

Create a Profile for an Internal Candidate

First time User creates a Profile

State Employees who are new to MassCareers will need an email address in Employee Self Service to create a profile in MassCareers. To verify if you have an email address, please [log into Employee Self Service](#) and check your 'My Systems Profile' email settings and add an email address if necessary.

Please Note:

- If you do not have a work email you can add a new email in Employee Self Service under 'My Systems Profile'.
- Any changes to your email setting will take a day to process, after that you will be able to create your login for MassCareers.
- **Do Not Change** your current or default **Work** email address in Employee Self Service.
- Once you have created a profile in MassCareers, you can change your email in MassCareers to a personal email address.

Go to Candidate job site

Step 1. Go to [MassCareers - Sign in Page](#)

Note: The Internal Candidate Sign in page will open in another tab, browser window OR in the same browser tab you are currently using, depending on how you have your browser set up.

Step 2. Privacy Agreement. Review the Commonwealth's privacy policy prior to accepting it.

Step 3. Select "I accept" to proceed. You will not be allowed to create a profile unless you accept the Privacy Agreement.

Create an Account (Login Page)

Step 1. If you are a new user, select the 'Forgot your password' link to set up your account.

Step 2. Type your employee id in the 'User Name' field .

Step 3. Enter your email address. You will need this email to successfully communicate throughout the job application process. It is also a unique identifier of your account.

Step 4. Select the Ok Button. You will receive an email with an access code and instructions on creating a password.

Password: Enter a password that meets these rules:

- Must be between 8 and 32 characters.
- Must contain at least one of each of the following:
 - an upper case alphabet character

- a lower case alphabet character
- a number and
- one or more of these special characters: !, %, #, ?
- Your password must not be the same as your user name or your email address.

Step 5. Enter security questions and answers. This will be used to validate your credentials if you need to reset your password.

Step 6. Tab to the OK button. Press Enter. You will arrive at the first page of the General Profile which is the Resume Upload page.

Please Note: If you have questions please contact the Commonwealth Employee Service Center if you have questions about this information.

MassHR Employee Service Center

Monday through Friday 6:30am – 5:30pm

Toll Free: 1-855-4HR-SPPT or 1-855-447-7778

Local: 617-979-8500

TTY: 617-248-0546

Email: MassHREmployeeServiceCenter@state.ma.us

General Profile Page

There are two possible ways to use this page. You can upload a resume, which will be used by the system to copy relevant information into your profile OR you can skip this step and choose to enter all of your information manually on the next page.

Upload a Resume

Step 1. To upload a resume select the radio button labeled 'I want to upload a resume'. Then select the browse button.

The Browse button opens a window that allows you to search through the computer to locate your resume. Once you have located your resume, Press Open to insert your resume into the Resume Upload page.

Step 2. Press "Save and Continue". Press Enter. You will arrive on the Personal information Page. Your resume will have been examined and information extracted by the system before you arrive on the personal Information page. Review the job application page by page, examine the information and add/ edit/reformat information as needed to complete the application in the manner you wish.

Personal Information Page

Enter Information Manually

Step 1. Fill in all required fields and any other relevant fields.

Note: there are a number of input fields that require data in the form of numbers. These are items like “zip code” and “phone numbers”. Please enter 5 digits for the zip code and phone numbers in the following pattern “999-999-9999”. Please include the dashes in the phone number.

Step 2. Select a primary phone number.

Step 3. Review or enter your desired e-mail address.

Step 4. Basic Profile Information will allow the system to match jobs based on your preferences.

Step 5. “Advanced Notice” allows you to choose how much notice you will need when accepting a job offer.

Step 6. In the next section ‘Date of Availability’, this section is made up of three fields, month, day and year. By Tabbing into the fields and making selections using up/down arrows you can select your preferences.

Step 7. Tab into the “Minimum Annual Salary” field. This is not required, however if you do enter a number do not add a dollar sign or currency symbol (\$). Just enter numbers like 45,000.

Step 8. Tab into the next field, Travel (up to...). This field provides choices like “Yes 25%of the time”. Using the up/down arrows select your choice.

Step 9. Tab to the last section, “Job Posting Notification”. Choosing this option will allow the system to send you an email whenever a new position matching this profile is posted. If you want emails to arrive for new jobs select this checkbox. Press Tab.

