



Applicant User Guide

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Section I: Creating ERA Account

Step 1:

Click on your country's seeker URL and then go to the next page of this job-aid.

Step 2:

Option A: Click "Login" from the Open Vacancies page.

Option B:

1. Click on the hyperlinked job title for any job.
2. Click "Apply to this Vacancy" or "Email to a Friend."

The screenshot shows the 'Open Vacancies' page. At the top right, a red arrow points to the 'Login' link, labeled 'Option A'. Below the search bar, a red arrow points to the job title 'Protocol Assistant', labeled 'Option B' and '1'. The job details for 'Protocol Assistant' are displayed, including salary, location, and close date. At the bottom, a red arrow points to the 'APPLY TO THIS VACANCY' button, labeled '2'.

Open Vacancies

Showing 1 of 1 items found. Search for Open Vacancies

Sort By: Close Date (Ascending)

Filter Results By

- Series
- Grades
- Location
- Salary
- Agency

Protocol Assistant Announcement #: Nov2017

The U.S. Mission in (insert post and/or country name) is seeking eligible and qualified applicants for the position of (insert official position title and/or post s working title). Supervisory Position: Yes/No

Salary:	(KWD) KD11,500 - (KWD) KD11,500/Per Year	Position Info:	Public Non-Status Full-Time
Series/Grade:	LE - 0120 - 5	Location:	Bogota, CO
Agency:	Embassy Bogota	Close Date:	11/30/2017 (MM/DD/YYYY)

Show 25 results per page GO FIRST PREVIOUS NEXT LAST

The screenshot shows the 'Vacancy Details' page. At the top, a red arrow points to the 'APPLY TO THIS VACANCY' button, labeled '2'. Below the buttons, a red arrow points to the 'EMAIL TO A FRIEND' button, labeled '2'.

Vacancy Details

APPLY TO THIS VACANCY VIEW ELIGIBILITY QUESTIONS VIEW EDUCATION AND EXPERIENCE VIEW VACANCY QUESTIONS

EMAIL TO A FRIEND PRINT VACANCY

Overview Duties Qualifications & Evaluations Benefits & Other Info How to Apply



Step 3:

Click “Create an Account” from the Login pop-up window.

Login

Email

Password

[Forgot Password?](#)

LOGIN

Don't have an account yet?

CREATE ACCOUNT

TERMS AND CONDITIONS

By creating an account (login and password), I understand and expressly consent to the following:

- The information that I provide while filling out this online employment application form and completing the application process, including possibly sensitive data, will be transferred online, stored, and processed on a server in the United States of America. This information may or may not be provided the same level of data protection as provided in my home country.
- The information that I provide will be retained and destroyed in accordance with U.S. Department of State record retention policies and procedures.



Step 4:

1. Fill out Personal and Contact Information including First Name, Last Name, US Citizen status, Address, City/Town, Country, State/Province/Territory, Zip/Postal/Pin Code, Telephone type, Telephone Number, and Email.
 - Use the "Next" and "Previous" buttons located at the bottom of each page to navigate.
 - Do NOT use the browser navigation buttons or refresh button, or you may lose important information.
 - All items marked with a red asterisk (*) are mandatory and require a response.
 - Note that each ERA account must have a unique email address. The system will not allow multiple applicant accounts to share an email address.

Personal Information

Prefix

--- Please Select ---

* First Name

Middle Name

* Last Name

Suffix

--- Please Select ---

* US Citizen

☐ Yes ☐ No

Contact Information

* Address 1

Address 2

Address 3

* City/Town

* Country

* State/Province/Territory

* Zip/Postal/Pin Code

Plus 4

* Telephone 1

* Telephone Number

Extension

+ ADD ANOTHER TELEPHONE

* Email

Enter only ONE Internet E-Mail Address (example: john_doe@company.com)

2. Enter and confirm password then select and answer three security questions.
 - Your password must have at least 12 characters and must include at least one letter (upper and lower case), one digit, one special character and no spaces.
 - Each security question selection must be unique.
 - Each security question answer must be unique.
 - Question answers must not begin and/or end with spaces.
 - Question answers are case sensitive.
 - Security answer answers must contain between 5 and 25 characters.
3. Click "Next."

