



**USAJOBS**  
**ONLINE ENTRY GUIDE**  
*created for your success by*  
**CareerPro Global**  
YOUR CAREER IS OUR BUSINESS™  
(478) 742-2442

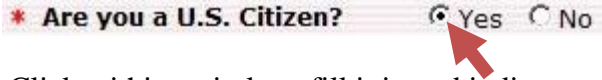
If you haven't entered a government resume online before, the process can be very confusing. Although there may be some similarities, each system is different with its own unique requirements. Online instructions can be confusing or even misleading, so this guide was created to help you through the process.

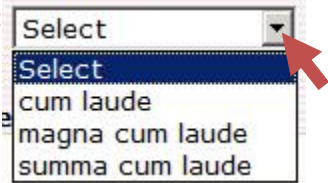
**HERE ARE SOME BASIC TIPS FOR YOU TO BE SUCCESSFUL!**

The following items are common to all online entry systems:

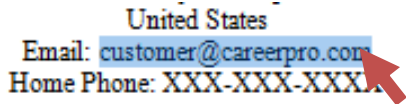
**CURSOR:**  Use your cursor to choose options or highlight text to *copy* and *paste*.

**BUTTON:**   
Move your cursor to click directly on a button.

**RADIO BUTTON:**   
Click within a circle to fill it in and indicate your selection.

**DROP DOWN MENU:**   
Click on the small triangle to open a list, then click on an entry to choose it.

**ENTRY FIELDS:**   
Click inside a text box or entry field to type or paste information.

**COPY AND PASTE:**   
Click and drag your cursor across text to highlight it. Right click on the highlighted text area and choose **C**opy from the popup menu, then right click into the online field where you want the text to appear and choose **P**aste.

**REQUIRED INFORMATION:** Usually indicated by an asterisk (\*) or **red text**. This information must be entered or the system will not allow you to proceed to the next page. If you try to move forward but keep seeing the same page, search the page for possible error messages telling you what information you need to correct.

**THE ONLINE ENTRY PROCESS:**

Your resume is designed to look presentable for print and still match the numerous online entry fields in USAJOBS. Here is a sample of how your resume might look:

**CLIENT NAME**

Address, City, ST, Zip Code  
United States

Email: customer@careerpro.com  
Home Phone: XXX-XXX-XXXX  
Work Phone: XXX-XXX-XXXX  
DSN: XXX-XXX-XXXX

**WORK EXPERIENCE:**

Employer Name	MM/YYYY to MM/YYYY
Employer City/Town, State/Province	\$XX,000 per year
United States	Average hours per week: 40
Job Title	Supervisor: Name
Pay Plan-Series-Grade (if federal civilian)	Supervisor Phone: XXX-XXX-XXXX

Brief description of company, duties and responsibilities.

HEADLINE: Evaluate . . .

HEADLINE: Develop . . .

HEADLINE: Analyze . . .

**ACCOMPLISHMENTS:**

- Accomplishment 1
- Accomplishment 2
- Accomplishment 3

**EDUCATION:**

School Name	Major:
School City/Town, State/Province	Minor:
United States	GPA:
Degree/Level Attained	XX Semester [Quarter] Credits Earned
Completion Date:	Honors

**RELEVANT COURSEWORK, LICENSURES AND CERTIFICATIONS:**

COURSES: Course, X Sem/Qtr Hrs; Course, X Sem/Qtr Hrs.

LICENSE: this is only for licenses or certifications earned from this particular school. Other licenses go under Job Related Training or in Additional Information.

**JOB RELATED TRAINING:**

List here; list here; list here.

**RELATED INFORMATION**

**REFERENCES:**

Name

Employer

Title

Phone

Email

Professional or Personal

**AFFILIATIONS:**

Organization Name

Member

Organization Name

Past President

**PROFESSIONAL PUBLICATIONS:**

NOTE there are different reference formats and rules for different publication types.

Enter here.

Enter here.

**ADDITIONAL INFORMATION:**

Held Top Secret clearance until...

**PROFESSIONAL SUMMARY:**

Over 20 years of experience as a . . .

**PROFESSIONAL HIGHLIGHTS:**

\*Highlight...

\*Highlight...