Step 10. Your cursor will be placed into the Source Type field. This is a required field. Use the up/down arrow keys to select the closest choice of how you learned about MassCareers . When you have selected your Source Type a second Source Type field appears, which has selections that further explain where you heard about MassCareers.

Step 11. Tab to the ‘Save and Continue’ button. Press Enter. You will arrive on the Education page

Education

Step 1. Tab into the first edit field and type in the name of the school you attended. There is a dropdown menu that suggests results that match what you type in. Use the dropdown menu with predictive results or you can type your own educational institute in.

Step 2. Select the highest level of education attained.

Step 3. Tab to the ‘Remove Education’ and the ‘Add Education’ links. If you need to, add and remove education.

Step 4. When you are finished in this section Tab to the “Save and Continue” button. Press Enter. You will arrive on the Employment History page.

Employment History

Step 1. Tab to the Start Date field. There are two fields(month and year) for both Start and End Dates.

Step 2. If this is your current job Tab past the ‘End Date’ fields and Tab one more time to the checkbox which says ‘Current Job’, select this checkbox.

Step 3. Tab one more time to enter the input field ‘Achievements/ Responsibilities’

Step 4. Tab to the ‘Remove Work Experience’ and the ‘Add Work Experience’ links. Use these links only if you need to add and remove work experience. (If you are attaching a resume, it is not necessary to add all of your work experience here)

Step 5. Tab to the Add Work Experience link. Select this link will provide you with a new Work Experience section with the necessary fields in it.

Step 6. When you are finished in this section Tab to the “Save and Continue” button. Press Enter. You will arrive on the ‘Certifications’ page.

Certifications and Licensure

Step 1. Tab into the first edit field and type in the name of the school you attended. There is a dropdown menu that suggests results that match what you type in. Use the dropdown menu with predictive results or you can type your own educational institute in.

Step 2. Tab twice to move to the Issuing Organization edit field.

Step 3. Enter the name of the issuing organization.

Step 4. Tab once to the Number/ID edit field. Enter the unique identifying number.

Step 5. Tab once to the Country field. The default value in that field is “Not specified”. The United States is the next country in the list. If this is the issuing country arrow down once and select it. If you have a different issuing country then either arrow up/down until you find it or type in the first few letters of the country name.

Step 6. Tab to the State/ Province field. Select your state.

Step 7. Tab to the Region field. Select your region.

Step 8. Tab to the issue date. This is represented by two separate fields, Month and Year. Select the correct month and year.

Step 9. Tab to the Expiration Date. This refers to the future expiration date. If the certificate or license has already expired do not include it.

Step 10. Tab to the 'Remove Certification' and the 'Add Certification' links. Use these links only if you need to add and remove certificates.

Step 11. Tab to the 'Add Certificate' link. Selecting this link will provide you with a new Certificate section with the necessary fields in it.

Step 12. When you are finished entering data on this screen press Tab and go to the "Save and Continue" button. Press Enter and you will arrive at the Preferences page.

Preferences

Step 1. There are three separate pages that comprise the Preferences section.

- job category page
- location page
- agency page

Step 2. Tab once. You will be placed in a Job Category field. You must select at least one job category to complete this page and move on.

Step 3. You can select, one at a time, as many job categories as you want. Use the up/down arrow keys to go through the list.

Step 4. The job category will be added to your list.

Note: The job categories are added to the page in the order you select them. There is no 'Sort' functionality on this page. If you want to be able to review these later and you prefer them to be alphabetized, then select them in the A – Z order so that A will be at the top.

Step 5. When you have reviewed the whole list press Tab. This will take you to the "Save and Continue" button. Press Enter. You will arrive on the Employment Preferences page
Note: This is page two of the three preferences pages. This page is the location page.

Step 6. Tab once. You will be placed into the Country field, select "United States". This is the only location in the field.

Step 7. The State field will open next; select what state you wish to work in.

Please Note: You can choose more than one location; however, you must repeat steps 6 through 9 to add more locations.

Step 8. Once you have chosen your state, the City field will open allowing you to select from the City choices.

Step 9. Use the 'Add to List' button to add your selections to your preferences list.

Step 10. Add locations you are interested in working in until your list is complete. Press Tab until you reach the "Save and Continue" button. Press Enter. You will arrive at the Preferences Agency page.

Step 11. Tab to the Agency drop down list.