2

*** Password**

Your password must have at least 12 characters and must include at least one alphanumeric (upper and lower case), one digit, one special character and no spaces.

*** Confirm Password**

*** Secret Question 1** ?

--- Please Select --- ☐

*** Secret Answer**

Minimum 5 characters. Maximum 25 characters.

*** Secret Question 2**

--- Please Select --- ☐

*** Secret Answer**

Minimum 5 characters. Maximum 25 characters.

*** Secret Question 3**

--- Please Select --- ☐

*** Secret Answer**

Minimum 5 characters. Maximum 25 characters.

3

NEXT

Step 5:

Receive confirmation that your account was created.

- Upon account creation you also will receive an email stating that your seeker account was created.
- **Ensure to safeguard account email, password, and security questions/answers as you will be responsible for remembering this information in order to login to your ERA account.**

Login


Personal Information


Account Created

Account Creation

Congratulations, your account was created.



Section II: Applying for Jobs

Step 1:

1. Enter the email address associated with your ERA account.
2. Enter the password associated with your ERA account.
3. Click the “Login” button.

Login

Email 1

Password 2

Forgot Password?

LOGIN 3

Don't have an account yet?

CREATE ACCOUNT

TERMS AND CONDITIONS

By creating an account (login and password), I understand and expressly consent to the following:

- The information that I provide while filling out this online employment application form and completing the application process, including possibly sensitive data, will be transferred online, stored, and processed on a server in the United States of America. This information may or may not be provided the same level of data protection as provided in my home country.
- The information that I provide will be retained and destroyed in accordance with U.S. Department of State record retention policies and procedures.



Step 2:

1. Enter search terms (e.g., job title) on the Open Vacancies page.
2. Press the “magnifying glass” symbol to begin your search.
 - o Optionally, click on one of the “Filter Results By” dropdowns to narrow your search (i.e., Series, Grade, Location, Salary, and Agency). Then click on any hyperlinked information within each option.
3. Click on the hyperlinked Job Title that you’re interested in applying (e.g., Protocol Assistant).

Open Vacancies

Showing 1 of 1 items found.

1 Search for Open Vacancies 2

Sort By: Close Date (Ascending) ▾

Filter Results By

- > Series
- > Grades
- > Location
- > Salary
- > Agency

Protocol Assistant 3

Announcement #: Nov2017

The U.S. Mission in (insert post and/or country name) is seeking eligible and qualified applicants for the position of (insert official position title and/or post s working title). Supervisory Position: Yes/No

Salary:	(KWD) KD11,500 - (KWD) KD11,500/Per Year	Position Info:	Public Non-Status Full-Time
Series/Grade:	LE - 0120 - 5	Location:	Bogota, CO
Agency:	Embassy Bogota	Close Date:	11/30/2017 (MM/DD/YYYY)

Show 25 results per page GO FIRST PREVIOUS NEXT LAST

Step 3:

- Click “Apply to this Vacancy” button after reviewing information on the Vacancy Details Page (e.g., Duties, Qualifications and Evaluations).
- o *Optionally*, click “View Eligibility Questions,” “View Education and Experience,” “View Vacancy Questions” to see what to expect during the application.

Vacancy Details

APPLY TO THIS VACANCY VIEW ELIGIBILITY QUESTIONS VIEW EDUCATION AND EXPERIENCE VIEW VACANCY QUESTIONS

EMAIL TO A FRIEND PRINT VACANCY

Overview Duties Qualifications & Evaluations Benefits & Other Info How to Apply



Step 4:

1. Respond to the Eligibility questions including Personal Information and Citizenship sections.
Or review your previous responses if you have already applied for a job using ERA.
 - Your responses to Eligibility questions will be saved by the system and will be retrieved once you apply for other vacancies using ERA.
 - All items marked with a red asterisk (*) are mandatory and require a response.
2. Click the “Next” button.

Eligibility Questions

PERSONAL INFORMATION

1

* 1

Does your relative work in this Embassy or Consulate?

☐ Yes

☐ No

NOTE: Relative is a husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, stepmother, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, nephew, or niece.

* 2

Are you able to legally work in this country?

