

## Public Appointments Online Application System

### Frequently Asked Questions

Q. What should I do if I am having difficulty applying online?

A. These FAQs should cover our most common issues. If you are still experiencing difficulties please call us on Freephone 0300 244 1898 or email [pa\\_applications\\_mailbox@gov.scot](mailto:pa_applications_mailbox@gov.scot) . Please note that normal office hours are Mondays to Thursdays 8.30am to 5pm and Fridays 8.30am to 4pm.

Q. Do I have to apply online?

A. If there is the option to Apply Online at the bottom of the advert, then we would encourage applicants to apply online where possible.

Q. How can I get an application form?

A. You can apply online by following the 'Apply Online' link. Or you can download an application form from the website or request an application form by telephone, email, fax or post. To request an application form, you should provide your name, address and the appointment that you are interested in, to the Scottish Government, Public Appointments, 3F North Victoria Quay, Edinburgh, EH6 6QQ by calling (Freephone) 0300 244 1898 or by e-mailing [pa\\_applications\\_mailbox@gov.scot](mailto:pa_applications_mailbox@gov.scot) .

Q. How do I apply online?

A. First you must register and activate your candidate account. Next you should log into your account. Finally you should click on the Apply Online link at the bottom of the advert then complete and submit your online application form.

Q. How do I register a candidate account?

A. You should click on the Register link on the left hand side of the page and then follow the instructions on the screen. You should enter a valid email address and click the Next button. You should then complete the mandatory fields and click the Register button. Within 24 hours you should receive an email with your activation link. You must click on the link in the email to activate your account. You can now apply for Public Appointments online.

Q. What if I haven't received an email with my account activation link.

A. Account activation emails are sent automatically, but may take up to 24 hours to arrive. Please check your junk mail and spam folders if you do not receive the e-mail. If you are still experiencing problems please contact us on Freephone 0300 244 1898 or email [pa\\_applications\\_mailbox@gov.scot](mailto:pa_applications_mailbox@gov.scot) .

Q. What do I do if I have forgotten my password?

A. We can send you a password reminder. Go to the login page and then click on the “Have you forgotten your password” link. Enter your email address and the Send button.

Q. How can I change my password?

A. You must first log into your account. Click on the “Change Your Password” link. Enter your new password, then enter the new password again and click the “Save” button. Passwords must have a minimum of six characters.

Q. Can I change the email address my candidate account is registered to?

A. No. If you change email address you will need to register a new candidate account.

Q. Do I have to complete the online application form in one sitting?

A. No, you can save your online application form and come back at any time before the closing date to finish it and submit your completed application. You can edit your online application form as many times as you like before the closing date.

Q. Do I have to complete the online application form pages in order?

A. The online application form requires you to complete all mandatory fields on a page before you can proceed to the next page. However you can go back at any time before the closing date to update your answers.

Q. I want to look ahead and see all the questions in the online application form – how can I do this?

A. The online application form requires you to provide an answer for all mandatory fields on a page before you can proceed to the next page. If you want to skip through the application form quickly to just see what the questions are on each page then you simply enter any answer (even a single character such as X) into the mandatory fields on each page and then progress to see what questions are on the next pages. If you do this please remember to go back and fill in your proper answers before you submit your application form.

If there is a printable application form available at the bottom of the advert then this should have the same questions as the online application form for that particular appointment.

Q. Can I make changes to my online application form after it has been submitted?

A. Yes, if it is still before the closing date. You should log into your account and go to the Online Applications section of your candidate account. Next click on the “Edit” link next to the application you wish to update. Make your changes to the application form and then submit or save to continue updating and submit later. Make sure to submit your updated application form before the closing date. Incomplete applications will not be considered.

Q. How will I know that my online application form has been received?

A. You should receive an email acknowledging receipt of your online application form. You should also see in the Online Applications section of your candidate account that the status of your online application form is "Applied". If you see "Incomplete Application", this means the online application form has not been submitted or that you have edited your online application form and have not yet resubmitted it.

Q. Why can I not see my online application form in the Online Applications section of my account?

A. This section will show your latest applications. If you do not see your application here click on the "View your application history" link to view all your submitted and incomplete applications. If you have withdrawn your online application form it will not show here. If you did not withdraw your online application form and it does not appear here contact us on Freephone 0300 244 1898 or email [pa\\_applications\\_mailbox@gov.scot](mailto:pa_applications_mailbox@gov.scot) .

Q. How do I register for job alerts?

A. Click on the View All Appointments link on the left hand side of the page. Scroll to the bottom of the page and click on the "Email me appointments like these" link. Give your search a name in the "Enter a name for your search" box, then select the criteria you wish to specify and click the "Save" button. You should then receive email notifications to alert you when a Public Appointment has been advertised matching your job alert search criteria. You can create as many alerts as you want. You can delete and update alerts that you have already created.

Q. I want to attach my CV to my online application form but there is no option to do this?

A. You can only provide a CV with your application form where there is a requirement for applicants to do this.

If the appointment you are interested in does not ask for CV's then you should not see the option to provide or attach your CV in the online application form.

If the appointment you are interested in does ask applicants for a CV, you should be able to do this by either attaching your CV file in the Other Information Required section of the online application form. Or you should find a question within the application form which asks applicants to provide their CV in a text box.

If the appointment you are interested in does ask applicants for a CV, and you cannot see the option to attach or provide your CV then please contact us on Freephone 0300 244 1898 or email [pa\\_applications\\_mailbox@gov.scot](mailto:pa_applications_mailbox@gov.scot) .