections and you will
 return to the Application Review and Submit Page.
 - Click "Save" after updating Eligibility Questions and you will return to the Vacancy Questions Section (Step 8). Then click "Next" at the bottom of each section until you return to the Application Review and Submit Page.
 - Click "Next" after updating the Vacancy Questions section and you will return to the Application Review and Submit Page.

2. Click "Submit Application."

Application Revie	ew and	Submit					
Please review your information be incomplete until you click SUBMIT			ocument(s) to your appli	cation. Your application s	tatus will remain	SUBMIT	APPLICATION
Personal Ir	nformation	Series/Grade/Location	Eligibility Questions 1	Vacancy Questions	Documents	Resume	
Personal Information							🖉 Edit
Email: Vacancy Announcement:		Primonster.com					
Position filte:	PIOLOLOI ASSIS	ant (Plotocol Assistant)					Back to top
Series/Grade/Location	n .						🖉 Edit
Series: Grade: Location(s):	5						Back to top
Eligibility Questions							🖉 Edit
PERSONAL INFORMATION	!						
 Please list any o ⊖ Not Answered 		sed:					
NOTE: Relative is a husband, daughter, daughter-in-law, sta							law, stepson,
 ★ 2. Does your relati Ø Yes 	ve work in thi	is Embassy or Consulate	?				





Step 10:

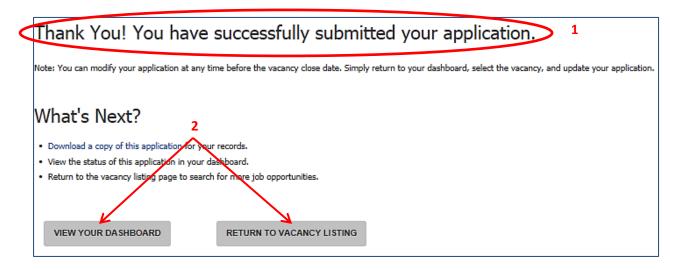
- 1. Check the box signifying that you all of the application information provided by you is accurate.
- 2. Click the "Submit" button.



Step 11:

- 1. Review Receive confirmation that you have successfully submitted your application.
- \circ A confirmation window will appear automatically after clicking "Submit Application" in the previous step.

2.Click "View your Dashboard" to review your application status or "Return to Vacancy Listing" to continue applying for other vacancies.







Section III: Managing ERA Account

A. Editing Application Material before Vacancy Close Date

Step 1:

Option A: Click "Edit Application" next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

Option B:

- 1. Click on the hyperlinked Announcement Number that you're interested in editing, located under Currently Available Vacancies listing.
- 2. Click "Edit your Application" under Vacancies Details.

☆ Dashboard				Logout
				 Return to Job Search
Welcome, ART IVAKH 👤				
Applications				
All Complete Incomple	te			Option A
Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 17 days	Edit Application Update Documents Download Your Application Withdraw Application
Open Vacancies				
Showing 1 of 1 items found.	Option	в	Search for Open Vacancies	Q
	/ ¹		Sort By:	Close Date (Ascending)
Filter Results By	Protocol Assistant			Announcement #: Nov2017
Series			ing eligible and qualified applicants for th : Yes/No	ne position of (insert official
Grades				
Vacancy Details	2			
EDIT YOUR APPLICAT		VIEW VACANCY QUE	STIONS EMAIL TO A FRIEND	PRINT VACANCY
	Overview Duties Qualifications	& Evaluations Benefit	s & Other Info How to Apply	





Step 2:

Click "Edit" next to the section that you'd like to change (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).

Application Revie	ew and	Submit				
Please review your information be incomplete until you click SUBMIT			ocument(s) to your appli	cation. Your application s	tatus will remain	SUBMIT APPLICATION
Personal I	nformation	Series/Grade/Location	Eligibility Questions	Vacancy Questions	Documents	Resume
Personal Information						🖉 Edit
Name:	JOHN DOE					
Email:	artyom.ivakh(@monster.com				
Vacancy Announcement:	274123					
Position Title:	Protocol Assis	tant (Protocol Assistant)				
						Back to top
Series/Grade/Location	ı					🖉 Edit
Series:	0120					
Grade:	5					
Location(s):	Bogota, CO					
						Back to top
Eligibility Questions						🖉 Edit
PERSONAL INFORMATION	l					
 Please list any o Ø Not Answere 		used:				
NOTE: Relative is a husband, daughter, daughter-in-law, ste						
* 2. Does your relati ⊘ Yes	ive work in th	is Embassy or Consulate?	2			





Step 3:

- 1. Update the chosen application section.
- 2.Click "Save," "Next," or "Finish" at the bottom of each page depending on which application section you're updating.
 - Click "Save" after updating Personal Information and/or Series/Grade/Location Sections. Then you will arrive to the Application Review and Submit Page.
 - Click "Save" after updating Eligibility Questions and you will return to the Vacancy Questions Section. Then click "Next" at the bottom of each page until you return to the Application Review and Submit Page.
 - Click "Next" after updating the Vacancy Questions section and you will return to the Applicant Review and Submit Page.
 - Click "Finish" after updating the Documents section and you will return to the Applicant Review and Submit Page.