☐ Yes

☐ No

NOTE: U.S. Government does not sponsor work visas unless specified on the Vacancy Announcement.

* 3

If this job includes driving a U.S. Government vehicle, do you have a current and valid driver's license?

☐ Yes

☐ No

CITIZENSHIP

Select all that apply and include the required documents (as stated) with the application. Additional documents may be requested by HR at the interview phase.

* 4

Are you a U.S. citizen listed on the travel orders or approved OF-126 (or other agency equivalent) of a direct hire FS, CS, or uniformed service member assigned (not TDY) to this U.S. Mission and under Chief of Mission authority, or to an office of the American Institute in Taiwan?

☐ Yes

☐ No

Important: All the information you provide may be verified by a review of the work experience and/or education as shown on your application form, by checking references and through other means, such as the interview process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for not hiring you, or for firing you after you begin work.

2

NEXT

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Step 5:

1. Respond to Education & Experience questions including Education, Experience, and Languages sections. Or review your previous responses if you have already applied for a job using ERA.
 - o Note that the system will not allow you to save incomplete responses.
 - o If you are required to provide a typed response to a mandatory question that is not applicable to your situation, enter “Does not apply” or “Not applicable.”
 - o Utilize the “Add Additional Education/Work Experience/Languages” hyperlinks to include all of the information.
 - o Note that applicants must complete the entire set of the Eligibility Questions in order to press the “Next” or “Save buttons”
 - Clicking the “Save” button does not submit the application.
 - o Note that you may only stay on this page for up to sixty minutes without saving.
2. Click the “Next” button.

Education

Enter all that apply. You may be asked to provide a copy of your diploma or certification at the interview phase, or if asked by HR.

*** Do you have any education you would like to include?** ☒ Yes ☐ No 1

1. Education

*** Education Level**

*** School Name**

*** Attended From** Month: Year:

*** Attended To** Month: Year: ☐ Current

*** Location**

Degree / Diploma / Certification

*** Major Subject**

*** Did you Graduate?** ☐ Yes ☐ No

[+ ADD ADDITIONAL EDUCATION \(MAX 10\)](#)

Work Experience

Include all work experience, paid and voluntary. Please begin by listing your most current work experience and go back 10 years (or longer, if relevant for the job)

*** Do you have any work experience you would like to include?** ☒ Yes ☐ No 2

PREVIOUS

SAVE

NEXT



1. Provide/review information under Series, Grade, and Location sections.

- Select “Yes” for the grade(s) that you’d like to apply in the Grade section. If not a single grade is selected, ERA will not allow you to proceed.
- Check the box next to the location where you’d like to apply.

2. Click “Next.”

ERA – Applicant User Guide



Step 7:

1. Respond to Vacancy Questions by selecting the responses that match your previous experiences.
2. Click "Next."

Vacancy Questions

Items marked with * are required.

All Grades Questions1

*1

Please indicate the types of activities you have performed in organizing high level events? (Check all that apply)

☐ Manage written communications through official channels
☐ Offer advice and suggestion for types of events and sites hosted by the organization
☐ Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages
☐ Lead the administration of the contact database of the organization
☐ None of the above.

*2

Please select the responses that describe your experience following official procedures for government or diplomatic events? (Check all that apply)

☐ Develop close relationships of mutual trust with the administrative staff and assistants of senior leaders with whom the organization regularly engages
☐ Lead the administration of the contact database of the organization
☐ Advise staff of an organization on formalities and courtesies they should observe when associating with foreign visitors
☐ Organize events that involve international relations
☐ Manage written communications through official channels
☐ None of the above.

*3

Which BEST describes your experience interacting with office visitors?

☐ I have had no interaction with office visitors
☐ I have had limited or occasional interaction with office visitors
☐ I have interacted with office visitors on a regular and frequent basis

*4

Select from the list below the type of requests for information that you have received: (Check all that apply)

☐ Procurement requests
☐ Information on the office programs
☐ Appointment availability dates
☐ Relay messages
☐ Vendor requests

Important: All the information you provide may be verified by a review of the work experience and/or education as shown on your application form, by checking references and through other means, such as the interview process. Any exaggeration of your experience, false statements, or attempts to conceal information may be grounds for not hiring you, or for firing you after you begin work.

