

# State of Tennessee



Department of  
**Finance &  
Administration**

Strategic  
Technology Solutions

## Edison Training Manual

for

How to Apply Guide for External Applicants  
Revision: March 2023

Prepared By:  
[Edison Recruiting Team]

## TABLE OF CONTENTS

<b>1. REVISIONS .....</b>	<b>3</b>
<b>2. TOPIC .....</b>	<b>4</b>
1.1. TN CAREER SITES .....	4
2.1. Applying for a Job.....	10
3.1. Frequently Asked Questions.....	29
4.1 Need Help?.....	30

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Verify that this is the correct version before use.

## REVISIONS

REVISION	DESCRIPTION OF CHANGE	MODULE	EFFECTIVE DATE
V01	Initial Release	[Recruiting Team]	[March 2023]

## 1. TOPIC

To assist External Applicants in searching and applying for a job. Applicants can also get solutions for frequently asked questions.

1. TN Career Sites
2. Applying for a Job
3. Frequently Asked Questions
4. Need Help?

**Please note: This guide has instructional screenshots, please utilize the zoom feature to see a larger screenshot.**

### 1.1 TN Career Sites

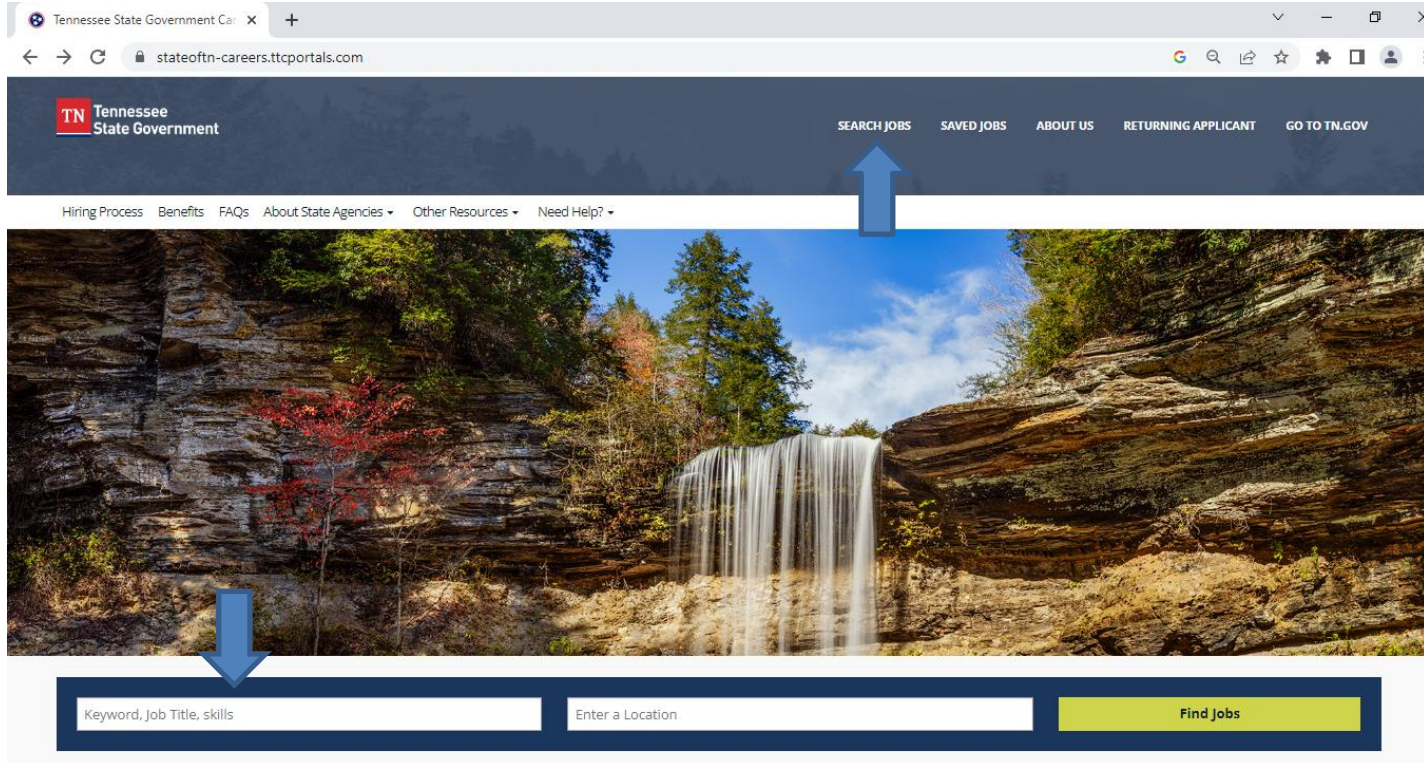
The TN Career Sites (<https://www.tn.gov/careers.html>) is the site utilized for applicants to search jobs, get employment information, utilize an interactive map, and apply for opportunities.

Applicants can apply for jobs on this site by going directly to <https://www.tn.gov/careers.html>, OR they will be navigated to this site if they are applying through Indeed, LinkedIn, etc.

Once you landed here, and you are ready to apply for a job select **Apply Here** then **External Applicants**:

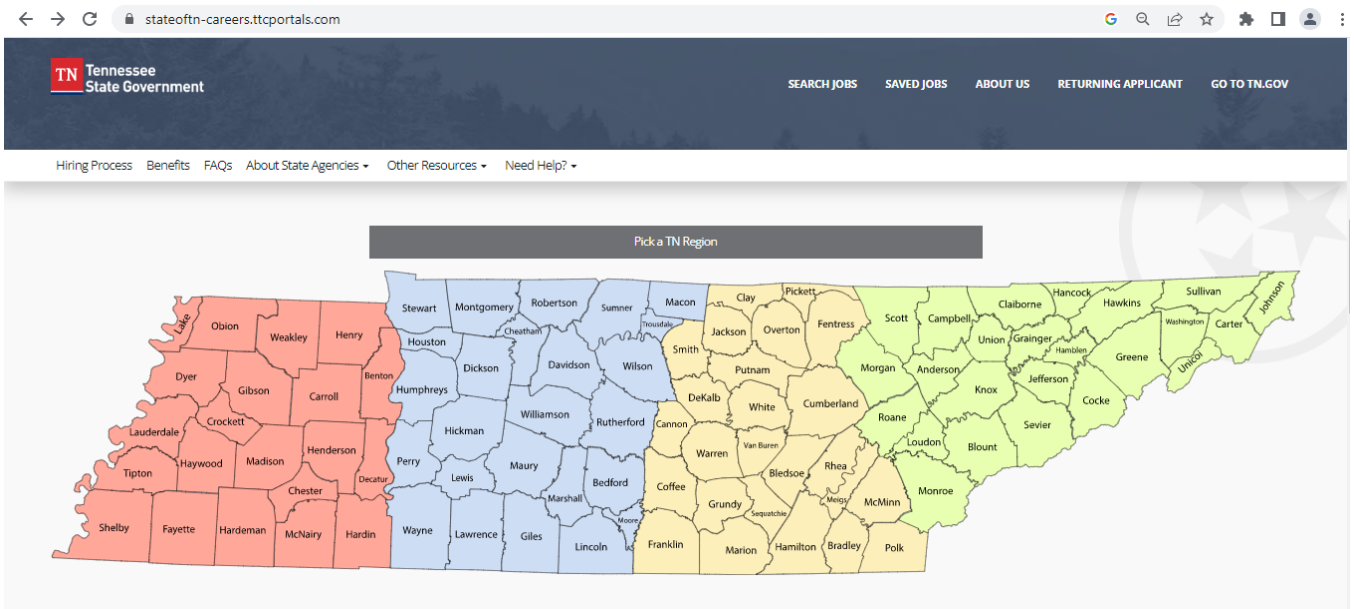


After you will be sent to Search for Jobs by selecting Search Jobs to see a list of all available jobs. Or you can search for jobs by title, keyword, or by job location in the search bar.

