

## Frequently Asked Questions

### **I forgot my username and password, what do I do?**

Go to the *Applicant login page*, click on *Forgot username and password*. You will be redirected to a page that will ask for your username or e-mail address. You will receive an e-mail with the information needed to help you login to your account.

- *Please note the recovery e-mail may take up to 24 hours.*
- *For security purposes, Human Resources will not be able to assist you with the recovery of your password.*

### **Why do I need to enter my social security number when creating an account in SearchSoft?**

Your social security number is used to create a unique identifier for each employee or applicant in the application system. The system is secured by a 1024-bit encryption system, the same security methods used by major credit card companies and other highly secure online systems.

### **What is the application process?**

Our application process is online and is divided into three (3) steps: The first step is to register and create an account. You will need an e-mail address in order to register. Once you have registered successfully, you will see *Success!* on the screen. You are then ready for the second step, which is completing the application. The last step is to attach your application to the substitute job(s) for which you are interested and qualified.

### **How will I know if anything is missing in my application?**

Click on the blue circle with a check mark in the left hand corner of your application. It will list the missing items in an incomplete application. You will see a green check mark next to *Data Requirement Met* when application is complete.

### **How do I know I attached to a job?**

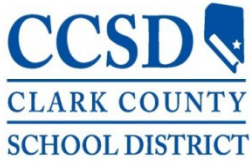
You will receive an e-mail that confirms the District has received your guest teacher, support staff or coach application. If you attach your application to all 3 positions, you will receive 3 e-mails.

### **I'm unable to find my previous supervisor's email address. Can I leave it blank?**

No. We must have an email address for your most current/most recent reference. Our references are electronically sent and returned. Not having correct e-mail addresses will delay the processing of your application. Your application will not be complete unless you enter three (3) email addresses.

### **My current employer doesn't know I am applying; do I have to list them as a reference?**

We must have your current supervisor reference prior to final selection. Try contacting your Human Resources Department, they might have a person who can verify your employment.



Clark County School District  
Human Resources Unit  
Recruitment and Development

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### **Do I need to upload document?**

Yes, ALL 'Document(s) Required at time of Application', as listed on each job description must be uploaded by the position closing date. Additionally, you may want to include a resume, recent evaluations, and any other licenses/certificates that might be relevant to the job you are applying for.

### **My transcripts are from a foreign university. Do I need to do anything different?**

An English evaluation of foreign transcripts must be submitted. The Nevada Department of Education has a list of the approved evaluating agencies. Please click [HERE](#) and scroll to the bottom of the page for the list.

### **How long does it take for my application to be approved?**

The time varies depending on how quickly your references are returned and if you have uploaded all required documents. Former employees and applicants answering 'yes' to a background question(s) do go through additional review processes.

### **How will I find out my application status?**

All applicants are notified of their status via email.

### **What is the next step after my application is approved?**

You will be contacted, via email, to schedule an interview (except coach applicants).