PREVIOUS

2NEXT

Step 8:

1. Click "Upload from your computer" to attach documents to your application.
2. Select Document Type by using the dropdown.
3. Enter Document Description.
4. Click "Browse" and find the right file.
5. Click "Upload."
- Repeat 1 through 5 for every requested document, specified in the vacancy announcement.
 - Note that only one file may be uploaded per document type.
 - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
6. Click "Save and Continue."
- If one or more requested documents types do not have an attachment, you will receive a "Missing Document?" pop-up window.
 - Click "Continue" if there are no additional documents to upload or click "Cancel" if you'd like to upload additional documents.
 - After uploading a document you may use it to apply to other vacancies by clicking "Reuse a Document."

Protocol Assistant (Protocol Assistant)

Attach Documents

The following documents are requested and must be added, updated or removed from this application.

Additional Document Actions

Upload from your computer

Upload a Document

Please browse to attach a document to your application.

- Only these types of the documents can be uploaded: gif image(.gif), jpeg image(.jpg), png image(.png), rich text format(.rtf), Microsoft word(.doc, .docx), adobe pdf(.pdf), word perfect(.wpd), text(.txt)
- 3MB is the maximum size allowed for a document

Items marked with * are required.

* Document Type: Please Select

* Document Description:

Browse...

UPLOAD CANCEL

Score

Document Type	Status
List of 3 References (USAID only)	Not Attached
Other Document	Not Attached
Residency Permit	Not Attached
SF-15	Not Attached
SF-50	Not Attached
Typing Scores	Not Attached
US Mil	Not Attached

PREVIOUS SAVE AND CONTINUE



Step 9:

1. Review/Edit information on the Application Review and Submit Page.
 - Scroll all the way down the page to review all of the information provided by you.
 - Click “Edit” and update any section as necessary (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).
 - Click “Save” after updating Personal Information and Series/Grade/Location Sections and you will return to the Application Review and Submit Page.
 - Click “Save” after updating Eligibility Questions and you will return to the Vacancy Questions Section (Step 8). Then click “Next” at the bottom of each section until you return to the Application Review and Submit Page.
 - Click “Next” after updating the Vacancy Questions section and you will return to the Application Review and Submit Page.
2. Click “Submit Application.”

Application Review and Submit

Please review your information below and note that you have attached **0 document(s)** to your application. Your application status will remain incomplete until you click **SUBMIT APPLICATION**.

[Personal Information](#) [Series/Grade/Location](#) [Eligibility Questions](#) [Vacancy Questions](#) [Documents](#) [Resume](#)

Personal Information

Edit

Name: JOHN DOE

Email: artyom.ivakh@monster.com

Vacancy Announcement: 274123

Position Title: Protocol Assistant (Protocol Assistant)

Back to top

Series/Grade/Location

Edit

Series: 0120

Grade: 5

Location(s): Bogota, CO

Back to top

Eligibility Questions

Edit

PERSONAL INFORMATION

1.

Please list any other names used:

☐ Not Answered

NOTE: Relative is a husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, stepmother, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, nephew, or niece.

* 2.

Does your relative work in this Embassy or Consulate?

☒ Yes

Step 10:

1. Check the box signifying that you all of the application information provided by you is accurate.
2. Click the “Submit” button.

Declaration

☐ I certify that, to the best of my knowledge and belief, all of the information on and attached to this application is true, correct, complete, and made in good faith. I understand that false or fraudulent information on or attached to this application may be grounds for not hiring me, or for separation/dismissal after I begin work, and may be punishable by fine or imprisonment according to this country's law or U.S. law. I understand that any information I voluntarily provide on or attached to this application may be investigated.

SUBMIT CANCEL

Step 11:

1. Review Receive confirmation that you have successfully submitted your application.
 - o A confirmation window will appear automatically after clicking “Submit Application” in the previous step.
2. Click “View your Dashboard” to review your application status or “Return to Vacancy Listing” to continue applying for other vacancies.

Thank You! You have successfully submitted your application.

Note: You can modify your application at any time before the vacancy close date. Simply return to your dashboard, select the vacancy, and update your application.

What's Next?

- Download a copy of this application for your records.
- View the status of this application in your dashboard.
- Return to the vacancy listing page to search for more job opportunities.