**AWARDS:**

Military Medal

Award Title, MM/YYYY

**NOTE:** all the above fields may not be used in your resume. Very few people, for example, have Professional Publications that are directly related to the vacancy announcement they are applying for. Still others do not belong to any Affiliations. However, all relevant information that you have provided should be found somewhere in your resume, and the fields we use in creating your resume match what you will see online. This makes it easy for you to follow when you are entering all your information online, yet the format can be printed for a presentable resume that you can bring with you to an interview, emailed, or uploaded as a document.

## GRIDLINES:

These are gray lines surrounding the text boxes. They will not print. These gridlines are very helpful, so if you can't see them surrounding the text in the sample resume above, follow these steps. In versions of Word from 2003 or earlier, click on **Table** in the command list at the top of the tool bar, then click **Show Gridlines** (to see the **Show Gridlines** option, you may have to click on the double down-arrow symbol at the bottom of the drop-down menu). For Windows 2007, click on the **Design** tab on the ribbon (only visible if you have a document open that includes a table, such as your resume), click on the drop down arrow next to the **Borders** button and click on the **View Gridlines** option.

## PERSONAL INFORMATION:

Personal information in your resume is found in the top block:

### CLIENT NAME

Address, City, ST, Zip Code  
United States  
Email: customer@careerpro.com  
Home Phone: XXX-XXX-XXXX  
Work Phone: XXX-XXX-XXXX  
DSN: XXX-XXX-XXXX

Here is what you will see online:

The screenshot shows the USAJOBS Career Center 'Create Account' page. The browser window title is 'USAJOBS Career Center: Create Account - Windows Internet Explorer'. The address bar shows 'https://my.usajobs.gov/Account/Account.aspx'. The page features the USAJOBS logo and navigation tabs for Search Jobs, My USAJOBS, Info Center, Veterans, Forms, and Employer Services. The main content area is titled 'Create New Career Center Account' and includes a 'Form Sections' navigation bar with links to Personal Information, Account Information, and Citizenship Status/Veterans Preferences. The 'Personal Information' section is expanded, showing a list of required fields with input boxes and dropdown menus. The fields are: First Name, Middle Name, Last Name, Home Address, Home Address 2, City/Town, State/Territory/Province (a dropdown menu currently showing '- SELECT -'), Home Postal/ZIP Code, Country (a dropdown menu currently showing 'US'), and Email. Below the email field is a question 'What is your email format preference?' with radio buttons for 'HTML' and 'Text'. The browser's taskbar at the bottom shows the Start button, several open applications including 'Inbox - Micr...', 'McBride De...', and 'USAJOBS C...', and the system clock showing '10:12 PM'.

This is the only exception to the “field by field” rule we use to create your resume. Due to the nature of the information and the number of fields involved, it’s much easier to type this information as you go, rather than try to copy and paste from the resume. Also, as you can see from the previous picture, a field entry system does not look nearly as presentable or professional as the information block we have created for your resume. Finally, if you have already created your account on USAJOBS, you only need to enter this information once, and it is not really part of the online builder. USAJOBS uses the information you used to create your account for contact information, so there is no need for a specific field by field format in this part of your resume.

### **RESUME INFORMATION:**

Every online field is not necessarily represented in your resume, since some fields are part of your original account creation, others are not conducive to a resume format, and others won’t apply to your experience. Also, some fields in the resume represent drop down menus or radio buttons in the USAJOBS online system. Still, the information matches as closely as possible the fields or entry devices you will see online.

### **WORK EXPERIENCE:**

---

Employer Name	MM/YYYY to MM/YYYY
Employer City/Town, State/Province	\$XX,000 per year
United States	Average hours per week: 40
Job Title	Supervisor: Name
Pay Plan-Series-Grade (if federal civilian)	Supervisor Phone: XXX-XXX-XXXX

In the example above, it will be necessary to copy and paste the information from *each field* from your resume into the online system. We understand how tedious this can be, but it prevents the risk of making a typographical error. Misspellings can stand out in a very negative way. To simplify the process, we suggest opening both documents side by side.

An easy way to do this is to open your resume in one window and the USAJOBS online builder in another window. Click on the document button for your resume on the Taskbar at the bottom of your screen, then hold down the CTRL key while you *right click* once on the button for USAJOBS on the Taskbar. You will see both buttons appear depressed and a popup window will appear. Click on the **Show Windows Side by Side** option. To undo this later, simple right click once on one of the buttons and click on the **Maximize** option.

