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Quick start — External applicants

As an external applicant, you likely will begin your search in one of two ways:

» From the Mayo Clinic Jobs home page, http://www.mayoclinic.org/jobs/
» From job boards, social media or search engines

Introduction

This guide explains in detail the process of starting and searching for a position from the Jobs home page, noting where applicants using a non-Mayo source join the process. From that point, the application process is identical.

Completing your profile may take up to 30 minutes if you have all the required information at hand, such as work history, school information and resume.

Job application summary

Step 1 — Search
Find a job at Mayo Clinic using keyword, location, and/or job category searches.

Step 2 — Register for the Talent Community
Set up job agents (automatic notifications) to receive future job notifications and career information from Mayo Clinic.

Step 3 — The application process
» Create login profile
» Submit resume/CV
» Submit attachments
» Complete your application

Get started on a life-changing career
From the Jobs home page, use the search field shown at right to find current job postings. Though you can use one search field to search, using all fields in combination will provide a more precise result.

» The top field is for keyword search.
» The locations menu allows you to choose a specific Mayo Clinic location to search within, even telework and telecommute jobs.
» You can also specify job type to further refine your search.

Click the Submit button.

The resulting page displays the search results.

Clicking on a job from the list displays the job detail page shown on the next page.

The search can be further refined by using the filter fields along the top of the page.
If you searched and selected an open job position from a non-Mayo job source, you may be directed to a page similar to the one shown here.

Clicking the Continue button will display two options:

» Start apply with LinkedIn
» Apply Now

The next page to display is the profile registration page for the Mayo Clinic Talent Community.

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**Step 2 — Register for the Talent Community**

When you join the Talent Community, you can set up job agents to receive future job notifications and career information from Mayo Clinic.

External applicants are required to join the Talent Community before proceeding to the online application process.

A password will automatically be generated. Click Personalize It if you wish to create your own.

The email address and password are for the Talent Community only. This is not the job application.

In step 3 you’ll create an application profile requiring you to enter the same email address, but create a different password. Click Next.

The next screen is a confirmation showing where you are in the application process.

There is also information reminding you that this is going to be a separate registration process from the Talent Community. Click Continue.
A different job detail page with the same job information displays.

If you wish to apply for multiple jobs now, click the View similar jobs button, select multiple jobs and click Apply to job(s).

You can also click the Search opening link at the top of the page, search, then Save to cart.

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**Step 3 — The application process**

Take the time to be as complete as possible when filling out your application. Current information increases your opportunity for possible employment. Any change to your profile information requires only a simple update to the relevant screen.

**Create login profile**

The next page is the login page. Assuming you are a first-time applicant, click the **Click here to create a login** link to proceed.

If you are a returning applicant, enter your email address and password to continue. (Continue on page 7 of this guide.)

The next screen prompts you to read and agree to our privacy policy. You must click **Agree** to continue.

Fill in the requested information on the Create login page, paying attention to the password requirements:

» Use the same email address you used to join the Talent Community, but use a different password than the one you used to join the Talent Community. (This password will be reset every 90 days.)

Click **Continue**. You are now a registered applicant.

» You are next prompted to log in with your account email address and password and can complete your application for the position(s).

After logging in, the Gateway Questionnaire appears. When completed, you will advance to the submit resume screen.
Submit resume/CV
You have the option to either upload your resume or CV or enter your own text by copying and pasting from your word processing program. Then click Continue.

Supported file attachment types:

» MS Word (.doc)
» MS Word for Macintosh (.mcw)
» MS Works (.wps)
» Wordstar (.wsd)
» Rich Text (.rtf)
» ASCII Text (.asc)
» ASCII Text ANSI character set (.ans)
» Hypertext (.htx)
» Adobe Acrobat (.pdf)

The Contact information screen displays next.

Your contact information should be automatically extracted from your resume or CV. If any required fields are not filled in or not filled in correctly, you must make corrections before proceeding.

Be sure to check your information on each tab along the top of the screen.

Click Continue (not shown) when done.

Submit attachments
You can submit a cover letter, letter of intent or any supporting documents you need.

When you’re finished uploading, click Continue:

Be sure your uploads are under the 5MB size limit.

You cannot add attachments after you have applied to a job, so be careful to add all required documents before you submit your application.
Complete your application

To complete your application, you need to respond to a few required questions.

When done, click Continue.

Finally, respond to these additional questions, click Submit your CV, and you have completed the application process.

The next section, Managing your profile, explains what you’ll want to do to specifically check your application status.

Managing your profile

From the Jobs home page, click on the External Applicants link to log in and manage your profile.