VIEW YOUR DASHBOARD

RETURN TO VACANCY LISTING



Section III: Managing ERA Account

A. Editing Application Material before Vacancy Close Date

Step 1:

Option A: Click “Edit Application” next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

Option B:

1. Click on the hyperlinked Announcement Number that you’re interested in editing, located under Currently Available Vacancies listing.
2. Click “Edit your Application” under Vacancies Details.

Dashboard

Logout

Return to Job Search

Welcome, ART IVAKH

Applications

AllCompleteIncomplete

Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received ✔ You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 17 days	Edit Application Update Documents Download Your Application Withdraw Application

Option A

Open Vacancies

Showing 1 of 1 items found.

Search for Open Vacancies

Sort By: Close Date (Ascending)

Filter Results By

Protocol Assistant

Announcement #: Nov2017

The U.S. Mission in (insert post and/or country name) is seeking eligible and qualified applicants for the position of (insert official position title and/or post s working title). Supervisory Position: Yes/No

Series

Grades

Option B

1

Vacancy Details

2

EDIT YOUR APPLICATION

VIEW ELIGIBILITY QUESTIONS

VIEW VACANCY QUESTIONS

EMAIL TO A FRIEND

PRINT VACANCY

Overview

Duties

Qualifications & Evaluations

Benefits & Other Info

How to Apply



Step 2:

Click “Edit” next to the section that you’d like to change (i.e., Personal Information, Series/Grade/Location, Eligibility Questions, Vacancy Questions, and/or Documents).

Application Review and Submit

Please review your information below and note that you have attached **0 document(s)** to your application. Your application status will remain incomplete until you click **SUBMIT APPLICATION**.

SUBMIT APPLICATION

Personal Information

Series/Grade/Location

Eligibility Questions

Vacancy Questions

Documents

Resume

Personal Information

[Edit](#)

Name: JOHN DOE

Email: artyom.ivakh@monster.com

Vacancy Announcement: 274123

Position Title: Protocol Assistant (Protocol Assistant)

[Back to top](#)

Series/Grade/Location

[Edit](#)

Series: 0120

Grade: 5

Location(s): Bogota, CO

[Back to top](#)

Eligibility Questions

[Edit](#)

PERSONAL INFORMATION

1. Please list any other names used:

☐ Not Answered

NOTE: Relative is a husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, stepmother, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, nephew, or niece.

* 2. Does your relative work in this Embassy or Consulate?

☒ Yes



Step 3:

1. Update the chosen application section.
2. Click “Save,” “Next,” or “Finish” at the bottom of each page depending on which application section you’re updating.
 - Click “Save” after updating Personal Information and/or Series/Grade/Location Sections. Then you will arrive to the Application Review and Submit Page.
 - Click “Save” after updating Eligibility Questions and you will return to the Vacancy Questions Section. Then click “Next” at the bottom of each page until you return to the Application Review and Submit Page.
 - Click “Next” after updating the Vacancy Questions section and you will return to the Applicant Review and Submit Page.
 - Click “Finish” after updating the Documents section and you will return to the Applicant Review and Submit Page.

Personal Information

1

Prefix

--- Please Select ---

* First Name

JOHN

Middle Name

* Last Name

DOEH

Suffix

--- Please Select ---

* US Citizen

☒ Yes ☐ No

Contact Information

* Address 1

4921 Judiciary Road

Address 2

Address 3

* City/Town

Bogota

* Country

Colombia

Zip/Postal/Pin Code

Plus 4

* Telephone 1

Day Phone

* Telephone Number

31926677773

Extension

2

SAVE

CANCEL



Step 4:

1. Review/Edit information on the Application Review and Submit Page.
 - o Scroll all the way down the page to review all of the information.
 - o Click “Edit” and update any additional items if necessary. Then click “Save” or “Next” until you arrive at the Application Review and Submit Page.
2. Click “Submit Application.”

Application Review and Submit

Please review your information below and note that you have attached **0 document(s)** to your application. Your application status will remain incomplete until you click SUBMIT APPLICATION.

