

FREQUENTLY ASKED CAREERLINK QUESTIONS**❑ How do I register an account?**

- From the Career Services webpage (www.philau.edu/career), click on the CareerLink for Students web address (<https://philau-csm.symphlicity.com/students>).
- Once on the CareerLink registration page, click on "Register", which is the 3rd tab option.
- Fill out the Student Registration form, paying close attention to the required fields. Once you have completed the form, click on the "Submit" button.
- You will receive a message that reads, "Your registration has been received. An e-mail will shortly be sent to your email to verify validity of your email address."
- Log in to your email account and click on the link provided in the message. Clicking on this link will trigger an additional email to be sent to your inbox. The email will welcome you to CareerLink and explain how to navigate the system.

❑ What if I forget my password?

- From the Career Services webpage (www.philau.edu/career), click on the CareerLink for Students web address (<https://philau-csm.symphlicity.com/students>).
- Once on the CareerLink registration page, click on the "Forgot Password" button at the bottom of the Sign in page, or click on the 2nd tab, "Forgot Password."
- Enter your complete email address, i.e. doej@philau.edu (the one you used when you set up your account).
- An email will automatically be sent to you from Career Services with a new, system-generated password.
- Once you log in to CareerLink with this password, you can then change it to one that is meaningful to you by going to the Profile tab on your CareerLink homepage (2nd tab from the left). Then, click on the 5th tab titled "Password/Preferences" to update your password.

❑ How do I upload my resume?

- From the Career Services webpage (www.philau.edu/career), click on the CareerLink for Students web address (<https://philau-csm.symphlicity.com/students>).
- Once logged in, click on the "Documents" tab at the top of your account's homepage.
- In the documents page, click on the "Add new" button located at the bottom of the page.
- Fill in all of the necessary fields including the document's label and identify the document type (i.e. resume, cover letter, writing sample, etc.).
- Upload your document much like you would attach a document in an email: click on "Browse" and locate the file you would like to upload to CareerLink in its file on your computer.

*NOTE: PDFs are the most compatible kind of file with the CareerLink system. If your resume is not a PDF file, there may be some delay in your access to the document as the system converts it. If you would like to bypass the in-system conversion process, feel free to use any outside PDF converter. There are a number of free PDF converters available on the web, two of which are **CutePDF** and **PrimoPDF**, easily obtained through a simple Google search.

If you choose to bypass the in-system PDF converter, you may be able to avoid a "Not approved" message resulting from formatting problems on your document. Formatting problems include such things as bullets that do not align, margins that shift, and words that dangle onto lines of their own rather than being attached to the end of a bullet.

❑ **How do I know if my resume has been approved?**

- Once you have followed the steps to upload your resume and have submitted the request, you will shortly receive an email indicating whether your document has been approved or not approved.
- Because of the volume of documents that students request approval for, please allow up to 48 business hours between uploading and being able to use the document to apply for opportunities on CareerLink. Most documents will be approved within 24 hours of your uploading them onto CareerLink, but please note that during busy times, advanced planning will be necessary.

❑ **How do I sign up for and RSVP to events and workshops?**

- From the Career Services webpage (www.philau.edu/career), click on the CareerLink for Students web address (<https://philau-csm.symplicity.com/students>).
- Once logged in, click on the "Events" tab at the top of your account's homepage. "Events" is the second-to-last tab on the left-hand side of the page.
- Once in the Events page, click on the "Workshops" tab.
- Clicking on the "Workshops" tab will bring you to a page with a list of events along with their descriptions – browse through the events, workshops and information session that have been posted and pinpoint one that you would like to attend.
- Click on the event name and you will be navigated to a page with a detailed description of the event, including locations and times. There is an RSVP button at the bottom of the page that you can click on to indicate that you will be attending the event.
- After clicking on the RSVP button, you will be navigated back to the main page containing a listing of events Career Services offers or endorses. You will now see a green check in the "RSVP" column, demonstrating your planned attendance.

❑ **How do I search for Job and Internship Listings?**

- Log in to your CareerLink account and select "Jobs" from the Toolbar at the top of your page. Select CareerLink Jobs.
- This will bring you to the Job Listings page.
- From there, you can utilize the "Show Me" search function and look specifically for Job Listings, Interviews, etc., or search by Position Type (Internship, Entry-Level, etc.).
- You can also utilize the Keyword search function to search for specific employers that may have opportunities listed.

❑ **How do I set up a Search Agent?**

In CareerLink you are able to create **Search Agents**; essentially, you can assign specific parameters (e.g., industry, geographical location, type of position, etc.) and when opportunities are posted that meet those parameters, an email notification will automatically be sent to you. To set up your Search Agents, follow these steps:

- Log in to your CareerLink account and select "Jobs" from the Toolbar at the top of your page; select CareerLink Jobs.
- This will bring you to the Job Listings page. Go to the "Advanced Search" Tab (3rd tab over).
- To save a search as a "Search Agent", click on the box next to "Save As" and you can name that particular Search Agent (e.g. Accounting Internships in Philadelphia).
- Fill in the rest of the fields, per your preferences, and then click on "Submit."
- Then, go to the "Search Agents" Tab, where your new Search Agent should appear.
- You can then click on Schedule and input how often you would like the system to run your search agent/notify you of new postings.

❑ **If I qualify, how do I sign up for an On-Campus Interview (OCIs)?**

- Click on "Campus Interviews – Qualify For" (please note that the link "Pending Campus Interviews refers to the OCIs that you have already applied for)
- Once you are on the Job Postings page, you can also search ALL Interviews by using the drop down box at the top and clicking on All Interviews and hitting the Search button.
- Once you click on the Interview you can either apply or the system will instruct you as to why you are not qualified. After reviewing the reasons why you are not qualified and you still feel that you meet the qualifications (aka, it says only seniors and you are a senior) but still can not apply, please contact Amy Slivinski at 215-951-2930.

Career Services Center

www.philau.edu/career

t: 215.951.2930 f: 215.951.6884 / careerservices@philau.edu

❑ **If I applied to an On-Campus Interview, what are my next steps?**

- You will receive an email indicating that the employer has received your resume.
- After the resume deadline the employer will review the résumés and choose the candidates that they are interested in interviewing.
- If you are selected for an interview, you will receive an email indicating to sign up for an interview time by the deadline. You will also see an indication to sign up for an Interview when you log into CareerLink. You MUST sign up for an interview by the sign-up deadline. If you are not selected for an interview, you typically WILL NOT receive an email from CareerLink. You can also log into CareerLink at any time to view your status by clicking on "Pending On Campus Interviews".

❑ **How do I input my work experiences (including internships, part-time, and full-time jobs)?**

CareerLink now has a great Employment Tracker function which allows you to input and update all of your experiences and supervisors' contact information, which allows you to easily update your resume and keep all employer reference information in one central location. To input your experiences, follow these steps:

- Login to your Career Link Account at: <https://philau-csm.symphlicity.com/students> using your username and password.
- Then on your homepage Toolbar, click on "Profile."
- From your Profile, click on the "Employment" tab.
- Select "Add New" to add a new employment entry.
- Input your information in each of the fields provided and click on "Submit."
- Update your information periodically as you continue to get experience.