You are next asked to log in with the email address and password associated with the online application system. The resulting page displays these options:

» Search openings
» Job submission status
» Edit your profile
» Create, update or delete saved job searches
» Resume/CV manager
» Job cart
» Candidate portal
» Saved drafts
FAQs — All applicants

Here you will find the questions applicants ask the most about applying for a job at Mayo Clinic. If you run into a problem during your application process, check here first for answers before contacting further help. Should you still require assistance, use the contact information at right.

Searching and reviewing jobs

How do I search for a job?
There are several ways to search depending where you are in the job application process:

» From the home page if you are just starting the application process

» From the search field located at the top of the job list page or job detail page

» From either the Jobs or Search openings links on any application pages

What if there are no open job positions after a keyword or category search?
Job postings are updated frequently each day. If you’d like to be notified when a position that meets your search criteria becomes available, click Email jobs to me on your search-results page and submit your email address.

Why do I need separate passwords for the Talent Community and for the online application profile?
The Talent Community and the online application are separate systems. The Talent Community enables you to receive future job notifications and career information. The online application is a system that manages your job application information. Registering in both systems is necessary, as each has unique password requirements.

The password for the online application will be reset every 90 days.
Can I review job postings without joining the Talent Community or applying for a job?
Yes. Joining the Talent Community, however, is a required step before applying for a job.

Do I have to log in to the Talent Community every time I wish to apply for a job?
No. Upon joining the Talent Community, a cookie is placed on your computer, enabling it to remember your Talent Community profile. You may be required to log in again if your browser security settings do not allow cookies, or if you begin a job application on a computer or device other than the one with which you originally joined the Talent Community.

Applying for jobs — Completing a profile

How long will it take to complete my online application profile?
Completing a profile may take up to 30 minutes if you have all the required information at hand, such as work history, school information and resume.

How do I apply for multiple jobs?
After reviewing a job from the list of your job-search results, click Continue. If you haven’t already joined the Talent Community, you’ll be prompted to do so.

Once you’ve joined, you’ll see the job posting again along with some additional action buttons. Now click View similar jobs.

On the resulting screen, you may adjust your search criteria, select multiple jobs and proceed with applying for multiple jobs by clicking Apply to job(s).

What if I haven’t finished completing my online profile and want to finish it later?
Once you have logged in to the Gateway Questionnaire, you have the option to click Save as draft. This will enable you to retrieve your profile at a later time.

If the posting you wish to apply for is expired and no longer posted, you will not be able to submit an application.
How do I attach additional documents such as a resume, cover letter or letter of reference after my online profile is completed?
From the Jobs home page, click on the External Applicants link to log in and manage your profile. Choose Resume/CV manager from the list.

You cannot add other types of attachments after you have applied to a job, so be careful to add all required documents before you submit your application.

Managing your profile

Can managers or staffing contacts see updates I make to my online profile after applying?
When the hiring manager reviews a candidate’s application, the manager can view all updates made until the time he or she receives the profile. Any changes made to the attachments (for example, resume, CV or cover letter) also are viewable by the hiring manager.

What if I don't want the hiring managers to see any other positions for which I have applied?
Managers cannot see any other jobs to which you have applied or any of your activity history. However, the manager can see all additional documents that you attached to your profile, such as cover letters.

How do I withdraw from a position?
If you accidentally apply for a position or change your mind about a position to which you applied, you can withdraw your job submission, but only when the job posting is open. From the Jobs home page, click on the External Applicants link to log in and manage your profile. Choose Job submission status from the list and click the Withdraw button.

What if I accidentally withdraw from a position that I applied for?
You can reactivate your status; however, you will need to wait at least three hours due to system constraints. Go to the Jobs home page, click on the External Applicants link to log in and manage your profile. Choose Job submission status from the list and click the Reactivate button next to the posting you withdrew from.

The ability to reactivate is available only when the job is posted.

Will I receive updates on my status?
You should first check your application status by going to the Jobs home page, then clicking the External Applicants link to log in and manage your profile. Choose Job submission status from the list.

Turnaround times on automated status may vary depending on the volume of applicants and the needs of the hiring department. Be certain to check the email account that you provided on your application for status updates (for example, receipt of application, incomplete application or other notifications).
When am I NOT eligible to apply for a job?
You cannot apply for a job if:

» Your current applicant status for any other job is “Hired”
» The job is no longer posted

Why did my session timeout?
You’ll be automatically logged out of your online application profile if your computer is idle with no activity for 90 minutes. If the Timeout pop-up appears, click anywhere on the screen to avoid being logged out.