One you have both documents open side by side, highlight and copy the text you want in your resume. Click on the USAJOBS window, click inside the appropriate entry field and paste your copied text. You may need to adjust the view size by clicking on the drop down arrow next to the percent number in the Toolbar at the top of the screen and changing to 75%. A quick way to highlight a single line within any field is to click three times in a row very fast on one of the words in the line. You can practice in the box below.

Brief description of company, duties and responsibilities.

HEADLINE: Evaluate . . .

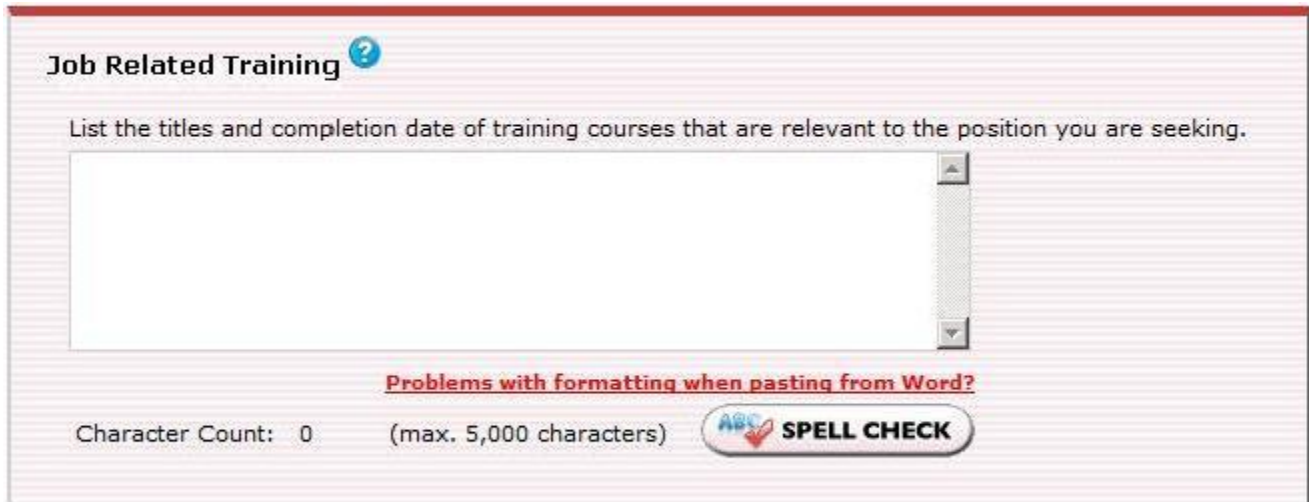
HEADLINE: Develop . . .

### ACCOMPLISHMENTS:

- Accomplishment 1
- Accomplishment 2

## CHARACTER COUNT:

If you decide to make your own edits after receiving your resume, be very aware of the character count limits in each field. One of the challenges in creating your USAJOBS resume is to include the best information for each job within a maximum 3000 character limit. This is not a word limit, but one that counts every visible character, space and even returns and paragraph breaks. If you exceed the character limit, any part of your text beyond the limit *will not appear!* To make matters worse, USAJOBS does not use the same method of counting characters that Word uses. If you use the **Word Count** feature in Microsoft Word, your character count will be somewhat *lower* than the count in USAJOBS, so we always use less characters. Fortunately, there is a character count feature online.