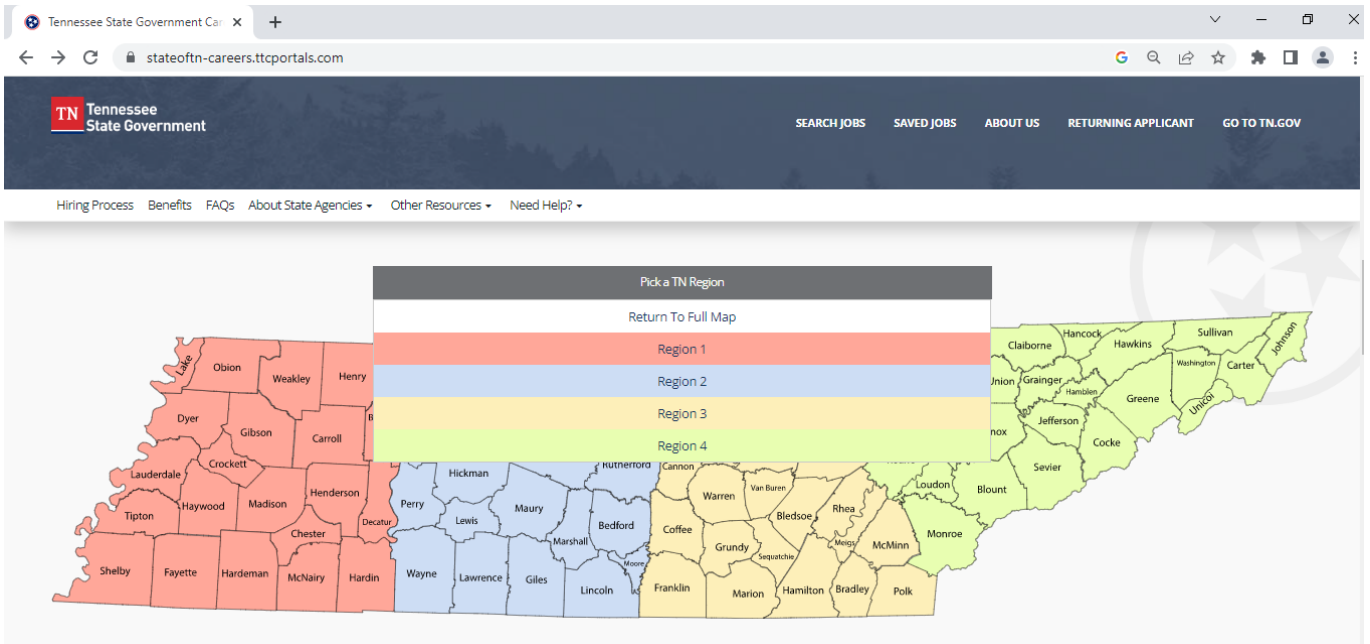


### 1.1 Interactive Map

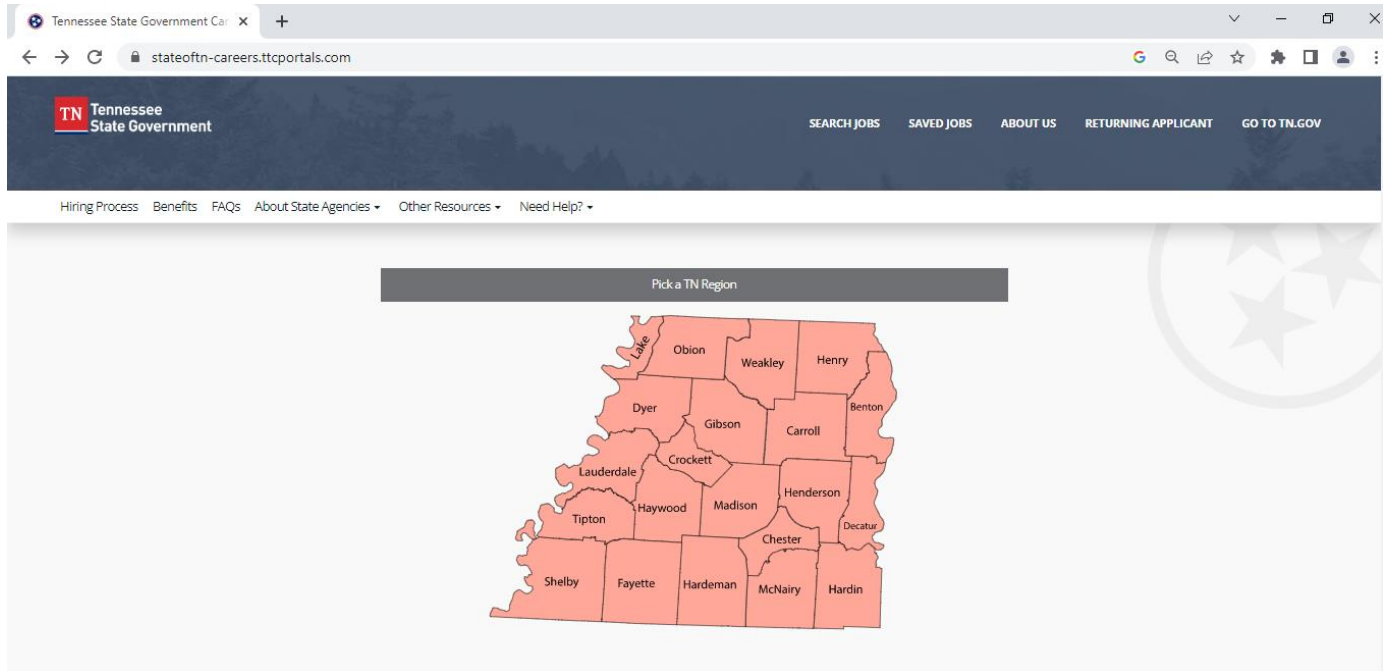
Applicants can also scroll down to utilize the Interactive Map to search for jobs in certain Regions, then by counties to only look at jobs within certain locations:



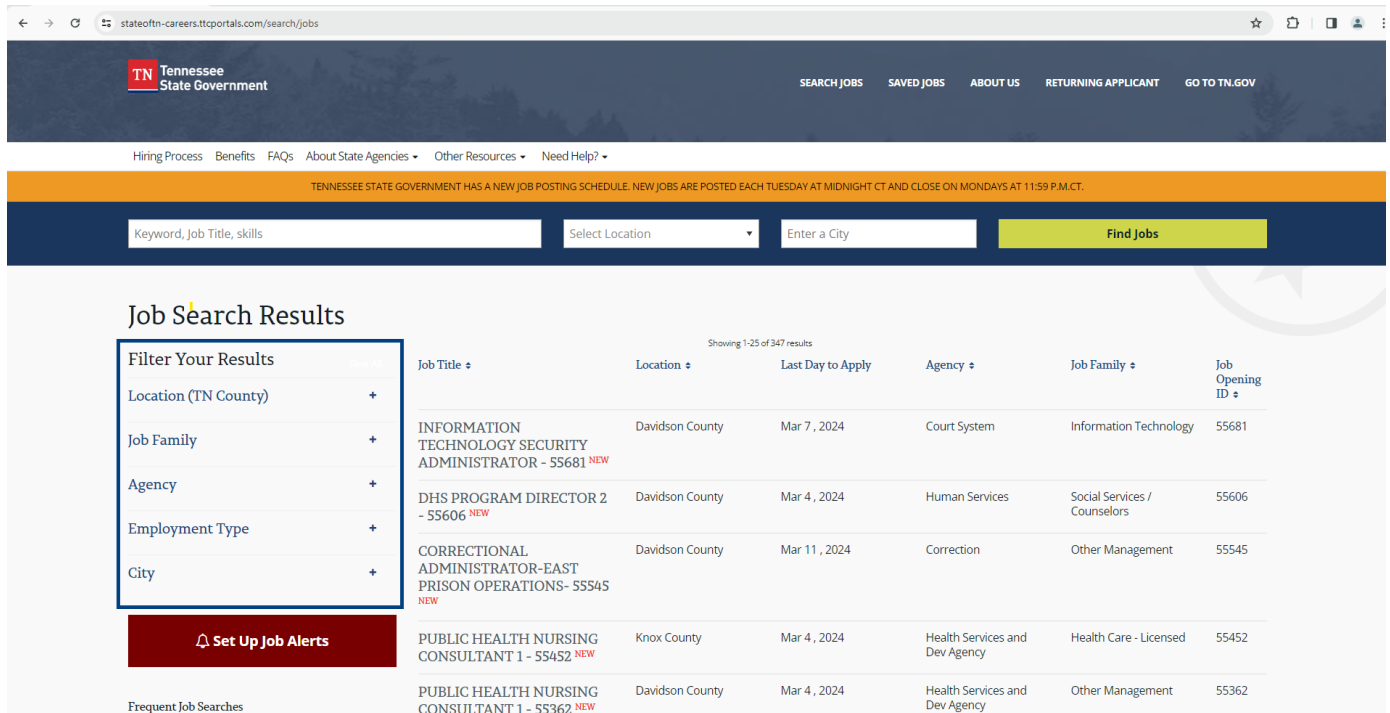
Select Pick a TN Region>then a Region.



Once a Region is selected you can then review and select the county you wish to review jobs in.



In the Search Results you can filter your results further by utilizing the left-hand panel:





You can click on the title of the job you wish to apply for.

Job Search Results

Showing 1-25 of 347 results

Filter Your Results	Job Title	Location	Last Day to Apply	Agency	Job Family	Job Opening ID
Location (TN County)	INFORMATION TECHNOLOGY SECURITY ADMINISTRATOR - 55681 <small>NEW</small>	Davidson County	Mar 7, 2024	Court System	Information Technology	55681
Job Family	DHS PROGRAM DIRECTOR 2 - 55606 <small>NEW</small>	Davidson County	Mar 4, 2024	Human Services	Social Services / Counselors	55606
Agency	CORRECTIONAL ADMINISTRATOR-EAST PRISON OPERATIONS- 55545 <small>NEW</small>	Davidson County	Mar 11, 2024	Correction	Other Management	55545
Employment Type	PUBLIC HEALTH NURSING CONSULTANT 1 - 55452 <small>NEW</small>	Knox County	Mar 4, 2024	Health Services and Dev Agency	Health Care - Licensed	55452
City						

[Set Up Job Alerts](#)

You then will be sent to the job posting/description.

