

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.

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 this 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