**External Applicant** – a person who has not been or is currently not employed by the Department. A current employee may also create an account as an external applicant.

**Internal Applicant** – a person who is currently employed by the Department.

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| **Area** | **Question** | **Answer** |
| **Saved Search Notification** | **Can I access Applicant Portal from my phone?** | Yes, you can search and apply for jobs using your iPhone or android device. |
| **How do I set up my saved search notification?** | Once you're logged in the applicant portal, you can use the Search facets to Search for a job opening  |
| **How many job search notifications can I have?** | You can have a maximum of two Saved Searches.  |
| **How long do they last?** | One Year |
| **Application** | **How can I check the progress of my application?** |  You can visit 'My Job Notifications' page to see notifications such as Job Offer, Reference Requests and Updates on your Saved Search. |
| **Will I get notified when I am successful? Not successful?** | Yes, you will be notified thru email and also when you log in and navigate to 'My Job Notifications' page. |
| **I previously applied for a job; can the system auto fill my application?** | The system will do his for specific application steps only, such as Work Experience. |
| **Job opportunity (profile)** | **Who looks/has access to my cv/profile in job opportunities?** | The Recruiters will have access to your CV/Job Opportunities |
| **Can I update my profile?** | External Applicants can update their profile thru My Account Information.Internal Applicants will have to update their information thru eduPay. |
| **Username /password/ account** | **Can I use my email address as my username?** | No |
| **I’ve forgotten my username and/or password. How do I proceed?** | For external applicant, there is a Forgot Username/Forgot Password option in the Careers homepage that you can use.For internal applicants, you can request a password reset for your eduPay account through your system administrator. |
| **How do I change my password?** | External Applicants can update their password by Navigating to the Account Information Page. Internal Applicants can update your password when you log into eduPay.  |
| **How do I update my details?** | External Applicants can update their details by navigating to the Account Information Page. Internal Applicants can update your details when you log into eduPay - Personal Information tile. |
| **Can I have more than one account?** | Yes. Once you're hired or an existing DET employee, you have an account in Applicant Portal. You can also create/maintain another account at the same time. |
| **How do I close my account?** | You can request that in Schools Recruitment for non-DET accounts. For DET accounts (those logged in via eduPay), your account is closed when you cease employment with the department.  |
| **I have a profile using my DET account however will cease employment. What will happen to the details/history of my account?** | Your internal account will terminate. If you wish to apply for vacancies after you cease employment, you will need to use your non-DET account in the Applicant portal. Alternatively, you can register as a New User.  |
| **Other** | **Can I access the Applicant Portal from eduPay?** | Yes, via Employee homepage > Careers tile |
| **What is the advantage of accessing the Applicant Portal from eduPay** | As an internal applicant you will be able to see all career opportunities including schools, VPS, Expressions of Interest, Appointments and short-term opportunities |
| **Can I access the Applicant Portal externally?** | Yes, you can browse schools only jobs online and create an account as an external applicant |
| **Can you still set up a job search agent to email you directly?** | Yes |
| **Does the attachment name need to be unique for each application?** | Yes |
| **Is it possible to turn off email notifications for one of the saved jobs?**  | Yes - untick the box that says 'email me when the new jobs meet my criteria' |
| **Are we still able to see the filters?** | Yes, they are the same, no change |
| **Is there a file size limit on an attachment?** | Yes, but this won't be restrictive given you are uploading text only documents |