ADMINISTRATIVE SERVICES ASSISTANT 2\* - 03022023-43637

Location: Davidson County  
Business Unit: Health  
Job Family: Exempt Admin Professional  
Job Opening ID: 43637

Share: [Email](#) [LinkedIn](#) [Facebook](#) [Twitter](#)

Job Information

Opening Date/Time	Thur 03/03/2023 12:00AM Central Time
Closing Date/Time	Wed 03/23/2023 11:59PM Central Time
Salary (Monthly)	\$3,542.00

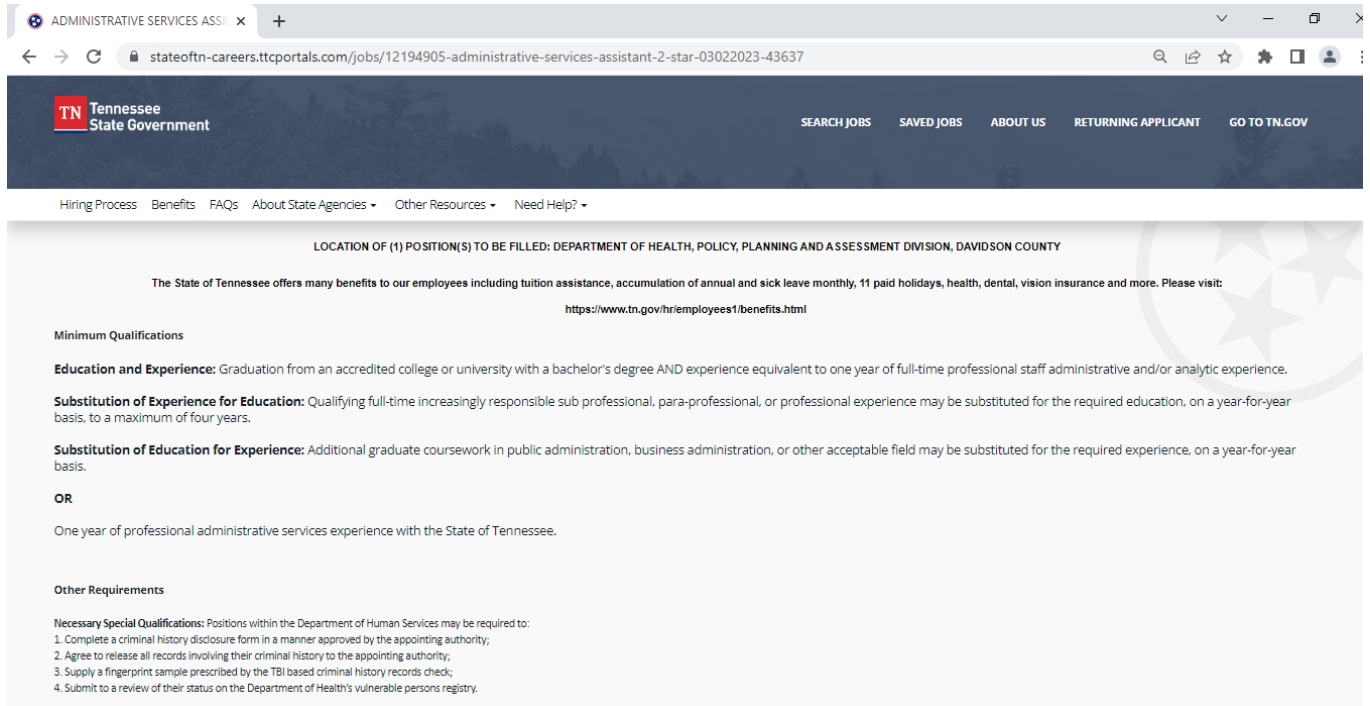
[Apply Now](#)

[Application in Accessibility Mode](#)

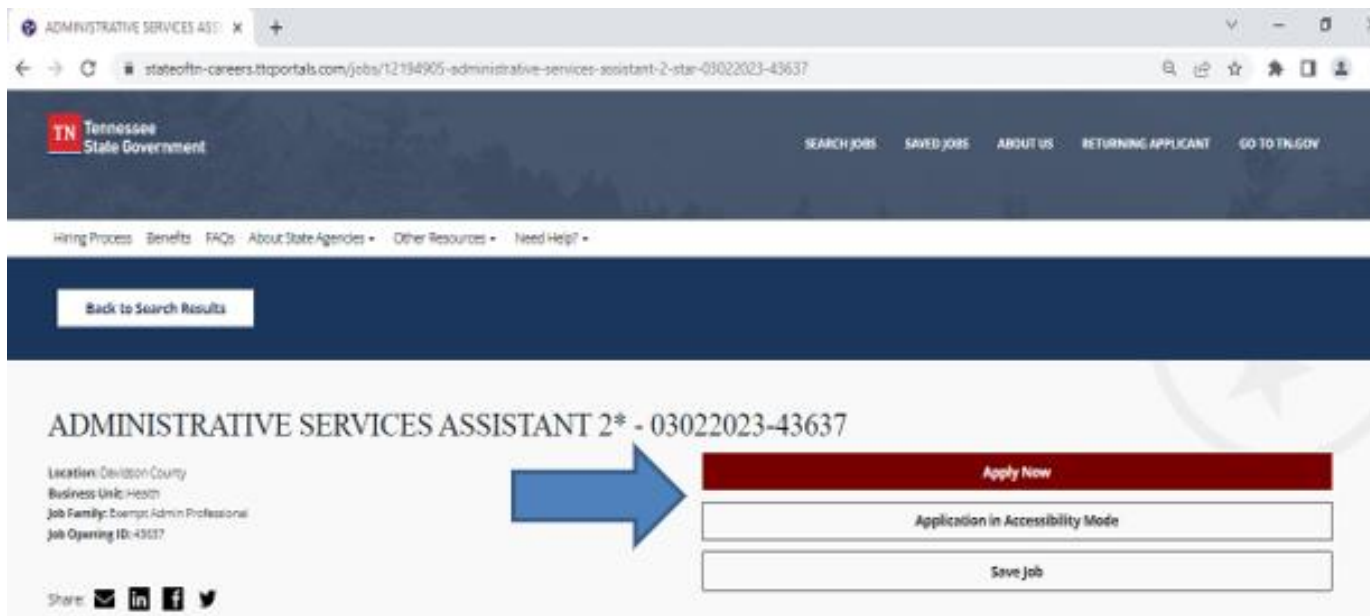
[Save Job](#)



If you scroll down, you can review the certain aspects of the job posting, including but not limited to Minimum Qualifications, Work Activities, Competencies, Tools and Equipment, etc.



When you are ready, select the Apply Now, or Application in Accessibility Mode to start the application process.



## 2.1 Applying for a Job

The following section will cover how to navigate through an application. At any time throughout the application process, you may Save a Draft of your application and come back to it.

- 1.1 When you start to apply for a job, the first step you will see is the Start step. Read thoroughly the Start Step and Terms and Conditions.
- 1.2 If a job has a Pre-Screening question, then a Prequalify step could be part of the application. Not all jobs have this step, so if you do not see one, please proceed to the next step:

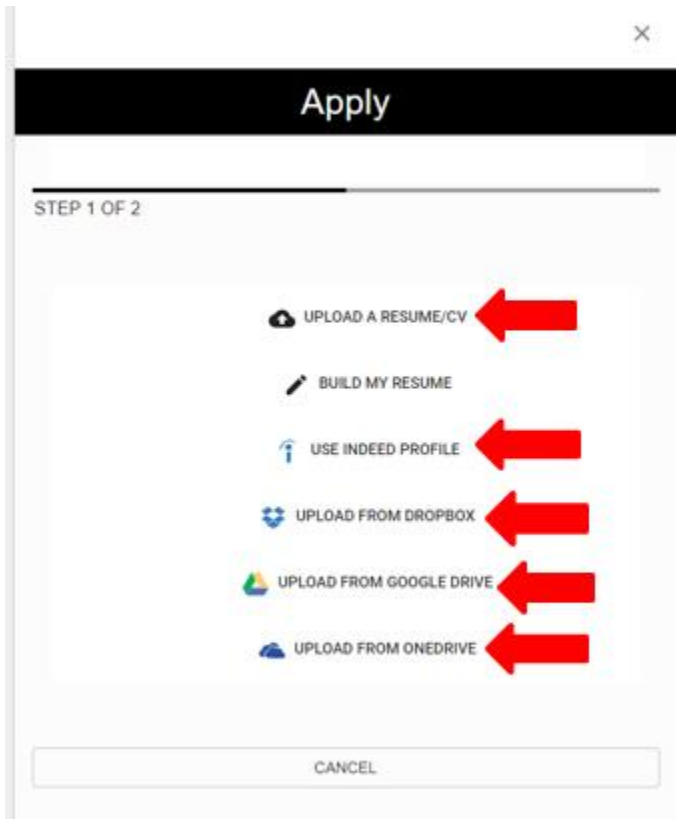
- 1.3 The Autofill Resume/Apply Manually step allows you to either upload a resume (please reference 1.3.1 section) OR if you do not have a resume (please reference section 1.3.2), you can apply manually.

### 1.3.1 Uploading a Resume

If you have previously submitted a Resume with a previous job application, you may select **Use Existing Resume**.

If you decide to upload a Resume, Select **Attach Resume** follow these steps to assist you:

- 1) Select Upload a Resume/CV, or one of the other options like Indeed Profile, Upload from DropBox, Upload from Google Drive, or Upload from OneDrive.



- 2) Verify Contact Details Loaded in from Resume/CV Upload, Indeed, Dropbox, Google Drive, or

The screenshot shows a mobile application interface for reviewing contact details. At the top, there is a black header with the word "Review" in white. Below the header, it says "STEP 2 OF 2" and "Contact Details". The form contains several input fields: "First Name" with the value "Fake", "Middle Name", "Last Name" with the value "Applicant", "Street Address" with "312 Rosa L Parks Ave", "City" with "Nashville", "Country" with a dropdown menu showing "United States", "State" with a dropdown menu showing "Tennessee", "Zip Code" with "37243", "Email" with "fake.applicant@noemail.com", "Home Phone" with "615551234", "Mobile Phone", and "Work Phone". At the bottom, there are three buttons: "NEXT" (highlighted in black), "BACK", and "CANCEL".

OneDrive.

- 3) Select Next, then verify the Work History that pre-loaded in.



- 4) Select Next and Verify the information pre-loaded into Education History. After Verification Press Next.

**Review**

STEP 2 OF 2

Education History

+ ADD NEW EDUCATION HISTORY

Western Metropolitan College - Bachelors of Science  
2006-05

EDIT DELETE

NEXT

BACK

CANCEL

- 5) After it processes and submits you will be taken back to continue through the steps of the application.
- 6) You will then see your Resume listed within the Application. Select Next to Proceed to Work Experience.

