



Electronic Recruitment Application APPLICANT USER GUIDE

Contents

Section I: Creating ERA Account	2
Section II: Applying for Jobs	5
Section III: Managing ERA Account	13
A. Editing Application Material before Vacancy Close Date	13
B. Updating Application Documents before Vacancy Close Date	18
C. Resetting Password	20
D. Updating ERA Account	22



Section I: Creating ERA Account

Step 1:

Click on your country's seeker URL.

Step 2:

Option A: Click "Login" from the Currently Available Vacancies listing.

Option B:

1. Click on the hyperlinked Announcement Number that you're interested in applying for, located next to the Position Title.
2. Click "Apply to this Vacancy" or "Email to a Friend."

Currently Available Vacancies

Search for Open Vacancies [Show Filter](#)

Showing 2 Result(s).

Agency	Position Type	Position Title	Announcement Number	Series/Grade	Locations	Close Date (MM/DD/YYYY)
Colombia	Public Non-Status	Protocol Assistant (Protocol Assistant)	274123	0120 - 5	1 in Bogota, CO, CO1500000	07/31/2017
Colombia	Public Non-Status	Protocol Assistant (Protocol Assistant)	JULY182017	0120 - 5	1 in Bogota, CO, CO1500000	07/31/2017

Show results per page

Vacancy Details

[Overview](#) [Duties](#) [Qualifications & Evaluations](#) [Benefits & Other Info](#) [How to Apply](#)

Step 3:

Click "Create an Account" from the Sign In Page.

Sign In

[Forgot User ID or Password](#)

[Create an Account](#)



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.
 - o Use the "Previous" and "Next" buttons located at the bottom of each page to navigate.
 - o Do NOT use the browser navigation buttons or refresh button, or you may lose important information.
 - o All items marked with a red asterisk (*) are mandatory and require a response.
 - o 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 ---

1

* First Name	Middle Name	* Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

Suffix
--- Please Select ---

* US Citizen
 Yes No

Contact Information

* Address 1

Address 2

Address 3

* City/Town	* Country	* State/Province/Territory
<input type="text"/>	United States	--- Please Select ---

* Zip/Postal/Pin Code	Plus 4
<input type="text"/>	<input type="text"/>

* Telephone 1	* Telephone Number	Extension
-- Select --	<input type="text"/>	<input type="text"/>

+ 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.

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.

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.

Personal Information

Account Created

Account Creation

Congratulations, your account was created.



Section II: Applying for Jobs

Step 1:

1. Sign in to your ERA account by providing email and password.
2. Click "Login."

Sign In

1

User ID or Email

Password

LOGIN

Forgot User ID or Password

Create an Account

Step 2:

Click "Search for Jobs" from the Applications Dashboard.

Dashboard

Logout

Welcome, JOHN DOE

Applications

SEARCH FOR JOBS



Step 3:

1. Enter search terms (e.g., job title) on the Currently Available Vacancies Page.
 - o *Optionally*, to narrow down your search, click “Show Filter” and select any dropdown options (i.e., Series, Salary, Location, Grade, and Service). Then click “Apply”.
2. Press the magnifying glass symbol to start your search.

Dashboard Logout

Currently Available Vacancies

Search for Open Vacancies [Show Filter ▼](#)

Step 4:

Click on the hyperlinked Announcement Number that you’re interested in applying for located next to the Position Title.

Dashboard Logout

Currently Available Vacancies

Protocol Assistant [Show Filter ▼](#)

Showing 1 Result(s).

Agency	Position Type	Position Title	Announcement Number	Series/Grade	Locations	Close Date (MM/DD/YYYY)
Colombia	Public Non-Status	Protocol Assistant (Protocol Assistant)	274123	0120 - 5	1 in Bogota, CO, CO1500000	07/31/2017

Show results per page

Step 5:

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

Dashboard Logout

[Return to Job Search](#)

Vacancy Details

[Overview](#) [Duties](#) [Qualifications & Evaluations](#) [Benefits & Other Info](#) [How to Apply](#)



Step 6:

1. Respond to the Eligibility Questions (or review your previous responses if you have already applied for a job using ERA).
2. Click “Next.”
 - Your responses to Eligibility questions will be saved by the system and will be retrieved once you apply for other vacancies using ERA.
 - Note that the system will not allow you to save incomplete response to the Eligibility Questions.
 - All items marked with a red asterisk (*) are mandatory and require a response. These include items 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, and 35.
 - Items 2, 5, 6, 7, 8, 13, and 35 have various follow-up questions if responded “Yes.”
 - 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.”
 - You must complete the entire set of the mandatory Eligibility Questions in order to press “Next” (only then your responses will be saved by the system).

Eligibility Questions

PERSONAL INFORMATION

1 Please list any other names used:

200 characters left (maximum 200)

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.

1

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

Yes
 No

* 3 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.

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

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



Step 7:

1. Provide/review information under Series, Grade, and Location sections.
 - o 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.
 - o Check the box next to the location where you’d like to apply.
2. Click “Next.”