[Personal Information](#) [Series/Grade/Location](#) [Eligibility Questions](#) [Vacancy Questions](#) [Documents](#) [Resume](#)

Personal Information

Name:

JOHN DOE

Email:

artyom.ivakh@monster.com

Vacancy Announcement:

274123

Position Title:

Protocol Assistant (Protocol Assistant)

[Back to top](#)

Series/Grade/Location

Series:

0120

Grade:

5

Location(s):

Bogota, CO

[Back to top](#)

Eligibility Questions

PERSONAL INFORMATION

1.

Please list any other names used:

☐ Not Answered

NOTE: Relative is a husband, wife, domestic partner, member of household, father, father-in-law, stepfather, mother, mother-in-law, stepmother, son, son-in-law, stepson, daughter, daughter-in-law, stepdaughter, brother, brother-in-law, half-brother, sister, sister-in-law, half-sister, uncle, aunt, first cousin, nephew, or niece.

2.

Does your relative work in this Embassy or Consulate?

☒ Yes

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3. Receive confirmation that you have successfully re-submitted your application.
 - o A confirmation window will appear automatically after clicking “Submit Application” in the previous step.
4. Click “View your Dashboard” to review your application status or “Return to Vacancy Listing” to continue applying for other DOS jobs.

Thank You! You have successfully submitted your application. 3

Note: You can modify your application at any time before the vacancy close date. Simply return to your dashboard, select the vacancy, and update your application.

What's Next?

- Download a copy of this application for your records.
- View the status of this application in your dashboard.
- Return to the vacancy listing page to search for more job opportunities.

[VIEW YOUR DASHBOARD](#) [RETURN TO VACANCY LISTING](#)



B. Updating Application Documents before Vacancy Close Date

Step 1:

Click “Update Documents” next to the Announcement Number/Position Title of interest located on the Applications Dashboard.

- Option B: Note that you may also update documents while editing Applications material by clicking “Edit” next to the Documents section of the Application Review and Submit Page (Step 2 – Editing Application Material before Vacancy Close Date).
- Optionally click “Download Your Application” option to view/print all of the application material.
- Optionally click “Withdraw Application” option to remove yourself from the application process. Then check the box next to the grade and click the “Submit” button.

[Dashboard](#) Logout

[Return to Job Search](#)