Apply for Job

Save as Draft Previous Next

1 Start Complete

2 Add/Full Resume/Apply Manually In Progress

3 Work Experience Not Started

4 Education Not Started

5 Referral Source/Interviews Not Started

6 Voluntary Disclosures Not Started

7 Review and Submit Not Started

Step 2 of 7: Add/Full Resume/Apply Manually

Resume Attachment: You may proceed without attaching a Resume.

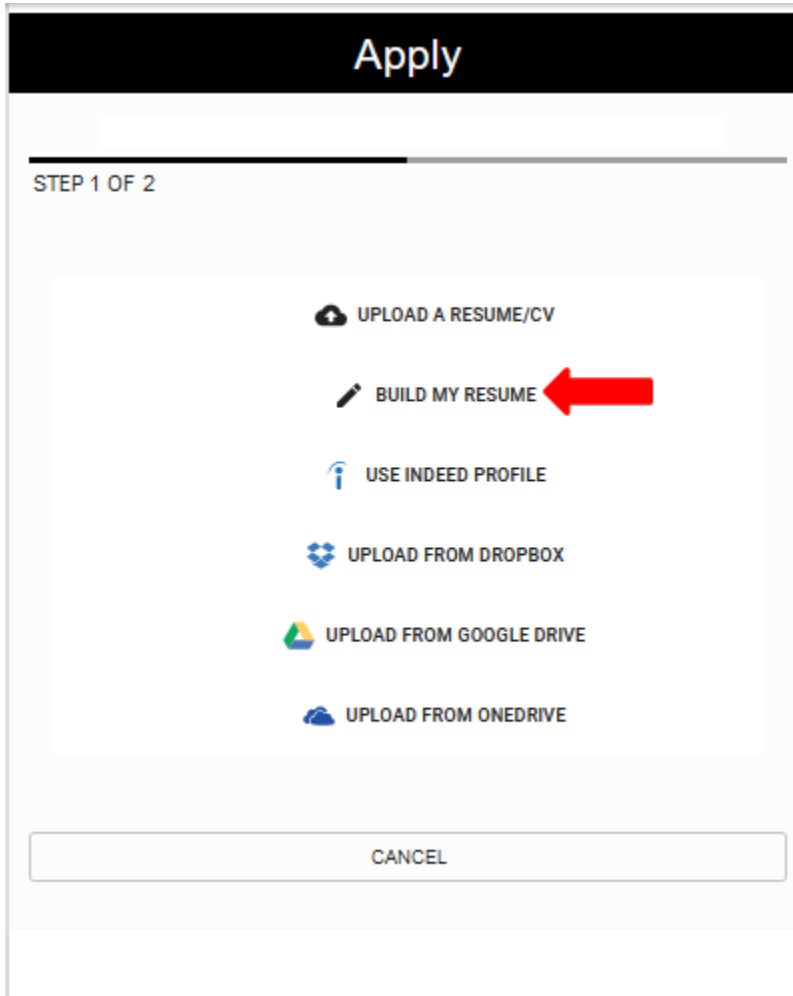
Resume Title

Attached File [Change Resume](#)

### 1.3.2 Apply Manually

If you do not have a Resume, or you decided to enter your information manually, please follow these steps.  
If you already uploaded your resume, please skip this section.

- 1) Select **Attach Resume**
- 2) Select **Build My Resume**





- 3) You can then enter the required information under Contact Details, Work Details, Education History.

### Review

STEP 2 OF 2

#### Contact Details

First Name *	Middle Name
Last Name *	
Street Address	
City	
Country ▼	
State/Region ▼	
Postal	
Email *	
Home Phone	
Mobile Phone	
Work Phone	

**NEXT**

BACK

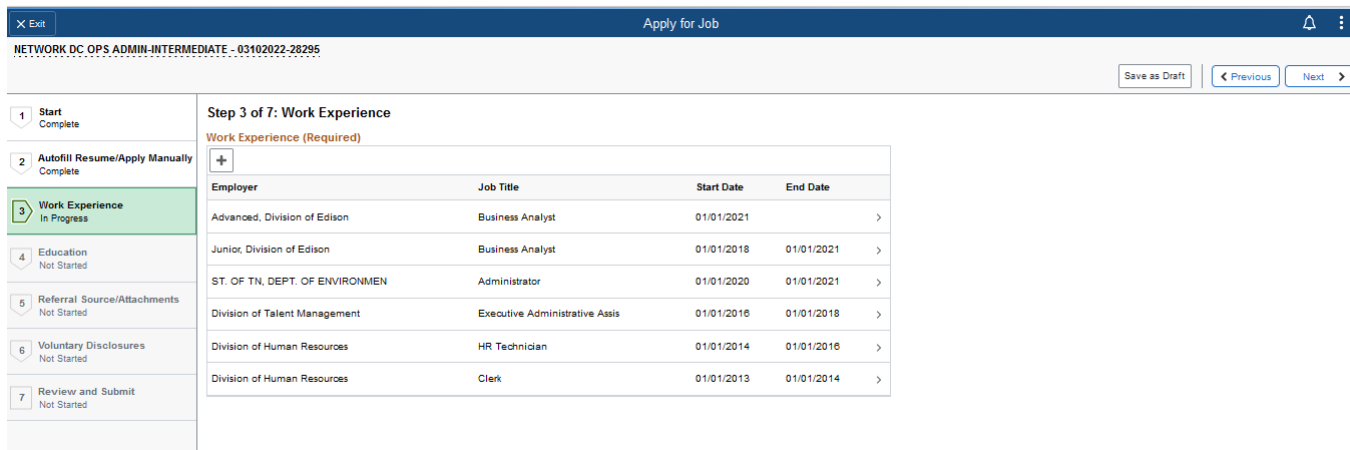
CANCEL

▼

The screenshot displays a mobile application interface for reviewing an external applicant. At the top, there is a black header bar with the word "Review" in white. Below this, the text "STEP 2 OF 2" is displayed. A section titled "Work History" is shown with a horizontal progress bar. Below the "Work History" section is a button labeled "+ ADD NEW WORK HISTORY". At the bottom of the screen, there are three buttons: "NEXT" (highlighted in black), "BACK", and "CANCEL".



**1.4 Work Experience:** If you uploaded your Work Experience utilizing the Upload Resume feature or the Build my Resume feature, your work experience will populate here. Otherwise, you may enter your Work Experience Manually by selecting the + button. Then select Next.



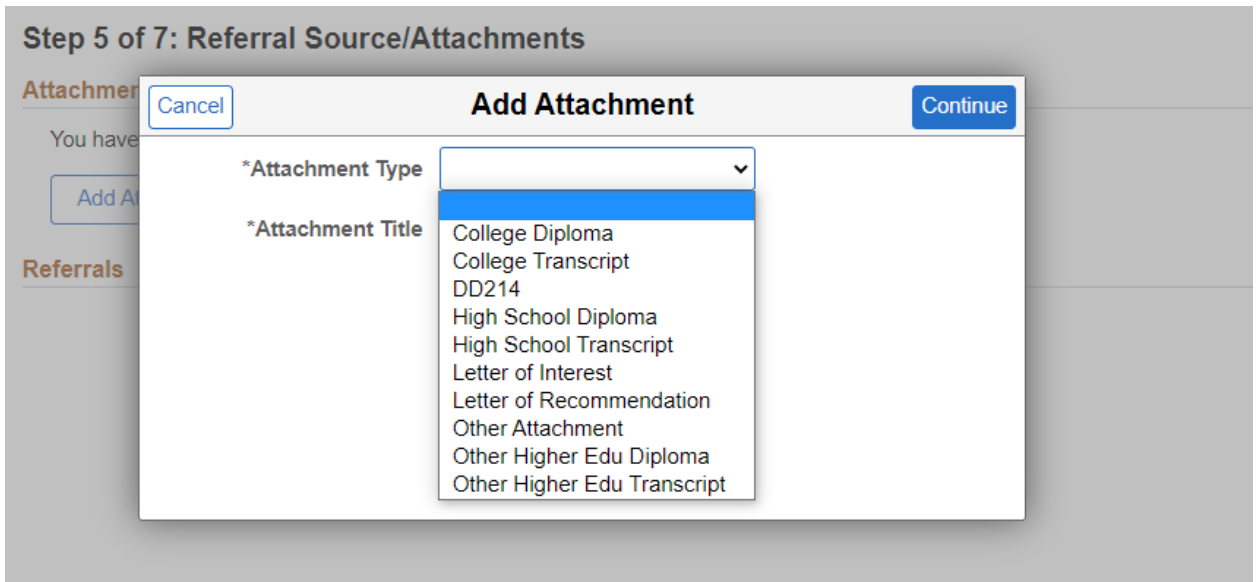
**1.5 Education:** If you uploaded your Education history utilizing the Upload Resume or the Build my Resume feature, your education history will populate here. Otherwise, you may enter it manually. Then hit Next.

**1.6 Referral Source/Attachments:** On this step, you may add additional Attachments to your application like a DD214, College Diploma/Transcripts, etc.

