



Careers at METRO - Frequently Asked Questions (FAQ's)

Why do I need a valid email address to register?

You will need a valid email address to register, search and apply for vacancies. If you do not have an email account, you can sign up for a free email account at various sites like Hotmail.com, and Yahoo Mail.

Can I share an email address with another person who is already registered?

No. Your email address is part of your log on, and it is unique for each person. You will need to create your own email account and then register.

What if my email addresses changes?

If your email addresses changes you can change it by clicking on the COMMUNICATION DATA which can be found in the PERSONAL DATA section. It is important to keep your communication data current. This data is used for correspondence and other communication.

Why should I create a profile?

- A profile is like an online resume that you use specifically for METRO job opportunities. There are several benefits to creating and maintaining a profile:
- Once a profile is created all you have to do is maintain it; i.e. create once, then update it when details change;
- Applications are easy to submit because all data that you include and save in your profile (work experience, education, and contact information) automatically migrates to your application.
- When you complete the online application form, answer all questions completely and accurately.

How do I create a profile?

- First, you need to register.
- From the Careers at METRO page click the appropriate button:

Can I have multiple Candidate Profiles?

No, you can have only one Candidate Profile; however, to keep it current you can edit your profile.

Do I need to create a Candidate Profile to search for a job?

No, the online application system allows you to search for jobs without creating a Candidate Profile. However, you will need to complete the profile prior to applying for a job(s) at METRO.

How do I list the position I am applying for on my Candidate Profile?

- Search for the vacancy
- Locate the job listing
- Click the blue, underlined job title to display the job listing onscreen
- Click the "Apply" button at the top of the screen

The Application for the position will appear, populated with the information already in your Candidate Profile. You must then complete the remaining tabs and click "Send Application."

Can I edit my Candidate Profile or job application through the Data Overview on the "Review/Release" screen?

No, the Data Overview simply pulls information from preceding screens and compiles an overall view of your profile or application. If you need to edit, locate the application screen and make changes.

How do I set up my user name?

Select a user name that has a minimum of 8 characters; once you enter it, it is set up.

Are there any special requirements to set up my password?

Your password must have a minimum of 8 characters and a maximum of 20 characters.

It must include one or more upper case letters (A-Z) and must include one or more numbers (0-9).

Do I need to fill out the candidate profile if I attach a resume?

Yes, the profile must be completed. The candidate profile contains the information needed to determine whether a candidate is qualified for a position.

Some positions will require a resume.

How many positions may I apply for at one time?

You can apply for as many positions as you like, there is no limit. However, you can select only one position at a time. It is important to apply for positions for which you are qualified.

What is "Favorites" used for?

"Favorites" is used when you are searching for jobs to bookmark those that you would like to review or apply for at a later time. Saving a job opportunity to "Favorites" will not extend the posting date.

How do I edit information placed on a screen (i.e. Work Experience)?

- Select the data you want to edit by selecting the box to the left of the data.
- Once you select the data, it will highlight (the line will turn orange), indicating a selection has been made.
- Select the Edit button. After selecting the edit button, it will bring you to a screen that will allow you to edit your information.
- Click "Save" to save your updated information.

How do I know that my application has been received?

If the application was successfully submitted, you will receive an email acknowledgement at the email address you provided. If you have an email "spam" filter, the acknowledgement may be delivered to your email "spam" folder.

To be certain that the application was submitted, you can also click the [Job Opportunities Tab](#), click the [My Applications](#) link. All your applications will appear on this page.

Why do I get different tabs for the Candidate Profile and when I fill out an Application?

A Candidate Profile is usually prepared in advance of applying for a specific job. The tabs are more general and can apply to multiple jobs. The tabs in the Application are designed for a specific job.

My Candidate Overview says "The Candidate's Profile is LOCKED." What does "LOCKED" mean and how do I unlock my profile?

A "locked" profile cannot be reviewed by METRO's Staffing Representatives. Unlock your profile as part of submitting an application or when you complete your Candidate Profile. Your Candidate Profile remains "Locked" unless you:

- Check the box, labeled "Release my Profile" on the Send Application Tab; or
- Check the box "Release Profile" on the Review and Release Tab on the Candidate Profile.

Note: Remember to click on "Send Application" when applying for a specific position.

What if I forget/lose my password?

Request a new password by clicking on the 'Forgot your user ID or password?' link on the login page. Enter your user name or the e-mail address you submitted when registering. Within a few minutes a new temporary password will be sent to the e-mail address you provided in your profile. Copy and paste this into the password field then click "**Change Password**".

Note: Passwords sent to you via email are "strong" passwords, made up of upper and lowercase letters and numbers. Sometimes it is difficult to retype it correctly.

I've locked myself out of the system. What can I do?

Your account will lock after several failed login attempts. The system will unlock your account the next day. You can also reset your password by clicking the "Password Forgotten" link on the logon menu.

What happens if I move away from my computer before finishing my profile/application?

For security reasons, the session times out after 30 minutes of idle time. Please save your changes frequently.

To retrieve an incomplete application, login to the online application system:

- Select the Job Opportunities Tab, and then select the [My Applications](#) link.
- Applications that are not complete are classified as "Draft".
- To apply for a job, or to delete/withdraw a partial application, select the box to the left of the application you want to work with and select the appropriate button at the bottom of the screen.

How do I log out? If you are using a shared computer in a public area (i.e. public kiosk or library), before leaving the computer, it is important that you fully log out of the application and close down your browser. This will ensure that no one else can access any personal information you may have entered.