Welcome, ART IVAKH

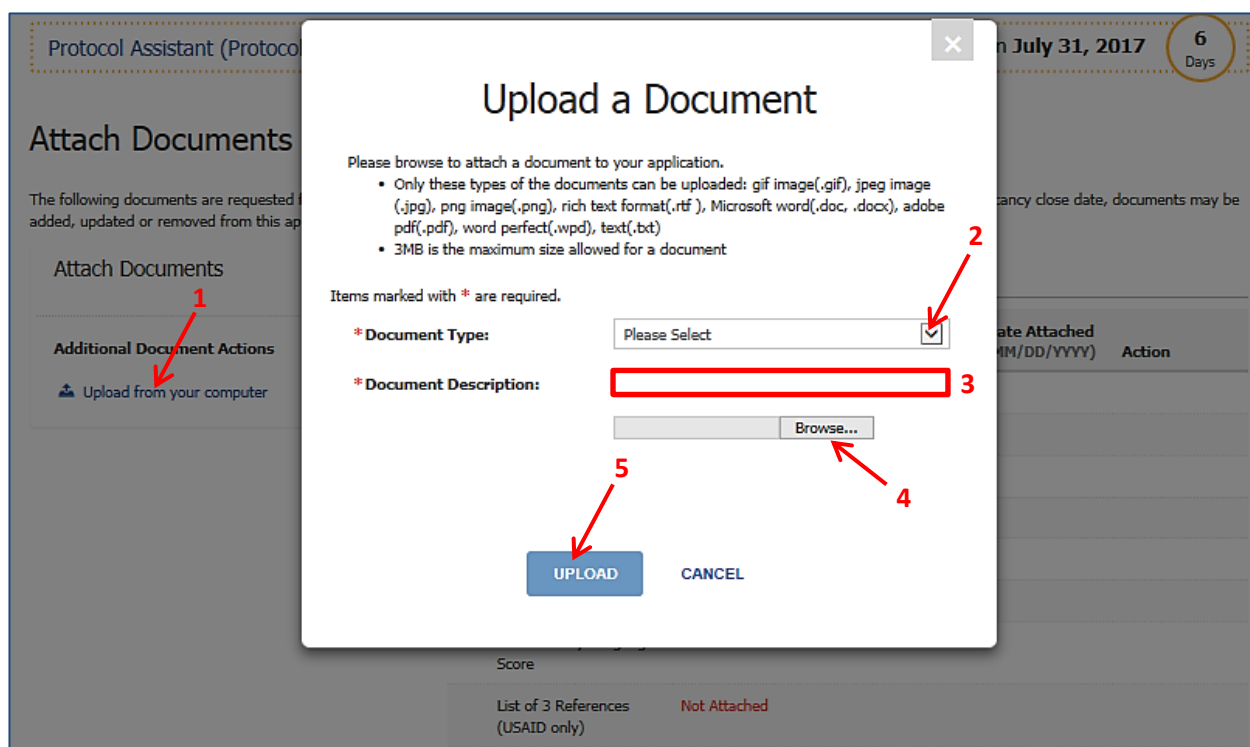
Applications

AllCompleteIncomplete

Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 17 days	 Edit Application Update Documents Download Your Application Withdraw Application

Step 2:

1. Click "Upload from your computer."
2. Select Document Type by using the dropdown.
3. Enter Document Description.
4. Click "Browse" and find the right file.
5. Click "Upload."
- Repeat 1 through 5 above for every additional document that you'd like to upload.
 - Uploading multiple documents to the same document type will result in previously uploaded versions to be replaced by the most recently uploaded file.
6. Click "Finish" and you will return to the Applications Dashboard.
 - If one or more requested documents types do not have an attachment, you will receive the "Missing Document?" notification window.
 - Click "Continue" if there are no additional documents to upload or click "Cancel" if you'd like to upload additional documents.



The screenshot shows the 'Upload a Document' dialog box. The background is the 'Protocol Assistant' interface. The dialog box has a title bar with a close button. The main content area says 'Upload a Document' and 'Please browse to attach a document to your application.' It lists supported file types: gif image(.gif), jpeg image(.jpg), png image(.png), rich text format(.rtf), Microsoft word(.doc, .docx), adobe pdf(.pdf), word perfect(.wpd), text(.txt). It also states '3MB is the maximum size allowed for a document'. Below this, it says 'Items marked with * are required.' There are two required fields: '* Document Type:' with a dropdown menu (arrow 2) and '* Document Description:' with a text input field (arrow 3). A 'Browse...' button is next to the description field (arrow 4). At the bottom of the dialog are 'UPLOAD' and 'CANCEL' buttons (arrow 5). The background interface shows 'Attach Documents' section with 'Additional Document Actions' and 'Upload from your computer' button (arrow 1). At the bottom of the background interface is a 'FINISH' button (arrow 6).





C. Resetting Password

Step 1:

Click "Forgot User ID or Password."

The screenshot shows a 'Login' page. On the left, there are two input fields: 'Email' with an envelope icon and 'Password' with a key icon. Below the password field is a link that says 'Forgot Password?'. A red arrow points to this link. Below the link is a blue 'LOGIN' button. To the right of the input fields, there is a section titled 'Don't have an account yet?' with a grey 'CREATE ACCOUNT' button.

Step 2:

1. Enter Email.
 - o If you don't remember the email address that was used to create your ERA account, you may need to create a different account, using a unique email address.
2. Click "Next."

The screenshot shows a screen with the text: 'In order to continue, please enter the Email address associated with your account.' Below this is a note: 'Items marked with * are required.' There is a label '*Email:' followed by a red-outlined text input field. A red number '1' is above the input field. At the bottom, there are two buttons: a blue 'NEXT' button and a grey 'CANCEL' button. A red arrow points to the 'NEXT' button, with a red number '2' next to it.

Step 3:

1. Respond to the Security Questions.
 - o If you respond to one of your security questions incorrectly, you will receive an email stating that you entered an incorrect response.
 - o If you don't remember case sensitive response to one of your security questions, you will not be able to login to this account and may need to create a different ERA account, using a unique email address.
2. Click "Next."