Personal Information	1		
Prefix Please Select 🔽			
* First Name	Middle Name	* Last Name	
Suffix			
Please Select 💙			
⊛Yes ()No			
Contact Information			
* Address 1			
4921 Judiciary Road			
Address 2			
Address 3			
* City/Town	* Country		
Bogota	Colombia 🔽		
Zip/Postal/Pin Code	Plus 4		
* Telephone 1	* Telephone Number	Extension	
Day Phone 🗸	31926677773		







Step 4:

- 1.Review/Edit information on the Application Review and Submit Page.
 o Scroll all the way down the page to review all of the information.
 - Click "Edit" and update any additional items if necessary. Then click "Save" or "Next" until you arrive at the Application Review and Submit Page.
- 2.Click "Submit Application."

Application Revie	ew and	Submit					
Please review your information be incomplete until you click SUBMIT			cument(s) to your appli	cation. Your application s	status will remain	SUBMIT /	
Personal I	nformation	Series/Grade/Location	Eligibility Questions	Vacancy Questions	Documents	Resume	
Personal Information							🖉 Edit
Name:	JOHN DOE						
Email:	artyom.ivakh	@monster.com					
Vacancy Announcement:	274123						
Position Title:	Protocol Assis	tant (Protocol Assistant)					
							Back to top
Series/Grade/Location	n						🖉 Edit
Series:	0120						
Grade:	5						
Location(s):	Bogota, CO						
							Back to top
Eligibility Questions							🖉 Edit
PERSONAL INFORMATION	!						
1. Please list any o		used:					
⊖ Not Answere	d						
NOTE: Relative is a husband, daughter, daughter-in-law, sta							aw, stepson,
 * 2. Does your relati ⊘ Yes 	ive work in th	iis Embassy or Consulate	?				





- 3. Receive confirmation that you have successfully re-submitted your application.
 - A confirmation window will appear automatically after clicking "Submit Application" in the previous step.
- 4. Click "View your Dashboard" to review your application status or "Return to Vacancy Listing" to continue applying for other DOS jobs.

Thank You! You have successfully submitted your application.> 3
Note: You can modify your application at any time before the vacancy close date. Simply return to your dashboard, select the vacancy, and update your application
What's Next? • Download a copy of this application for your records. • View the status of this application in your dashboard. • Return to the vacancy listing page to search for more job opportunities. VIEW YOUR DASHBOARD RETURN TO VACANCY LISTING





B. Updating Application Documents before Vacancy Close Date

Step 1:

Click "Update Documents" next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

- Option B: Note that you may also update documents while editing Applications material by clicking "Edit" next to the Documents section of the Application Review and Submit Page (Step 2 – Editing Application Material before Vacancy Close Date).
- o Optionally click "Download Your Application" option to view/print all of the application material.
- Optionally click "Withdraw Application" option to remove yourself form the application process. Then check the box next to the grade and click the "Submit" button.

🔓 Dashboard				Logout
				 Return to Job Search
Welcome, ART IVAKH 👤				
Applications				
All Complete Incompl	ete			
Position Title				
Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol	Grade 5	Grade 5	Accepting Applications	Edit Application
Assistant)	Application Received	No Comment	Vacancy closes in 17 days	Update Documents
Nov2017	You have answered all the required questions for this grade.			Download Your Application Withdraw Application
	for any grader			wataraw Application





Step 2:

- 1. Click "Upload from your computer."
- 2.Select Document Type by using the dropdown.
- 3.Enter Document Description.
- 4. Click "Browse" and find the right file.
- 5.Click "Upload."
 - Repeat 1 through 5 above for every additional document that you'd like to upload.
 - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
- 6. Click "Finish" and you will return to the Applications Dashboard.
 - O If one or more requested documents types do not have an attachment, you will receive the "Missing Document?" notification window.
 - Click "Continue" if there are no additional documents to upload or click "Cancel" if you'd like to upload additional documents.

Protocol Assistant (Protoco	× n July 31, 2017 6 Days
	Upload a Document
Attach Documents The following documents are requested in added, updated or removed from this ap Attach Documents	Please browse to attach a document to your application. Only these types of the documents can be uploaded: gif image(.gif), jpeg image (.jpg), png image(.png), rich text format(.rtf), Microsoft word(.doc, .docx), adobe pdf(.pdf), word perfect(.wpd), text(.txt) 3MB is the maximum size allowed for a document Items marked with * are required.
/	* Document Type: Please Select ate Attached
Additional Document Actions	* Document Description: 5 4 UPLOAD CANCEL
	Score
	List of 3 References Not Attached (USAID only)



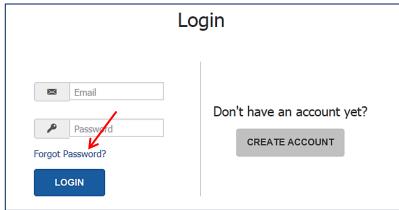




C. Resetting Password

Step 1:

Click "Forgot User ID or Password."



