



FREQUENTLY ASKED QUESTIONS

I don't have a computer at home. Where can I apply for jobs at GGBHTD?

The District's Human Resources Kiosk is available for submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. You can also access Applicant Online anywhere you can access the internet (public libraries, community colleges, and internet cafes).

I don't have an email address. Is it required?

Yes. Having an email address allows the District to communicate the status of your application, selection and scheduling of interviews. Visit one of these various service providers to setup a free email account: www.yahoo.com, www.outlook.com, www.gmail.com, or your personal internet service provider.

How can I get help with completing the Online Application?

Please call (415) 257 – 4526 (Human Resources Department) or email jobs@goldengate.org if you have difficulty applying for a position during normal business hours 8:30 am – 4:30 pm, Monday – Friday.

Applicant Online Tips and Facts

- Internet Explorer is the recommended browser for Applicant Online.
- Be careful when completing your application in the system, and ensure that your information is accurate and that you have attached all required documents before you click "Apply." Once you have submitted the application, you cannot make any changes or additions to that application.
- Do not begin to apply for a second "Open Position" posting until you have completed the first application. Information is retained only after your first application is completed and submitted.
- Each open position may have different document requirements for attachments. Thus, pay special attention to the job posting. We recommend that you create a file containing your resume, transcripts, reference letters, etc., so they will be easily accessible as you are completing applications.
- Applicant online will accept attachments of no more than 4 MB. When you scan your documents, there are two things to consider. The resolution must be high enough to be readable -- minimum 150 dpi. You also want to make sure it is not too large to attach (i.e. maximum 200 dpi). Large documents take more time to attach, and the server may "time out" while large documents are loading. If necessary, scan each page into a separate file. If your document is in Microsoft Word, you can save it as a PDF file for online publishing. This reduces the size of the document. Other programs allow for reducing the file size of documents.
- For District Employees, your access information to Applicant Online is the same with Employee Online. If you have not logged into Employee Online, the login is your Employee ID including the E, and your password is the last five digits of your ID.
- For applicants who previously applied or recently submitted a paper application, applying in another open position will require re-application and submission of required documents stated for the position in your Application online. Thus, you are required to submit an application for each position that you are applying for. However, Applicant Online retains the data from your previous application, so you will need to click through the pages, make any changes, add your attachments, and click the "apply" button on the last page.

- In the event that you have forgotten your Login or Password, you can enter the e-mail address that you used to create the account and the system will e-mail the login information to you with a new password. The system does not have the functionality to allow you to change your own password. You should be sure to memorize your login and password or write them down in a safe place.
- In the event that you were interrupted in the middle of filling out your application, it is suggested that you click on the "Applications" tab to see a list of the applications you have started along with their status. If the status is "Incomplete," click on "Resume Application" to go back and complete the unfinished application.
- Required document attachments stated in the posting should be uploaded under the Document/Image Attachments section on page 9 in the Applicant Online. *Applicant Online is setup to attach the following file types: doc, docx, txt, xls,xlsx, rtf, pdf, jpg, png, tif, bmp, gif*
- For applicants with international work history: The system is currently not set up for international postal codes. If you have work history outside of the United States, do not fill out the Work History page for the international job. Instead, please attach a document describing your work experience. Please include all of the information requested on the Work History Screen. You can attach this document at the attachment screen (Page 8) and on the attachment tab.