Note: You do NOT have to choose an agency to complete the page and move forward with your profile.

Step 12. If you wish to review the Agencies in the list use the up/down arrows. To select one of the agencies Tab to the Add to List button when you are on the agency you want to add to your profile. Press Enter. The agency choice will be added to your list. Tab will bring you to the Remove link for that agency. It will be read to you as "Remove this department from the list: Department of Corrections ", for example.

Step 13. When you are finished adding agencies and reviewing the list, tab to the "Save and Continue" button. Press Enter. You will arrive at the File Attachments page.

File Attachments

This is a good place to attach items like a cover letter that would help express your suitability for employment in your field. Letters of reference and portfolio items and samples can also be attached here. On this page you can upload files and add comments which can be read by a hiring manager and/ or the HR department.

Note: There is a 10 file limit. This limit applies to you, as an applicant, not per job. If you are planning on applying for multiple jobs think about the file limit and plan accordingly.

Step 1. This is where you can attach a cover letter and resume. On this page you can upload files and add comments which can be read by a hiring manager and/ or the HR department.

Step 2. To add a file use the 'Choose a File' button, a small browser window will open and from there a file can be selected for upload. When you have selected the file and pressed the Open button you should have the path to the desired file listed in the input field.

Step 3. When you are satisfied that the correct file is in the attachment you can add comments about the file. This is your opportunity to very briefly put a meaningful tag on the document so that you can tell your documents apart

Step 4. Select the 'Attach' button and press Enter.

Step 5. If you have chosen to attach a resume be sure that the checkbox within this table is checked.

Step 6. Press “Save and Continue” button. You will arrive on the Summary page.

Overwrite a File on File attachments page

There are times when you might want to return to the File Attachments page to add files, including updated resumes, cover letters, etc. Follow Steps 1 through 6. The system will notice that you are trying to add a file with the same name. When you press Enter on the Attach button the system will put up a message that says, “This file has already been attached. Are you sure that you want to overwrite it?” Select Yes or No.

Summary page

Step 1. This is a summary of all of the information you have entered that can be reviewed before submitting your profile. Edit as necessary before submitting your profile.

Step 2. If you find an item to correct your best course of action is to move to each heading in turn and then down arrow once to identify the Edit link that pertains to that section.

Step 3. If you are not finished with the Profile you can Save as Draft. You can do this on any of the other intermediate pages as well.

Note: Save as Draft triggers the following warning “You are about to save this job submission (including the information on this page) as draft. If you save as draft, you will exit the current submission process. Are you sure that you want to save as draft and exit the job submission process? Yes No”

Step 4. When you are ready to Submit the Profile navigate to the Submit button and press Enter. You will arrive at the Thank You page. You can sign out from here or go to the Job Search or View all jobs links.

Finding your profile to continue working on it

Step 1. Go to [MassCareers - Sign in Page](#)

Step 2. You will arrive at the Privacy Agreement Page. Login with your user name and password.

Step 3. Once you are logged in navigate to your profile by locating the ‘Access my profile’ link on either the ‘My Job Page’ or the ‘All Jobs’ page. If you have Saved as a Draft you should arrive at whichever page you were last on when you Saved the profile.

Step 4. If you have Submitted the profile already, refer to the instructions in the ‘Edit the Summary page’ section.

Step 5. If you have Saved as a Draft from a page in the profile refer to the instructions for that page to complete your profile.

Edit from the Summary page

You can go back to your profile after submitting it and Edit one or more of the entries. You can update your resume, add jobs, education or change personal details, such as if you move or change your phone number.

Step 1. Go to [MassCareers - Sign in Page](#)

Step 2. "Sign in" after the privacy agreement page.

Step 3. Enter your Username and Password.

Step 4. Tab to the Login button or press Enter after you have entered both your Username and Password in the appropriate boxes.

Step 5. If you forget your Username or your password there are links on the Login Page to recover those pieces of information.

Step 6. Once you are logged in you can return to your profile by locating the 'Access my profile' link on either the 'My Job Page' or the 'All Jobs' page.

Step 7. Navigate to the section you want to edit and press the edit link in the heading.

Additional Assistance:

If you have questions, please contact the Commonwealth Employee Service Center.

MassHR Employee Service Center
Monday through Friday 6:30am – 5:30pm
Toll Free: 1-855-4HR-SPPT or 1-855-447-7778
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