



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).

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)

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Series/Grade/Location Edit

Series: 0120
Grade: 5
Location(s): Bogota, CO

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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)

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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

At the bottom of the dashboard, there is a pagination control showing '25 results per page' and buttons for 'FIRST', 'PREVIOUS', 'NEXT', and 'LAST'.

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 'Protocol Assistant' interface with a modal window titled 'Upload a Document'. The modal contains the following elements:

- Title:** Upload a Document
- Instructions:** Please browse to attach a document to your application.
- Supported File Types:** 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)
- Size Limit:** 3MB is the maximum size allowed for a document
- Required Fields:** * Document Type (dropdown), * Document Description (text box)
- Buttons:** Browse... (to open file explorer), UPLOAD, CANCEL

Numbered red arrows indicate the following steps:

1. Click 'Upload from your computer' in the 'Additional Document Actions' section.
2. Select a document type from the dropdown menu.
3. Enter a document description in the text box.
4. Click the 'Browse...' button to select a file.
5. Click the 'UPLOAD' button.
6. Click the 'FINISH' button on the main interface.





C. Resetting Password

Step 1:

Click “Forgot User ID or Password.”

Step 2:

1. Enter Email.
 - 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.
 - If you respond to one of your security questions incorrectly, you will receive an email stating that you entered an incorrect response.
 - 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