Step 2:

1.Enter Email.

 \circ If you don't remember the email address that was used to create your ERA account, you may need to create a different account, using a unique email address.

2. Click "Next."

In order to continue account.	e, please enter the Email address associated with your
Items marked with	* are required. 1
*Email:	
NEXT	CANCEL

Step 3:

- 1. Respond to the Security Questions.
 - If you respond to one of your security questions incorrectly, you will receive an email stating that you entered an incorrect response.
 - If you don't remember case sensitive response to one of your security questions, you will not be able to login to this account and may need to create a different ERA account, using a unique email address.
- 2.Click "Next."

Please enter the ans	wers to your secret q	questions shown below.
Answers to all quest	ons are required.	1
*Birthplace?		
*Mother's maiden	name?	
*Favorite sports t	eam?	
Note: Secret answer as they were upon c		sensitive and must be entered exactly
NEXT	CANCEL	





Step 4:

- 1. Receive a note generated by the system that says that an email has been sent to your address.
- 2.Click on the link received in your email to complete your password reset (or copy and paste the link in a new browser window).
 - This should be done immediately after the link has been received, otherwise, the link will be deactivated and you'll have to go back to step 1/Resetting Password.
- 3. Enter the new password that meets the requirements.
- 4.Click the "Submit" button.
- 5. Receive a note generated by the system stating that your password has been reset.
- 6. Enter your username and a new password to login.

Login				
An email has been sent to the email address you provided. Please check your email and verify your account by clicking the li	ink in the email. 1			
	Don't have an account yet?			
Email	CREATE ACCOUNT			
Password	Not ready to sign in or create account?			
noreply@mgsapps.monster.com	12:47 PM (3 min			
to me . Dear DAN GABLE.				
Reset your password 2				
A request has been made from your account to reservour DOS Embassy Seeker password. Please click this link to complete your password reset				
https://jobs.eval.monstergovt.com/dos-era2/lorgotpassword/newPassword!input.hms?key=e66796140e896018\$0659666011516fb89901258				
If clicking the link does not work, copy and paste it in a new browser window.				
Thanks for using DOS Embassy Seeker!				
This email was generated by an automated process. Please do) not reply to it.			

You must create a new password. After you have entered your new password, you will be returned to the login page.	Log
Items marked with * are required.	
*New Password:	Your password has been reset. Please login to use the system. 5
*Verify New Password:	🖾 Email
Your password must have at least 12 characters and must include at least one upper & lowercase letter, a number, and a symbol (ex. !@#\$%^&*).	Password Forgot Password?
SUBMIT CANCEL	LOGIN





NOTE: THERE IS NO ADMINISTRATIVE SUPPORT TO RESET APPLICANT PASSWORDS

If you don't remember a case sensitive response to one of your security questions, you will not be able to login to your ERA account. If this occurs, create a new account, using a different email address.

Please refer to the Section I of the Applicant User Guide for instructions on how to create a new ERA account.

Security Questions	
	Please enter the answers to your security questions. Your responses are case sensitive and must be entered exactly as they were upon creation.
	 Validation Error(s) You must correct the following error(s) before proceeding: Either the answers provided do not match the answers for this account, or your email address is invalid. Please enter new secret answers below, or click Cancel to start over and re-enter your email address. If the above does not work, select CANCEL and CREATE A NEW ACCOUNT using a different email address.
	*Birthplace?
	*Favorite sports team?
	*First name of your best friend?
	NEXT CANCEL





D. Updating ERA Account

Step 1:

Click "Your Name" from the Applications Dashboard.

C Dashboard				Logout		
				 Return to Job Search 		
K						
Welcome, ART IVAKH 1						
Applications						
All Complete Incomplete						
Position Title						
Announcement Number	Application Status	Comments	Vacancy Status	Actions		
Protocol Assistant (Protocol	Grade 5	Grade 5	Accepting Applications	Edit Application		
Assistant) Nov2017	Application Received ⊘ You have answered all the required questions	No Comment	Vacancy closes in 17 days	Update Documents Download Your Application		
	for this grade.			Withdraw Application		

Step 2:

1. Click "Edit" to update your Personal or Contact Information.

• Click "Save" when finished.

- 2. Click "View my Resume" to review/update the Resume.
 - $\circ\,$ It is not necessary to enter resume information as part of the application process in most cases. $\circ\,$ Click "Save" when finished.
- 3.Click "Change My Password" in order to update your current password. • Click "Save" when finished.
- 4. Click "Change my Security Questions" to update your current questions/answers. • Click "Save" when finished.

🗘 Dashboard			Logout
1 My Profile		K	
Personal Information		🖉 Edit	Account Information
Name:	JOHN DOEH		View My Resume
User Id:	3		Change My Password
Address:	4921 Seminary Road Bogota, Colombia		
Phone:	📞 31926677773 (day phone)		
Email:	artyom.ivakh@monster.com		