Technical issues
Password recovery

I forgot my Talent Community password. What do I do?
If you forgot the password required to sign-in to the Talent Community, or were automatically provided a generated password and are unaware of what that is, click **Forgot your password** from the login screen and enter the email address you originally used to join the Talent Community. You will receive a password-recovery email containing a link and instructions for creating a new Talent Community password.

This password is for the Talent Community only.

I forgot my online application password. What do I do?
If you forgot the password required to sign-in to the online application, click **Forgot your password** from the login screen and enter the email address you originally used to register for the online application. You will receive a password-recovery email containing a link and instructions for creating a new online application password. This password is for the online application only.

I forgot my online application username. What do I do?
If you forgot the username, click **Forgot your username** From the login screen and enter your first name, last name, and either your home phone number or your e-mail address you originally used to register for the online application. You will then receive your username on the next screen.

This username/password is for the online application only.
Why didn’t I receive the password-recovery email? (Pertains to online application)
If you get a message that states “We were unable to find that email or password in our system,” it means that you have entered either field incorrectly or you have not created a profile yet. This applicant tracking system was implemented on Jan. 1, 2011. If you created a profile prior to this date, you will need to create a new profile. Some additional options to consider:

1. Your user name (email address) and password are case sensitive. Be sure that the user name and password are being entered exactly how you created your profile.
2. Verify the email you used is your online application user name.
3. If your email is set up to filter junk mail, be sure to check your junk mail folder and deleted items. You may also consider adding the following email address to your “safe” list: Password_Security@trm.brassring.com.
4. Clearing your browser cookies and cache, closing all Web browsers and starting with a new browser may allow you to log in successfully.

I received the password-recovery email, but am still unable to reset my password.
Some important information to consider:

» When did you receive the password-recovery email?
The link embedded in the password-recovery email is active for only three hours after the email is received. If it has been more than three hours, you will need to request the password-recovery email from the system again.

» The new job posting application works optimally with the Web browsers below. If you are utilizing a Web browser other than the ones listed, you might consider trying one of these approved browsers:

› Internet Explorer (IE)
› Firefox
› Safari

» Clearing your Internet browser cookies and cache, closing all Web browsers and starting with a new browser may allow you to successfully reset your password.

» If you are using a Web-based email address such as Hotmail, Gmail or Yahoo, be certain to log in to your email account directly instead of going through an email program such as Outlook or Entourage.

What do I do if I attempt three times to log in to the online application with an invalid password and get locked out?
You will need to wait 15 to 20 minutes for the system to reset, even after clicking the Forgot your password link and retrieving the correct password.
Uploading attachments

Why do I receive errors when trying to upload attachments?
The most common reason attachments fail to upload is that they exceed the 5MB file size or are an unapproved file type. Approved file-types are listed on the Submit attachments screen at right.

Another reason may be using uncommon fonts in your documents. Use common fonts, such as Times and Arial, and if your document includes headers and footers, check them as well.

Why am I getting system timeouts and sluggishness?
An important factor in maintaining a fast connection is keeping your cache clear. (see below) A full cache can result in system timeouts and sluggishness.

Clearing your browser cache

How do I clear my browser cache?

Internet Explorer: Under the Tools menu, choose Internet options.

On the resulting Internet options screen, make sure the General tab is selected and click Delete.

On the Delete Browsing History screen, make sure Temporary Internet Files is checked and click Delete (not shown).
Firefox: Under the **Tools** menu, choose **Options**.

On the resulting Options screen, make sure the **Advanced** tab is selected, and click **Clear Now**.

Safari: Under the **Safari** menu, choose **Empty Cache**.

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**Cookie settings**

**How do I clear or enable cookies?**

Internet Explorer: To clear cookies, under the Tools menu, choose **Internet Options**.

On the resulting Internet Options screen, make sure the **General** tab is selected and click **Delete**.

Clearing cookies is only suggested as a last resort to potentially fixing technical problems such as not receiving a password reset email.

Make sure you have your username and passwords saved somewhere off your computer, as your login information will be erased with the cookies, and you will need to log in to the Talent Community on your next visit.
On the Delete Browsing History screen, make sure Cookies is checked and click Delete (not shown).

To enable cookies make sure the Privacy tab is selected, and adjust the slider down to change the privacy setting.

Firefox: Under the Tools menu, choose Options.

On the resulting Options screen, make sure the Privacy tab is selected and check the appropriate boxes to accept cookies. To clear cookies, check the Clear history when Firefox closes box, then close and reopen Firefox to continue.
Safari: Under the Safari menu, choose Preferences.

To clear cookies, make sure the Privacy tab is selected and click Remove All Website Data. To enable cookies, make sure the Always box is not selected and select one of the other two.