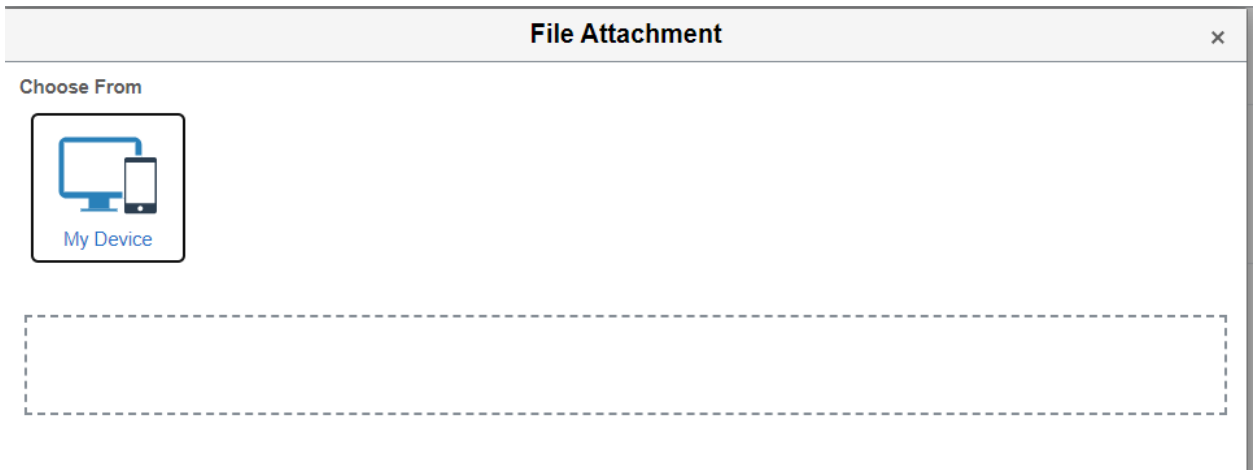
The following attachments are allowed to be uploaded .DOC, .DOCX, .ODT, .PDF, .RTF, .TXT. Max file size per attachment 2 MB.

Attached File	Attachment Title	Attachment Type
DD214_word.docx	DD214	DD214

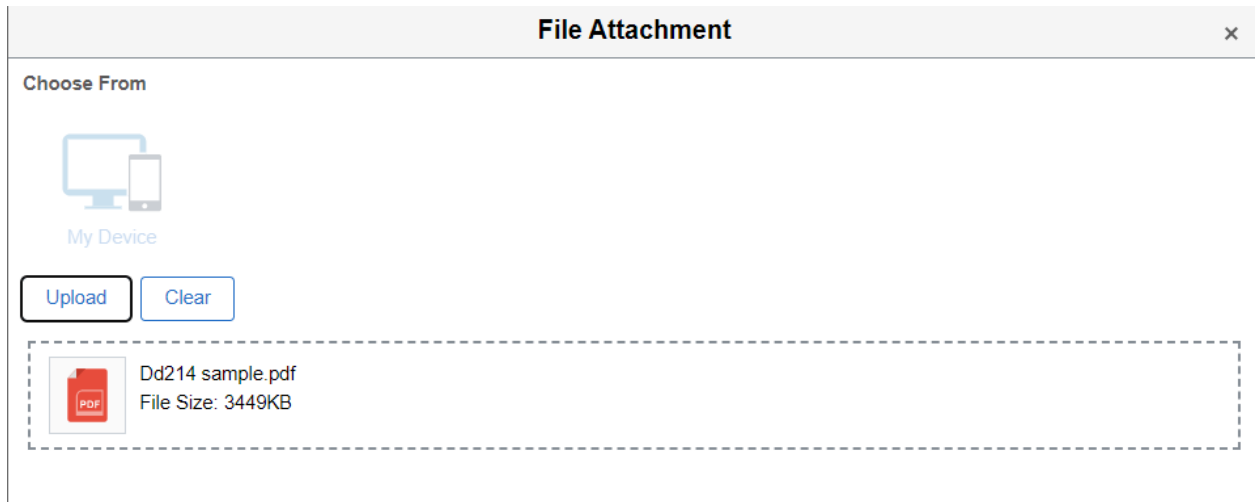
Select Add Attachments>Select Attachment Type>Add Attachment Title>Select Continue.



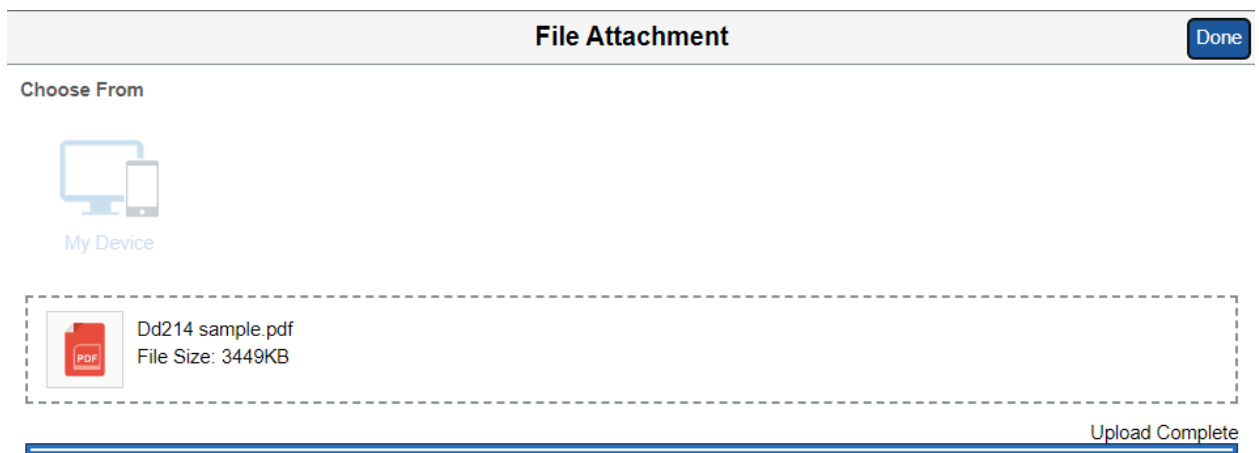
Then choose from My Device to select the file you wish to attach. (Please note, JPEGs cannot be accepted).



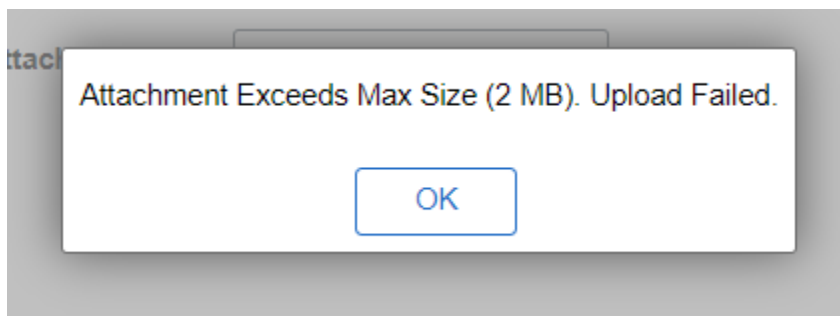
After selecting the desired file, select Upload.



Then select Done.



If the file is too large you may get an error that reads "Attachment Exceeds Max Size (2 MB). Upload Failed". In these instances, you need to make the file size smaller.



You can upload as many attachments as you would like, and they will list under Attachments within your application:

**Attachments**

Attached File	Attachment Title	Attachment Type
<a href="#">DD214_word.docx</a>	DD214	DD214

Then add your referral source by selecting from the drop-down list and specifying your referral source:

**STRATOR - 03032022-28234**

**Step 5 of 7: Referral Source/Attachment**

**Attachments**

Attached File	Attachment Title	Attachment Type
<a href="#">DD214_word.docx</a>	DD214	DD214

**Referrals**

\*How did you learn of the job?

Specific Referral Source

Click Next.



**1.7 Voluntary Disclosures:** Please answer all the questions you see in the Voluntary Disclosures section.

**FORESTRY MANAGMNT ADMINISTRATOR - 03032022-28234**

Save as Draft | Previous | Next

**Step 6 of 7: Voluntary Disclosures**

**Voluntary Disclosures**

Questions marked with an \* are required. You are required to answer all the mandatory questions.

Please answer the following questions as carefully as possible:

\*1. To be eligible for veterans preference, you must be a present or former member of the United States Armed Forces or Federal Reserve components, or an eligible spouse of a qualified veteran. See the Department of Human Resources Veterans Preference Policy at [https://www.tn.gov/content/dam/tn/hr/policy/12-007VeteransPreference\\_Rev042021.pdf](https://www.tn.gov/content/dam/tn/hr/policy/12-007VeteransPreference_Rev042021.pdf) for further details. In order to receive Veterans Preference, a copy of your DD Form 214 (Member 4 or Service 2) showing an honorable discharge must submitted with each application. For questions, please contact the HR Service Center at 615-741-4841. **IF YOU DO NOT ATTACH YOUR DD FORM 214 TO THIS APPLICATION, YOU WILL NOT BE ELIGIBLE TO RECEIVE VETERANS PREFERENCE. YOUR RESPONSE TO THIS QUESTION WILL HAVE NO IMPACT ON YOUR ELIGIBILITY FOR THIS POSITION.**

Yes, I am a veteran or the spouse of a veteran (I agree that I will attach my or my spouses DD Form 214 to my application.)

No, I am not a veteran or the spouse of a veteran.

I prefer not to answer

\*2. Voluntary Self-identification of Disability (Form CC-305). OMB Control Number 1250-0005. Expires 05/31/2023. Why are you being asked to complete this form? We are a federal contractor or subcontractor required by law to provide equal employment opportunity to qualified people with disabilities. We are also required to measure our progress toward having at least 7% of our workforce be individuals with disabilities. To do this, we must ask applicants and employees if they have a disability or have ever had a disability. Because a person may become disabled at any time, we ask all of our employees to update their information at least every five years. Identifying yourself as an individual with a

Click Next.

**1.8 Review and Submit:** This provides you the opportunity to review the information entered into the application prior to Submitting. Once ready, select Submit.

