Frequently Asked Questions

Submission Process

How do I save my information? ⌃

If at any time you need to exit out of the application, click the "Save Work In Progress" button at the bottom of the page. All of the information that you have entered up to that point will be stored. As long as the job you are applying for is still open, you may return to submit your application.

I saved my information and was logged out. Now my information is gone. ⌃

The system automatically times out after 30 minutes. If you need more than 30 minutes to complete a section, click the "Save Work in Progress" button occasionally to save your work. Typing does not extend your session.

How long does it take to complete the process? ⌃

The amount of time it takes to complete an application depends on how much information you input on your basic application. It can take as little as 10-15 minutes. Note that when applying for a job, you may be required to answer some additional questions (Agency Wide Questions and/or Supplemental Questions) which will also vary in length, depending on the number and type of questions asked.

I received a confirmation via email that I successfully applied for a position online. Should I follow-up or respond to the message? ⌃

No, the confirmation email message is an automated response to let you know that your application was received. If you are selected to continue in the selection process, you will be contacted directly by the hiring agency.

I did not eceive an email confirmation that my online application was received. Why not? ⌃

You should verify that you have listed the correct email address on your profile and that you are able to receive emails. If you have spam blockers, the confirmation email may have been received as junk mail. Add **Detroitjobs@detroitmi.gov** to your safe senders list to receive future confirmations.

I have a physical disability and require a special accommodation to participate In an interview. How do I request an accommodation? ⌃

Applicants with a disability who may need an accommodation to participate in the interview process should make such an accommodation request at the time they are contacted by a department representative to schedule an interview.

Who do I contact if I have additional questions? ⌃

If you have additional questions related to the on-line application system, please email us at **Detroitjobs@detroitmi.gov.**

Login Information

What Web Browser Should i Use?

The preferred web browsers are Internet Explorer (v8 or higher) and Firefox (v4 or higher).

What is An Email Address And How Do I Create One?

An e-mail address is an electronic mailbox to which e-mail messages can be delivered. An e-mail address looks like **_TYuille@example.com_**. There are many free and accessible e-mail providers on the internet that you can use for this purpose. The e-mail address is completely independent of the City's Jobs page, and any e-mail related questions should be addressed to the e-mail provider's technical support. An email address is required to apply for City of Detroit job opportunities.

What if I Share My Email Address With Another Person?

Every User account must contain a unique email address. If you share an email address with another person, and it is already in use, you will not be able to use that email address on your account. You can request a new email address from any service provider (e.g. Hotmail, Yahoo, Google, etc) or use a work email address on your account.

What is a Special Character? Why Do I Need to Have One in My Password?

A special character is a symbol other than a letter or number, ie. !@#$%^&*. To obtain a special character hold down the [Shift] key while simultaneously pressing any one of the number keys (1 through 8, for example). The special character requirement is to ensure the security of your account.

The System Is Not Accepting My New Password. What Should I Do?

Passwords must be a minimum of eight characters in length, and must contain at least one letter, one number, and one special character. To reset your password, click the "I Forgot My Username and/or Password" link. Once you've entered a new password (twice to ensure it is correct), you will receive the message "Password reset successful."

I Need A New Password, But No Longer Have Access To The Email Address The Reset Password Email Was Sent To.

If you don't have access to the e-mail address listed on your account, there is no way for you to create a new password. For security reasons, the reset password e-mail can only be sent to the e-mail address associated with your account. In the event you cannot receive the reset password e-mail, you will need to create a new account with a valid e-mail address.

Job Vacancies

I Do Not Have Access To a Computer And/Or The Internet. How Do I Apply For A City Of Detroit Job Vacancy?

Please visit http://www.publiclibraries.com/michigan.htm for a complete listing of libraries in your area with free public access computers and internet. You can also contact your local Michigan Works! Office https://michiganworks.org. The Michigan Civil Service Commission Employment Information & Career Planning Services offices in Detroit can offer assistance as well.

I Am An Out-of-State Resident. Can I Apply For Job Vacancies With The City of Detroit?

Yes, non-residents may apply to any job vacancy as long as it is not an internal-only job vacancy. Those job vacancies are reserved for current City of Detroit employees.

Do I Have To Apply To Each Job Vacancy Separately Or Is There A Way To Select More Than One Job At A Time?

No, you must apply for each job vacancy separately as there may be different requirements and/or questions associated with each position. However, once the first application is complete and submitted, it will be stored in the system and can be used to apply for another job

How Do I Search For All Job Vacancies?

You can search for specific job vacancies at **www.detroitmi.gov/employment** by Category, Department, Location, and/or Keywords by selecting your criteria and clicking on "Go". To clear search criteria, click "None" at the top of each search box then click "Go". You can also search for all criteria within a search box by clicking "All" then clicking on "Go".

Can I Apply For Multiple Job Vacancies?

You may apply for as many job vacancies as you choose.

What Happens After I Apply For A Job Vacancy?

Once you submit your application electronically, it forwards directly to human resources. You will receive a confirmation email immediately. Applications are screened based on the minimum requirements and other job-related factors. Continuation in the selection process does not guarantee employment with the City of Detroit.

I Started Applying For A Job Vacancy, But I Had To Save And Come Back Later. How Do I Finish Applying?

- To finish applying for a job vacancy, log into your profile with your username and password. In the "Jobs You're Currently Applying For" section, click on the job title of the vacancy you were working on. Complete the remainder of the application and submit. However, to be considered for a job, your online application must be submitted by the closing date and time identified for the position.

- A position with a closing date of "Continuous" means that applications are continuously evaluated as they are reviewed.

Job Applications / Account

I Forget to Add An Attachment (I.E. My Resume, A Cover Lette, Etc.) To My Job Application. How Do I Add An Attachment To An Application I've Aleady Submitted? ⌃

Once an application is submitted, you cannot make any changes to that application. Any attachments added to your application template will not be automatically received by the City of Detroit. In order to ensure the City receives any newly attached documents, you must submit a new application. If you receive an error message when resubmitting your application that does not allow you to apply again or if the position has closed, you may wish to contact the Human Resources Department directly.

Must I Answer the Supplement Questions? What are Supplemental Questions and How Do I Submit My Anwers to These? ⌃

Yes. These questions are used to gather job-related information about you and your educational or work history. If there are supplemental questions attached to a job vacancy, you will find them on the "Supplemental Questions" tab of the posting. Your answers to the supplemental questions automatically submit with your application.

Is It Possible to Withdraw My Application? ⌃

It is not possible to withdraw an application online. Once officially submitted, the application becomes property of the City of Detroit and you must call directly for further action.

Is It Possible to Delete or Reset My Account? ⌃

Once the account is created, it will remain in the system and cannot be deleted.

How Do I Find The Status of My Application? ⌃

Once logged into your account, click on "Application Status". You will see all of the applications you have submitted and the status for those applications. If you still have questions regarding your status after viewing this page, you will need to contact the Analyst listed on the job posting.

Can I View Positions I Have Applied For? ⌃

Yes. You can access all of your submitted applications by clicking on "Application Status."

Do I Have To Complete The "Work Experience And Education" Section On My Application If I Attach A Resume? ⌃

Yes, even though an applicant attaches a resume with an application, each applicant must enter a work history entry for each job worked.

Why Can't I Just Submit A Qualifying Questionnaire? ⌃

The online process speeds recruitment so that the City of Detroit fills positions more efficiently.