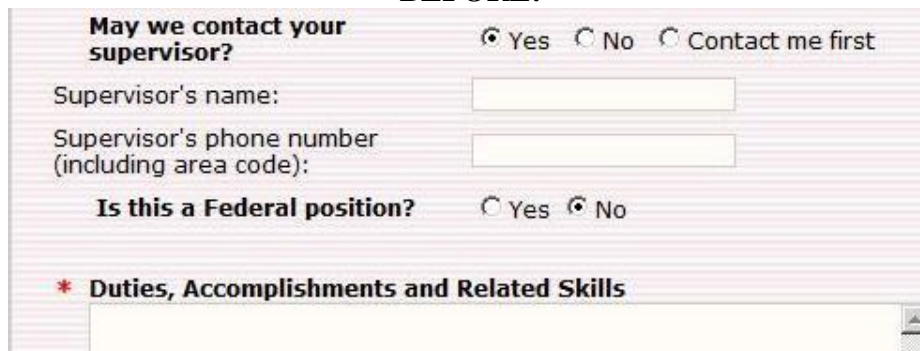


The screenshot shows a form section titled "Job Related Training" with a help icon. Below the title is the instruction: "List the titles and completion date of training courses that are relevant to the position you are seeking." A large text area is provided for input. Below the text area, there is a red warning link: "Problems with formatting when pasting from Word?". At the bottom left, it shows "Character Count: 0 (max. 5,000 characters)". At the bottom right, there is a "SPELL CHECK" button with a red checkmark icon.

**WARNING!** If you see your entry matches the maximum character count exactly, you probably have text that was deleted. Scroll to the bottom of the online field and see if any text is missing.

**NOTE:** some information does not show up immediately online. Federal Pay Plan information does not appear unless you select **Yes** to the question "Is this a Federal position?"

### BEFORE:



This screenshot shows the form with the following elements:

- Question: "May we contact your supervisor?" with radio buttons for Yes (selected), No, and Contact me first.
- Text input fields for "Supervisor's name:" and "Supervisor's phone number (including area code):".
- Question: "Is this a Federal position?" with radio buttons for Yes and No (selected).
- A red asterisk followed by the text: "\* Duties, Accomplishments and Related Skills" above a large text area.

### AFTER:

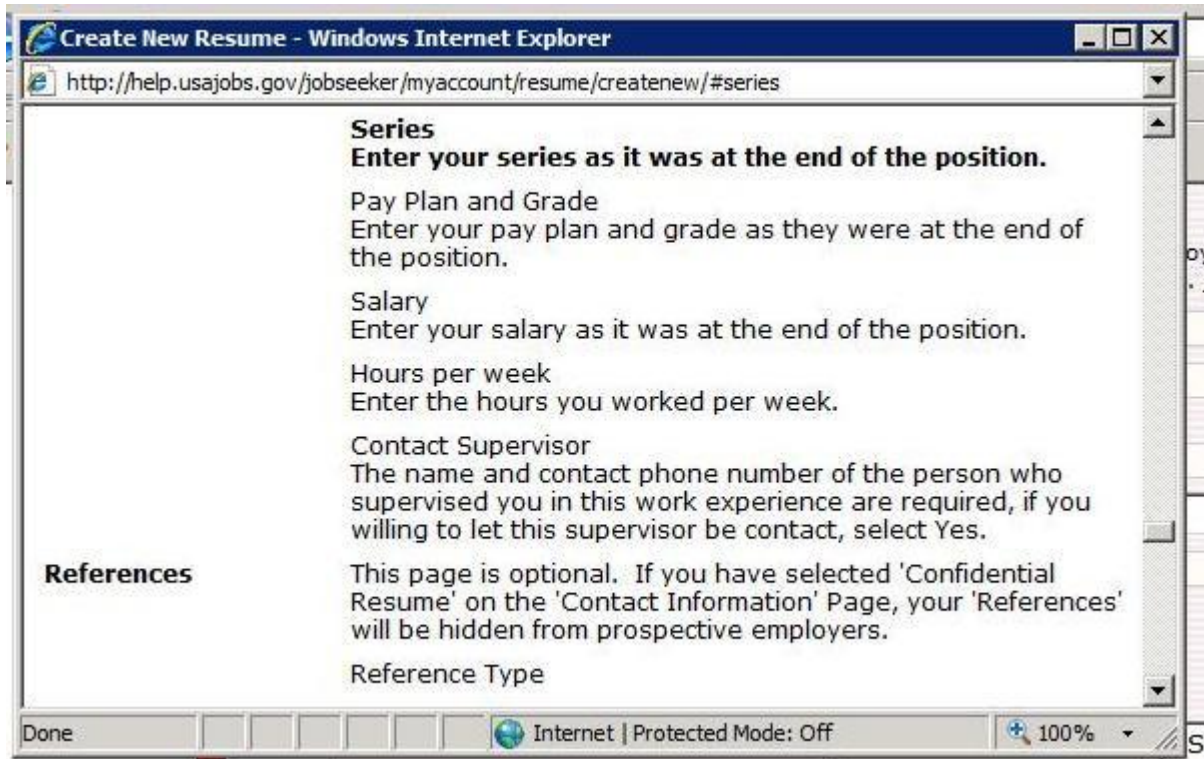


This screenshot shows the form with the following elements:

- Question: "May we contact your supervisor?" with radio buttons for Yes, No (selected), and Contact me first.
- Question: "Is this a Federal position?" with radio buttons for Yes (selected) and No.
- Text input field for "Series".
- Text input field for "Pay Plan and Grade".
- A red asterisk followed by the text: "\* Duties, Accomplishments and Related Skills" above a large text area.

Note how **Supervisor** information appears in one example and **Pay Plan** information in the other.

Help is occasionally available in the online system. In the previous example, you will notice that the word Series is underlined. If you click on that word, you will see the following information:



### TROUBLESHOOTING:

If for some reason the text you paste online does not look correct or you are told there are errors (which is very rare), correct the errors right in the online entry field. Occasionally Microsoft Word will change characters such as quotation marks into a similar looking character that is not recognized by the system. For this reason, we try to avoid any characters that might be problematic. If for some reason this happens with your resume, simply replace the characters in the online text after you paste the information in the field.

In very rare situations, if there seem to be a lot of errors, the problem is most likely due to a conversion by the version of word processing software you are using. The easiest way to correct this is to copy all of the information into a text editor such as Notepad, a program found in the Accessories folder in all Microsoft operating systems. Check for errors there and then copy and paste all the information from Notepad into the online field.

Here is the actual help offered online:

<b>Question</b>
Why does my resume have formatting errors in it?
<b>Answer</b>
Please note that you are able to copy and paste text from Word documents into the resume builder to more easily fill in the required information. However, some formatting in these documents may not work in the USAJOBS resume builder. To correct any formatting errors inside your resume, you must instead use a program such as Notepad to remove the formatting.
The below steps are detailed instructions on how to do this.
<ol style="list-style-type: none"><li>1. Click on your computer's Start button and select Run.</li><li>2. Type in Notepad and click the OK button.</li><li>3. Once Notepad opens, paste the text from your Word document into the notepad window.</li><li>4. In Notepad, click the Format option in the toolbar and ensure that Word Wrap has a checkmark next to it. If it does not, click Word Wrap and it will be checked.</li><li>5. Go through the Notepad document and fix any line spacing and other formatting you wish.</li><li>6. Copy the text from Notepad into the USAJOBS resume builder.</li></ol>

**NOTE:** you must use a PC version of Microsoft Word to properly view and copy information from your resume. If you are using a Mac computer, Open Office, Microsoft Works or some other program, you may not be able to see and use the information properly. Fortunately, most libraries and employment centers offer Internet access and recent versions of Microsoft Word on a PC system, so you can enter your resume online even if you do not have other access at home, work, or through a friend.

One smart way to use these systems is to email yourself a copy of the resume using an online email system such as Hotmail, Yahoo Mail or Gmail. That way, you can log into your own email at the center or library, download the resume, and enter the information into the online system. Be sure to protect your password and any identity information when using any public system.

**TRACK CHANGES:**

Occasionally, customers have made their own changes to a resume and called us to report they can't actually change anything because the old text remains but has a line through it or the new text is in a different color. Don't worry, the document is not locked. This occurs if the *Track Changes* feature is turned on. Simply turn this feature off and make your edits (be sure to save the document). In versions of Word from 2003 or earlier, click on **T**ools in the command list at the top of the tool bar, then click **T**rack Changes to deselect it (to see the **T**rack Changes option, you may have to click on the double down-arrow symbol at the bottom of the drop-down menu). If any odd text remains, simply right click on the text and choose **A**cept Changes or use the **A**cept All Changes in Document feature. For Windows 2007, click on the **R**eview tab on the ribbon and click on the **T**rack Changes icon to deselect it.

**FOR FURTHER ASSISTANCE:**

If you have any further questions or are prevented from entering your resume online for any reason, contact the office for other information or possible options at (478) 742-2442.

**All of us at CareerPro Global, Inc. are committed to your satisfaction and success!**