**FORESTRY MANAGMNT ADMINISTRATOR - 03032022-28234**

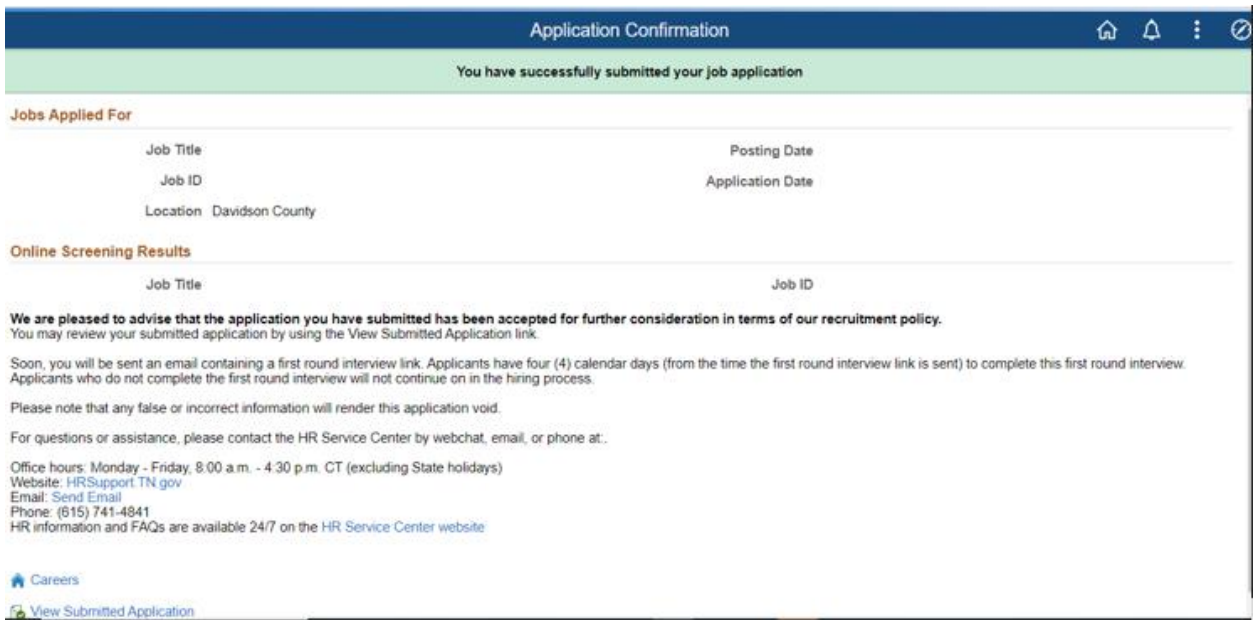
Save as Draft | Previous | Submit

Review your application and make any changes before submitting.

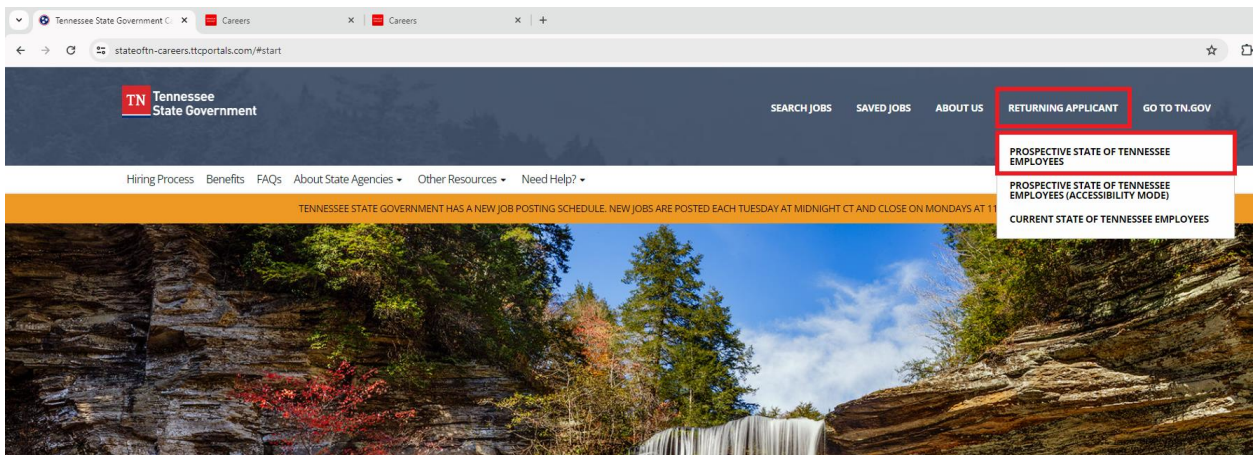
**Step 7 of 7: Review and Submit**

- ▶ My Contact Information
- ▶ Online Screening Notice
- ▶ Resume Attachment: You may proceed without attaching a Resume.
- ▶ Attachments
- ▶ Education History
- ▶ Work Experience
- ▶ Degrees
- ▶ School Education
- ▶ Referrals
- ▶ Voluntary Disclosures

Now you are done!



**1.9 My Job Applications:** If at any time you want to review your past and current applications you can do so by navigating to the My Job Application page. When you are on the Careers Site, hover over Returning Applicant in the top right navigation bar and click on Prospective State of Tennessee Employees.



Then Select Sign In

**My Job Applications**

**TN** Welcome [Sign In](#) | [New User](#)

[Submit/Update Profile](#) ⓘ

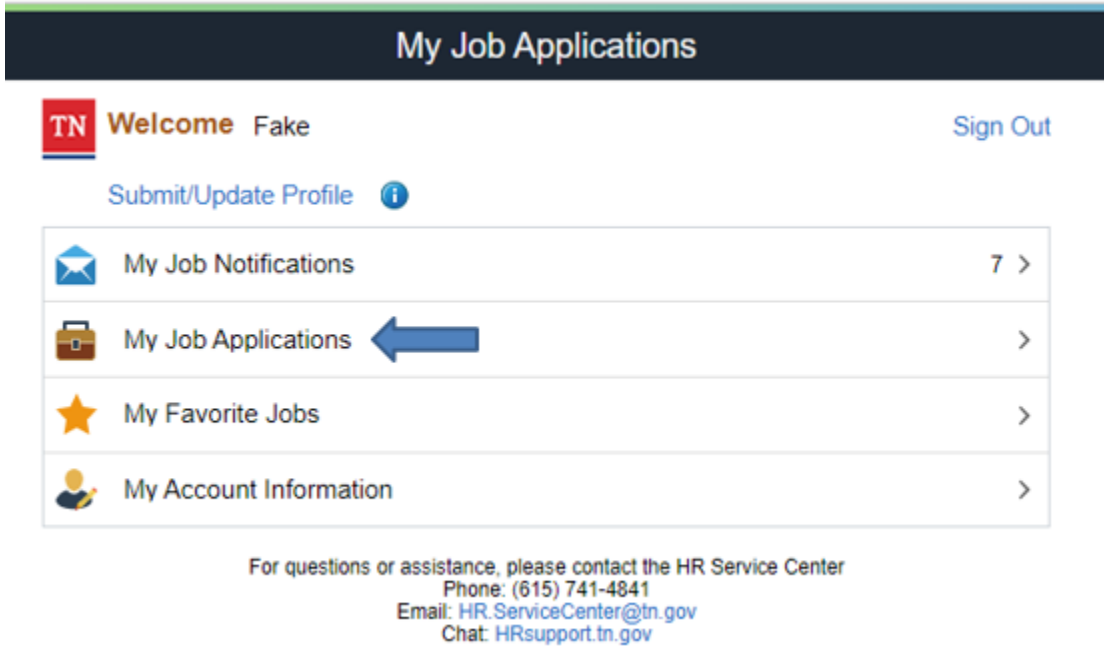
- My Job Notifications >
- My Job Applications >
- My Favorite Jobs >
- My Account Information >

For questions or assistance, please contact the HR Service Center  
Phone: (615) 741-4841  
Email: [HR.ServiceCenter@tn.gov](mailto:HR.ServiceCenter@tn.gov)  
Chat: [HRsupport.tn.gov](https://hrsupport.tn.gov)

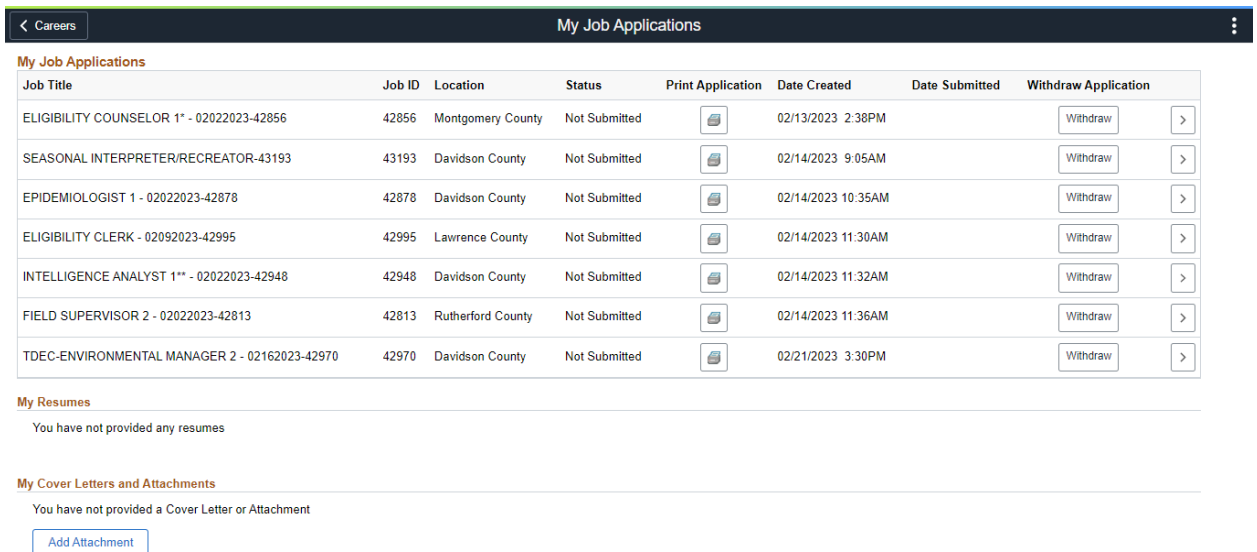
Then input the email address and password you utilized when creating your account. If you have forgotten your password, please utilize the Forgot Password feature. If you are a new user select Register Now.