The screenshot shows a screen with the text: 'Please enter the answers to your secret questions shown below.' Below this is a note: 'Answers to all questions are required.' There are three questions, each with a red asterisk: '*Birthplace?', '*Mother's maiden name?', and '*Favorite sports team?'. Each question has a text input field. A red number '1' is above the first input field. At the bottom, there are two buttons: a blue 'NEXT' button and a grey 'CANCEL' button. A red arrow points to the 'NEXT' button, with a red number '2' next to it.



Step 4:

1. Receive a note generated by the system that says that an email has been sent to your address.
2. Click on the link received in your email to complete your password reset (or copy and paste the link in a new browser window).
 - o This should be done immediately after the link has been received, otherwise, the link will be deactivated and you'll have to go back to step 1/Resetting Password.
3. Enter the new password that meets the requirements.
4. Click the "Submit" button.
5. Receive a note generated by the system stating that your password has been reset.
6. Enter your username and a new password to login.

Login

☒ An email has been sent to the email address you provided.
Please check your email and verify your account by clicking the link in the email.

1

Email

Password

Don't have an account yet?

CREATE ACCOUNT

Not ready to sign in or create account?

noreply@mgsapps.monster.com 12:47 PM (3 min)
to me
Dear DAN GABLE,
Reset your password
A request has been made from your account to reset your DOS Embassy Seeker password. Please click this link to complete your password reset:
[https://jobs.eval.monstergovt.com/dos-era2/forgotpassword/newPassword?input_hms?key=e66796140e896018\\$0659666011516fb89901258](https://jobs.eval.monstergovt.com/dos-era2/forgotpassword/newPassword?input_hms?key=e66796140e896018$0659666011516fb89901258)
If clicking the link does not work, copy and paste it in a new browser window.
Thanks for using DOS Embassy Seeker!
This email was generated by an automated process. Please do not reply to it.

You must create a new password. After you have entered your new password, you will be returned to the login page.

Items marked with * are required.

*New Password:

3

*Verify New Password:

Your password must have at least 12 characters and must include at least one upper & lowercase letter, a number, and a symbol (ex. !@#\$%^&*).

4

SUBMIT

CANCEL

☒ Your password has been reset. Please login to use the system.

5

Email

6

Password

Forgot Password?

LOGIN



NOTE: THERE IS NO ADMINISTRATIVE SUPPORT TO RESET APPLICANT PASSWORDS

If you don't remember a case sensitive response to one of your security questions, you will not be able to login to your ERA account. If this occurs, create a new account, using a different email address.

Please refer to the Section I of the Applicant User Guide for instructions on how to create a new ERA account.

Security Questions

Please enter the answers to your security questions. Your responses are case sensitive and must be entered exactly as they were upon creation.



Validation Error(s)

You must correct the following error(s) before proceeding:

- Either the answers provided do not match the answers for this account, or your email address is invalid. Please enter new secret answers below, or click Cancel to start over and re-enter your email address. If the above does not work, select CANCEL and CREATE A NEW ACCOUNT using a different email address.

*Birthplace?

*Favorite sports team?

*First name of your best friend?

NEXT

CANCEL



D. Updating ERA Account

Step 1:

Click “Your Name” from the Applications Dashboard.

Dashboard Logout

[Return to Job Search](#)

Welcome, **ART IVAKH**

Applications

[All](#) [Complete](#) [Incomplete](#)

Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received ✔ You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 17 days	Edit Application Update Documents Download Your Application Withdraw Application

Step 2:

1. Click “Edit” to update your Personal or Contact Information.
 - Click “Save” when finished.
2. Click “View my Resume” to review/update the Resume.
 - It is not necessary to enter resume information as part of the application process in most cases.
 - Click “Save” when finished.
3. Click “Change My Password” in order to update your current password.
 - Click “Save” when finished.
4. Click “Change my Security Questions” to update your current questions/answers.
 - Click “Save” when finished.

Dashboard Logout

My Profile

Personal Information

Edit

Name: JOHN DOEH
User Id: 3
Address: 4921 Seminary Road
Bogota,
Colombia
Phone: 31926677773 (day phone)
Email: artyom.ivakh@monster.com

Account Information

View My Resume
 Change My Password
 Change My Secret Questions