

FAQs for eRecruiting Candidates

Q I keep getting an Internal Error when trying to apply for a vacancy.

A We recommend that you register first before trying to apply for a vacancy. To do this, go to our Staff Vacancies web page at <http://www.londonmet.ac.uk/staff/e-recruitment/> and click on the 'Register' button. Enter all the required information and click on the 'Register' Button at the bottom. You will then be taken to your 'Personal Pages'. From here, you can either click on the 'Job Search' link under the 'Employment Opportunities' section and do a general search by clicking on the 'Start Search' button in which case a list of all current vacancies will be displayed. Or, if you know the vacancy reference, you can click on the 'Apply Directly' link, enter the reference of the vacancy you wish to apply for and click on 'Start Search' to display just that vacancy. Once you have found the vacancy, click in the small square box to the left of the vacancy to highlight it and then click on the 'Apply/Display Application' button.

Q I have tried and failed to logon on a number of occasions and am now getting the following message: "Password logon no longer possible - too many failed attempts"

A You will need to contact our SAP Trainer at saptrainer@londonmet.ac.uk who will be able to unlock your records and reset your password for you.

Q The Advertisement and/or Job Description and Person Specification is not displaying

A1 Do you have Adobe Reader downloaded on your PC? If not, you can download it for free here <http://get.adobe.com/reader/>

Q The drop down choices on the Application Wizard are not working

A Most likely this is because you are using a MAC rather than a PC. MAC users must use Firefox as their internet browser as Safari is not supported. You can download Firefox for free from the following site: <http://www.mozilla.com/en-US/firefox/all.html>

Q The Application Wizard Data Overview is not displaying

A1 Do you have Adobe Reader downloaded on your PC? If not, you can download it for free here <http://get.adobe.com/reader/>

A2 If you already have Adobe Reader version 8 or higher on your PC it is probably because you have entered a large amount of text in the Additional Details tab. Currently if a lot of information is entered in the Additional Details tab, PDF documents are timing out. We suggest you change the Display Format for Data Overviews in your Personal Settings to HTML to overcome this issue.

Q The Equal Opportunities Questionnaire will not save and I am unable to move on to the next tab.

A Make sure you have answered all the mandatory questions. This includes the final question at the bottom of the page asking if you are agreeable to the University providing information relating to your disability, in confidence, to the panel in order that they may consider your application against the elements of the person specification which are unaffected by your disability.

Q I was working on an on-line job application for a post at London Metropolitan University. I somehow lost the page and can't work out if it is retrievable.

A Go to our Staff Vacancies web page at <http://www.londonmet.ac.uk/staff/e-recruitment/>, and click on the 'Logon' button. Enter your username and password and click on 'Logon'. You will be taken to your 'Personal Pages'. Click on the 'Applications' link under the 'Employment Opportunities' section. A list of any vacancies that you have applied for will be displayed. Select your application by clicking in the small square box to the left hand side to select it and then click on the 'Continue/Display Application' button. You will then be taken to the 'Application Wizard' where you can continue with your application.