The screenshot displays the 'My Job Applications' interface. At the top, there is a dark header with the text 'My Job Applications'. Below this, a navigation bar includes the TN logo, the word 'Welcome', and links for 'Sign In | New User'. A 'Submit/Update Profile' link with an information icon is also present. A 'My Job Notifications' section with an envelope icon and a right-pointing arrow is visible. The central focus is a 'Sign In' modal window with a close button (X) in the top right corner. This modal contains two input fields: '\*Email Address' and '\*Password'. Below these fields is a blue 'Sign In' button. At the bottom of the modal, there are links for 'Forgot Password' and 'Are you a new user? Register Now'. At the very bottom of the page, there is a security notice: 'Online applications are stored on a secure site. Only authorized Human Resource employees and hiring authorities have access to the information submitted.' and a smaller line of text: 'This system may contain Government information, which is restricted to authorized users ONLY. Unauthorized access, use'.

Then select My Job Applications.



You will then see a list of previous applications. Please note you can withdraw applications that have not been submitted yet. To do this, locate the application you wish to withdraw then select Withdraw. If you already applied and you wish to withdraw your application, please contact the [HR Service Center](#).



You can also add your attachments here as well.

**2.0 My Job Notifications:** this section allows you to review the system generated notifications.

## My Job Applications

**Welcome** Ashleigh

Apply Without a Job

	My Job Notifications	5 >
	My Job Applications	8 >
	My Favorite Jobs	>
	My Contact Information	>

For questions or assistance, please contact the HR Service Center  
 Phone: (615) 741-4841  
 Email: [HR.ServiceCenter@tn.gov](mailto:HR.ServiceCenter@tn.gov)  
 Chat: [HRsupport.tn.gov](https://hrsupport.tn.gov)

Subject	Status	Date Received
You have an Unsubmitted Jobs Reminder notification	New	03/03/2023 11:09AM >
You have an Unsubmitted Jobs Reminder notification	New	03/03/2023 12:08PM >
You have an Unsubmitted Jobs Reminder notification	New	03/03/2023 4:08PM >
You have an Unsubmitted Jobs Reminder notification	New	03/03/2023 4:08PM >
You have an Unsubmitted Jobs Reminder notification	New	03/03/2023 5:08PM >

**2.1 My Correspondence** will allow you to see what notifications recruiters may have sent you for submitted applications.

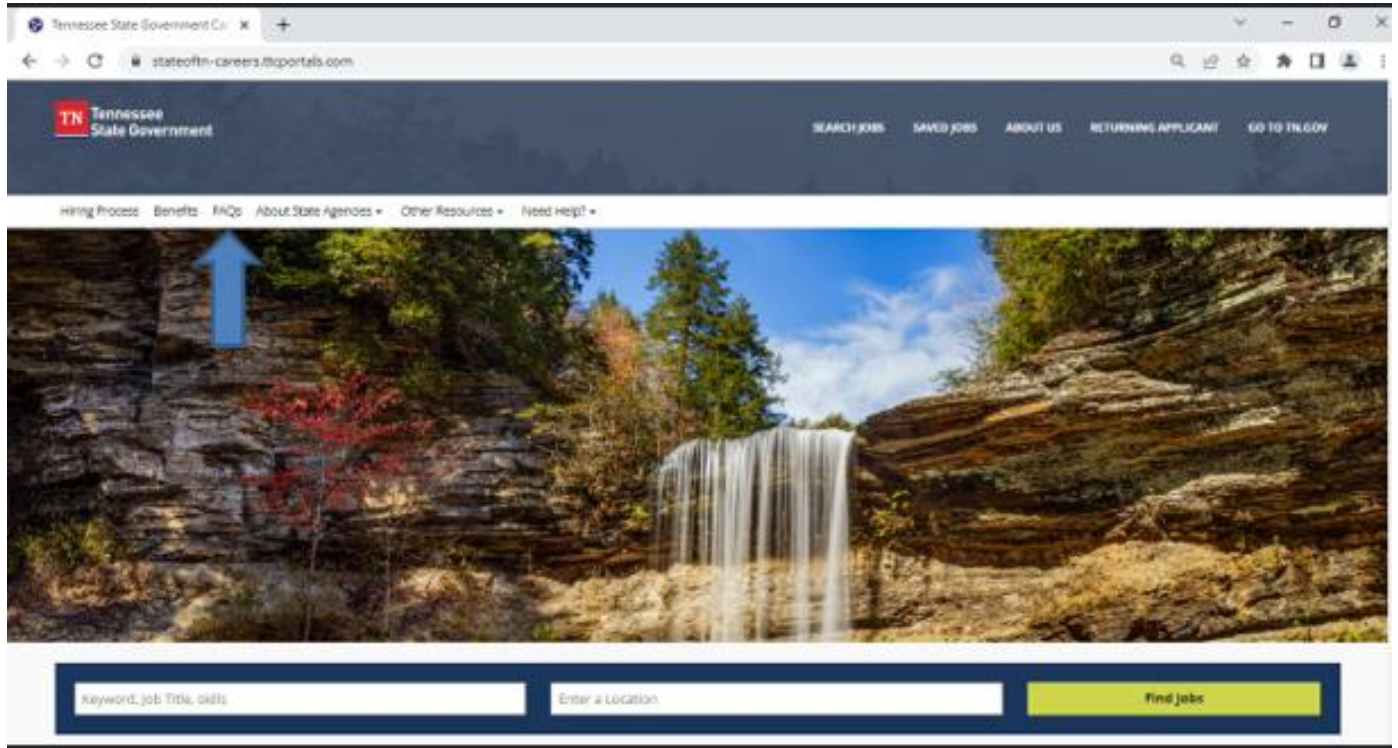
Subject	Date Received
Acceptance of Application for Further Review: Job 16296 - INFORMATION TECHNOLOGY MANAGER - EXECUTIVE	03/30/2021 4:19PM >
Eligibility To Apply: Job 19712 - BUSINESS ANALYST SENIOR-07072021-19712	07/07/2021 9:00AM >
Acceptance of Application for Further Review: Job 19712 - BUSINESS ANALYST SENIOR-07072021-19712	07/07/2021 9:05AM >
Eligibility To Apply: Job 20133 - BUSINESS ANALYST ADVANCED-07212021-20133	07/21/2021 10:24AM >
Acceptance of Application for Further Review: Job 20133 - BUSINESS ANALYST ADVANCED-07212021-20133	07/21/2021 10:35AM >
Eligibility To Apply: Job 28588 - ACCOUNTING TECHNICIAN 2 - 03102022-28588	03/06/2023 9:46AM >



### 3.1 Frequently Asked Questions (FAQs)

On the TN Career Sites there is an FAQs section to assist you in the application process.

<https://www.tn.gov/careers/faqs.html>





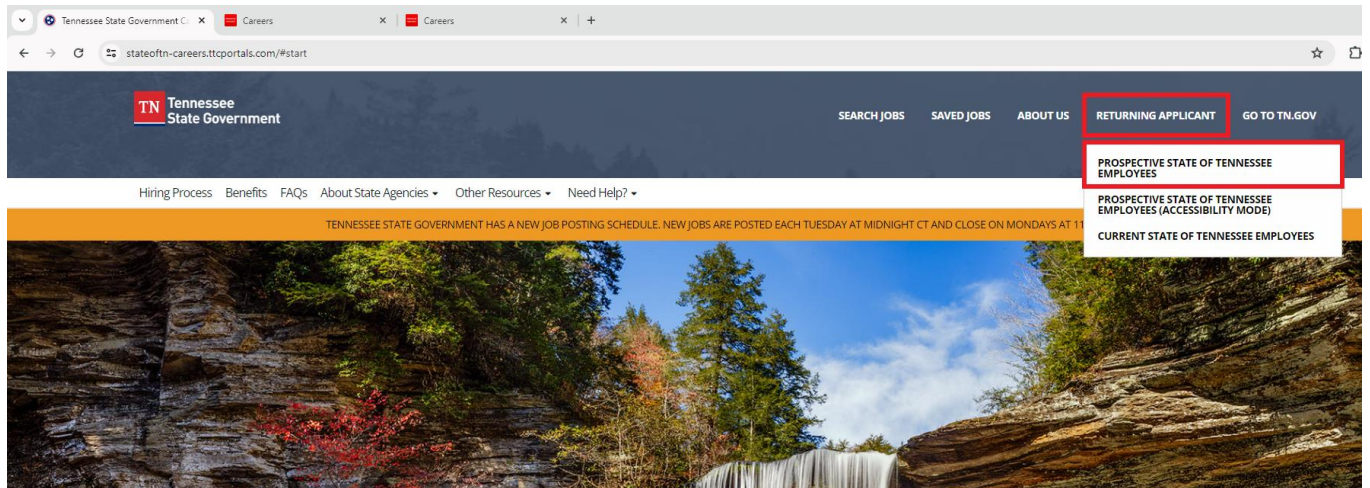
### 1.1.1. Forgot Your Password

After five (5) failed attempts of logging into your applicant account, your account will become locked. You can unlock your account yourself by using the “Forgot Password” feature.

Enter the User Name of the account for which you are resetting the password. NOTE: Your User Name may differ from the email that is on file with your applicant account.

