



## REAP STATES

Connecticut

Iowa

Kentucky

Michigan

Missouri

New Mexico

Ohio

Pennsylvania

Texas

U.S. REAP

## Spring 2018 Question and Answer Session for Applicants

Spring is in the air! As you enjoy the warm weather and the flowers in bloom, REAP is here to make your employment search an easy process. In this newsletter, we've included answers to a few popular questions that applicants have been asking.

### Trouble applying due to Certification not matching.



## HELP DESK:

Call:

314-692-1205

1-800-288-8115

e-mail:

Help Desk

admin@reapmail.net

Fax:

314-692-1297

**Q:** When I apply for a position I get a message that says ""You don't appear to have the proper qualifications". Why am I getting this message?

**A:** What you have listed as your certification (subsection 3.3) must match what the employer has listed as the certification they are seeking, to avoid the above message.

If you are certified, but you have not listed your certifications, you can add those certificates in subsection 3.3. If the message appears and you know you are qualified, when prompted, select "yes" and the system will allow you to proceed.

## How to perform a name change.



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**Q:** I am a newlywed. How do I change my last name in REAP?

**A:** Here are the instructions for changing your last name:

1. Log in
2. Click on "My Home" or "Update"
3. Click on "1. Registration"
4. In the center of the screen, click on "2. Name"
5. Type in your last name (#3)
6. Select "Yes" for the question "Have you ever used another name?"
7. Click on "Add" and enter the previous name(s).
8. Do a final submission.

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### Login credentials not being accepted when Notifying a District of Interest



**Q:** I am attempting to Notify a District that I'm Interested in a job that they have posted, but I keep getting the message "Password not found" despite the fact that I have already logged into REAP successfully using the same login information.

**A:** If you get the error message, "Password not found" when you click on the "Notify District I'm Interested" box within a job posting, check the following things:

1. Make sure your username and password do not exceed 10 characters. Interestingly, if you exceed 10 characters, the initial REAP login screen will allow you to log in as long as you have



# notes

for Applicants

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entered the first 10 characters correctly (each additional character is ignored). However the verification log in screen for the "Notify District I'm Interested" box is not as forgiving. The login information you enter must match the 10 characters exactly (both login screens are case sensitive).

2. Make sure you are on the proper version of REAP (for example, if you have signed up for CTREAP only, make sure you are not viewing the job posting from USREAP).
3. If you are trying to log in from a smartphone, try doing so from a computer. Sometimes smartphones use autocorrect to automatically make the first letter in your username or password a capital, despite you making it a lower case letter.

If you are still experiencing problems, give us a call at 1-800-288-8115.

## How to make changes to a resume that you have uploaded to REAP.



**Q:** I would like to make some changes to my resume. How do I edit my resume since it is in PDF format?

**A:** If you would like to edit your previously uploaded PDF Resume, please follow these instructions:

1. Edit your resume using you're a word processing software program such as Microsoft Word or Google Docs.
2. Convert the document to PDF format (if you need help with this process, give us a call at 1-800-288-8115).
3. Click on "Update" or "My Home"
4. Click on the box labeled "Upload Documents"
5. From the list of documents, choose "Your Resume".
6. Remove your previously uploaded resume by clicking on "delete".
7. Click on "Choose file", locate the edited resume file on your computer and then click on "Upload".



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We hope that the information provided helps to make searching for positions on REAP an even better experience for applicants. We strive for continuous improvement and appreciate your feedback and suggestions.

Best Regards, Your REAP Team

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