Series

This position is offered for a single series. **1**

*** Please confirm you wish to be considered for these series (Check all that apply.)**

0120-Secretary, Office Management, And Protocol Series

Grade

Select the grade level(s) for which you wish to be considered. You will only be considered for the grade level(s) you select.

*** Do you wish to be considered for Grade 5?** Yes No

Location

*** Please indicate the locations for which you want to be considered. (Check all that apply.)**

Bogota, CO

Notifications

Are we allowed to send you email reminders about completing this vacancy before it closes?

Yes, please send me email reminders about completing this vacancy.

No, I do not wish to receive email reminders about completing this vacancy.

PREVIOUS **NEXT** **2**



Step 8:

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 Questions **1**

* **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. **2**

PREVIOUS NEXT

Step 9:

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.”

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:

* Document Description:

Document Type	Status
Score	
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



Step 10:

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 provided by you.
 - o 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.

SUBMIT APPLICATION

Personal Information Series/Grade/Location Eligibility Questions Vacancy Questions Documents Resume

1

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



3. Receive confirmation that you have successfully submitted your application.
 - 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 vacancies.

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



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

Welcome, JOHN DOE

Applications SEARCH FOR JOBS

All Complete Incomplete

Announcement Number Position Title	Application Status	Comments	Vacancy Status	Actions
274123 Protocol Assistant (Protocol Assistant)	Grade 5 Application Received ✔ You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 6 days	Edit Application Update Documents

Show 25 results per page GO FIRST PREVIOUS NEXT LAST

Currently Available Vacancies

Search for Open Vacancies Show Filter

Showing 2 Result(s).

Option B

Agency	Position Type	Position Title	Announcement Number	Series/Grade	Locations	Close Date (MM/DD/YYYY)
Colombia	Public Non-Status	Protocol Assistant (Protocol Assistant)	274123	0120 - 5	1 in Bogota, CO, C01500000	07/31/2017
Colombia	Public Non-Status	Protocol Assistant (Protocol Assistant)	JULY182017	0120 - 5	1 in Bogota, CO, C01500000	07/31/2017

Show 25 results per page GO FIRST PREVIOUS NEXT LAST

Vacancy Details

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.
 - o Click “Save” after updating Personal Information and/or Series/Grade/Location Sections. Then you will arrive to the Application Review and Submit Page.
 - o 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.
 - o Click “Next” after updating the Vacancy Questions section and you will return to the Applicant Review and Submit Page.
 - o 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** **Middle Name** *** Last Name**
JOHN DOEH

Suffix
--- Please Select ---

*** US Citizen**
 Yes No

Contact Information

*** Address 1**
4921 Judiciary Road

Address 2

Address 3

*** City/Town** *** Country**
Bogota Colombia

Zip/Postal/Pin Code **Plus 4**

*** Telephone 1** *** Telephone Number** **Extension**
Day Phone 31926677773

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**.

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



3. Receive confirmation that you have successfully re-submitted your application.
 - 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).

The screenshot shows the Applications Dashboard for user JOHN DOE. It features a search bar, filter tabs for 'All', 'Complete', and 'Incomplete', and a table of applications. The table has columns for Announcement Number, Position Title, Application Status, Comments, Vacancy Status, and Actions. A red arrow points to the 'Update Documents' link in the Actions column for the application with Announcement Number 274123.

Announcement Number	Position Title	Application Status	Comments	Vacancy Status	Actions
274123	Protocol Assistant (Protocol Assistant)	Grade 5 Application Received ✔ You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 6 days	Edit Application Update Documents

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 a modal window titled "Upload a Document" with the following content:

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:

* Document Description:

Numbered red arrows indicate the following steps:

1. Points to the "Upload from your computer" button in the background.
2. Points to the "Document Type" dropdown menu.
3. Points to the "Document Description" text input field.
4. Points to the "Browse..." button.
5. Points to the "UPLOAD" button.
6. Points to the "FINISH" button in the background.





C. Resetting Password

Step 1:

Click "Forgot User ID or Password."

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."

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."



Step 4:

1. Enter and verify new password that meets the specified requirements.
2. Click “Submit.”
 - After successfully changing your password, you will receive an email stating that your password has been updated. You will also return to the Sign In Page to enter your new password.

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. 1

***New Password:**

***Verify New Password:**

Your new password must be a minimum of 12 characters and must include at least one alphanumeric (upper and lower case), one digit, one special character and no spaces.

2



D. Updating ERA Account

Step 1:

Click “Your Name” from the Applications Dashboard.

Dashboard Logout

Welcome, JOHN DOEH

Applications SEARCH FOR JOBS

All Complete Incomplete

Announcement Number Position Title	Application Status	Comments	Vacancy Status	Actions
JULY182017 Protocol Assistant (Protocol Assistant)	Grade 5 Application Received ✔ You have answered all the required questions for this grade.	Grade 5 No Comment	Accepting Applications Vacancy closes in 6 days	Edit Application Update Documents

Step 2:

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