### 1.1.2. Update Your Contact Information

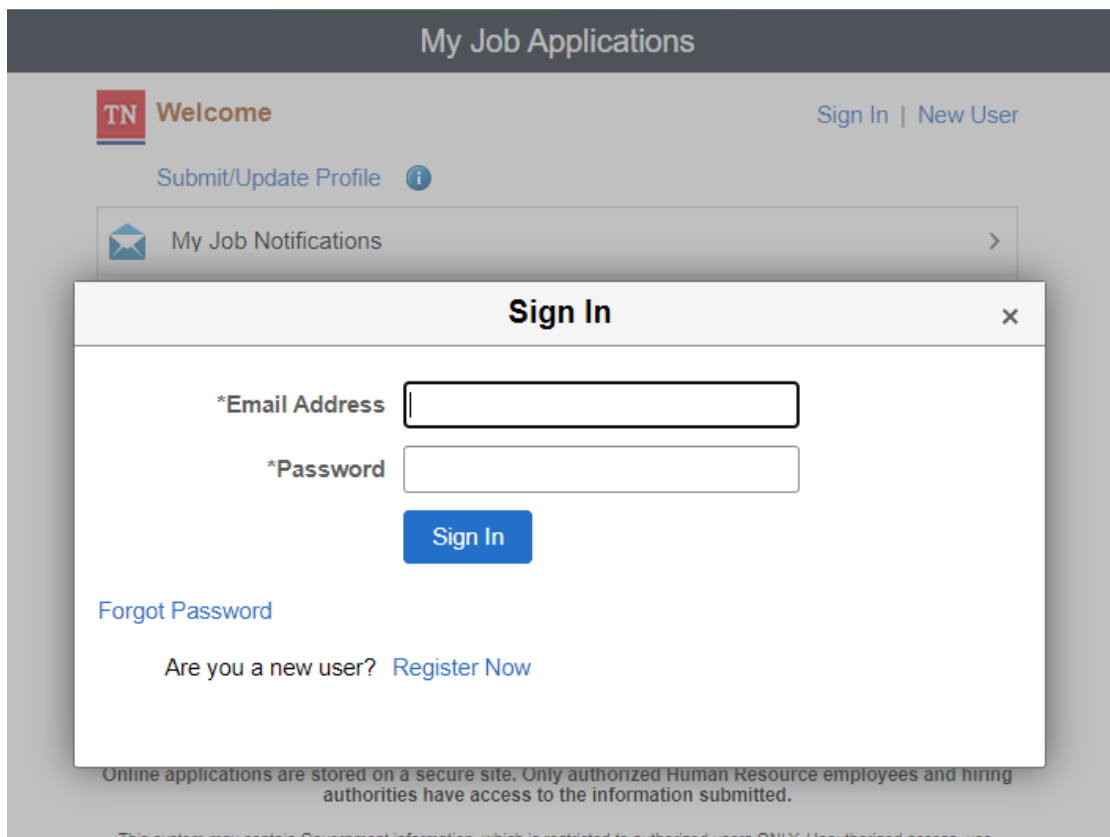
If at any time you need to update your contact information, you can do so by navigating to the My Job Application page. When you are on the Careers Site, hover over Returning Applicant in the top right navigation bar and click on Prospective State of Tennessee Employees.



Then Select Sign In



Input the email address and password you utilized when creating your account and click Sign In. If you have forgotten your password, please utilize the Forgot Password feature.



Once you are logged in, select My Account Information.

My Job Applications

Welcome Mark

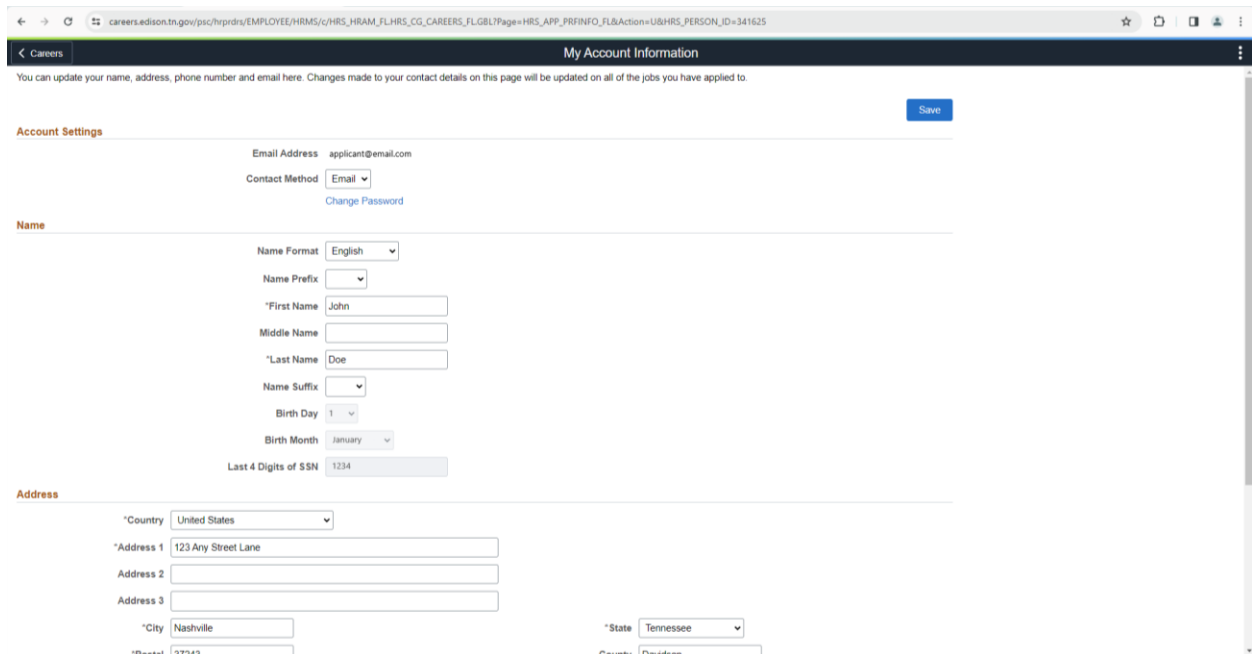
[Sign Out](#)

Submit/Update Profile i

<b>My Job Notifications</b> <span style="float: right;">6 &gt;</span>
<b>My Job Applications</b> <span style="float: right;">&gt;</span>
<b>My Favorite Jobs</b> <span style="float: right;">&gt;</span>
<b>My Account Information</b> <span style="float: right;">&gt;</span>

For questions or assistance, please contact the HR Service Center  
 Phone: (615) 741-4841  
 Email: [HR.ServiceCenter@tn.gov](mailto:HR.ServiceCenter@tn.gov)  
 Chat: [HRsupport.tn.gov](https://hrsupport.tn.gov)

From the next screen, you can update your name, address, phone number and email.



To change your email address, click on your existing email address at the bottom of the page and update it in the pop-up window. When you are done, click Done.

**Email (Required)**

Email	Type	Primary
applicant@email.com	Home	Yes

**Phone (Required)**

Phone Number	Extension	Type	Primary
615/555-1212		Home	Yes

**Edit Email**

\*Email Address

\*Email Type

Primary

To add a new email address, click the + button below Email (Required) and enter the new email address. To make it your primary email address, click the box next to Primary. When you are done, click Done.

**Email (Required)**

Email	Type	Primary
applicant@email.com	Home	Yes

**Phone (Required)**

Phone Number	Extension	Type	Primary
615/555-1212		Home	Yes

**Add Email**

\*Email Address

\*Email Type

Primary

To change your phone number, click on your existing phone number at the bottom of the page and update it in the pop-up window. When you are done, click Done.

**Email (Required)**

Email	Type	Primary
applicant@email.com	Home	Yes

**Phone (Required)**

Phone Number	Extension	Type	Primary
615/555-1212		Home	Yes

Cancel

### Edit Phone Number

Done

**\*Phone Number**

**Extension**

**\*Type** Home ▾

**Primary**

To add a new phone number, click the + button below Phone (Required) and enter the new phone number. To make it your primary phone number, click the box next to Primary. When you are done, click Done.

**Email (Required)**

Email	Type	Primary
applicant@email.com	Home	Yes

**Phone (Required)**

Phone Number	Extension	Type	Primary
615/555-1212		Home	Yes

To save your changes, click Save.

The screenshot shows a web browser window with the URL `careers.edison.tn.gov/psc/hrprdnr/EMPLOYEE/HRMS/c/HRS_HRAM_FLHRS_CG_CAREERS_FLG8L7Page+HRS_APP_PRFINFO_FL&Action=US&HRS_PERSON_ID=341625`. The page title is "My Account Information". Below the title, there is a message: "You can update your name, address, phone number and email here. Changes made to your contact details on this page will be updated on all of the jobs you have applied to." A blue "Save" button is highlighted with a red box in the top right corner. The form is divided into three sections: "Account Settings" with fields for "Email Address" (applicant@email.com) and "Contact Method" (Email); "Name" with fields for "Name Format" (English), "Name Prefix", "First Name" (John), "Middle Name", "Last Name" (Doe), "Name Suffix", "Birth Day" (1), "Birth Month" (January), and "Last 4 Digits of SSN" (1234); and "Address" with fields for "Country" (United States), "Address 1" (123 Any Street Lane), "Address 2", "Address 3", "City" (Nashville), "State" (Tennessee), "Postal" (37243), and "Country" (Davidson).

## 4. NEED HELP?

If you have reviewed the FAQs page and still need assistance you can select the **Need Help?**

<https://www.tn.gov/careers/hr-service-center.html>

This page will direct you to the HR Service Center, including contact information for HR, Benefits, Technology, Payroll, etc.

