

Frequently Asked Questions (FAQs)

How do I find out what jobs are available?

Employees of Case Western Reserve University, please go to HCM Self Service, Recruiting Activities, Careers.

Non-employees of Case Western Reserve University, please visit jobs.case.edu for login site and instructions.

What if someone does not have a computer or access to the web?

There are a number of ways you can still get access to our online employment site:

- PCs are located in Human Resources Department (located in Crawford Hall) at 10900 Euclid Avenue in Cleveland, Monday through Friday, 8:30 a.m. until 5:00 p.m.
- Any of the public computers located at any of the CWRU Libraries.
- Any computer that has Internet access, 24 hours-a-day, 7 days-a-week (i.e., public libraries).

How does the online application process work?

Please see instructions on our website jobs.case.edu

Applicants must apply online for each position. No faxes, emails or in-person resumes are accepted.

I can't remember my password. What do I do?

In the event that you forget or misplace your username or password, the system is set up to email you this information. Click on "Logon Help" link on the Careers Home page.

Who will see my application if I use the online employment site?

Your application is on a secure web server and will be available to the Human Resources Department, Hiring Manager and the interviewer(s) for the specific job opening for which you apply.

How long does it take to complete the online application?

You should allow 15-20 minutes for the total process. If you experience any technical difficulties, please contact the Help Desk at 216.368.HELP. If you have employment questions, please contact employment@case.edu or call 216.368.6964.

Can I apply for more than one job at a time?

Yes, you may apply to multiple positions by selecting each job from the list of current openings.

Can I save my application before I finish completing it?

Yes, to save your application without submitting it, click the Save button. You can then return to finish submitting your application at another time.

When/how can I make changes to my application?

Once you have submitted your application, you cannot make changes to it. You will have to resubmit a new application for the job. You can also contact the Human Resources Department 216.368.6964 to withdraw your application.

What's the status of my application?

Jobs may receive an overwhelming response of applications, which takes time for hiring departments to review. Every job is assigned to a unique hiring department and hiring team. A representative from the team will contact you if an interview is desired. Once a job has been filled, emails will be sent notifying applicants.

How long is my application valid?

Applications to job openings are valid until the search is closed or the position is filled.

Can I apply by sending my resume via e-mail, mail or fax?

We no longer accept paper applications/resumes via email, mail or fax. All applications must be submitted via our online employment site.

Do I need to apply online if I am only interested in temporary/seasonal positions?

Applicants interested in temporary employment shall visit our on-site Kelly Services Office located in Crawford Hall 320 or call 216.368.4506.

Technical Questions**I am having a problem using the Back button to get to a prior page. It keeps returning me to the same page, what do I do?**

Do not use your browser's "back," "forward" or "refresh" buttons to navigate the online employment site. This may cause unexpected results, including loss of data or being logged out of the system. Please use only the navigational buttons within the site.

I am having a technical problem with my computer that is stopping me from completing the application or applying for a job. What can I do?

For best results, please use Internet Explorer 7 or higher, or Firefox. Mac users may utilize Firefox or Safari.

Application process requires Java Scrip to be enabled.

If you continue to experience problems, please call 216.368.HELP for technical assistance.

I am receiving computer errors. What can I do?

Clear your cache: Use your browser toolbar: Tools/Internet Options/General Tab>click Delete all offline content>click OK. You may also want to Delete cookies, click Close>click OK.

Allow Pop-ups: Use your browser toolbar: Tool/Pop-up Blocker>click Turn Off Pop-up Blocker or Allow Pop-Ups.

If you continue to experience problems, please call 216.368.HELP for technical assistance.