

Application Tips & Troubleshooting

*****MUST BE CURRENT WITH ALL MICROSOFT SOFTWARE UPDATES.*****

Before you apply for a Job – please review/reset your computer’s settings.
If you started to apply and had problems, apply all the tips below and go back into our Job Listing and register yourself with a different user name and password. There is a time out set, so please be ready to complete the application once started.

Current employees - should apply through Self Service – www.louisville.edu >Faculty & Staff Tab>blue PeopleSoft Icon>use your GroupWise Login>Self Service>Recruiting Activities>Staff Careers or Faculty Careers/ (you can also get here from www.louisville.edu >Jobs then click on the link under Current Employees)

1. Clear Cache
 - Open Internet Explorer browser>Tools >Internet Options > General Tab>Temporary Internet Files.
2. Delete Files– Internet Explorer>Tools>Internet Options
 - Delete files -you may be ask to check a box - delete all offline content
 - You may also want to “Delete Cookies.” - Hit “Apply” and/or OK
3. Setting Trusted Site - Internet Explorer>Tools>Internet Options>Security tab >Trusted Sites
 - Type in box and add https://*.louisville.edu as a trusted site
2. Allow Pop-ups Tools/Pop-up Blockers
3. Caution **never use the back or forward button** on your browser – use only prompts within the application

Other Helpful Tips

Have your resume or Curriculum Vita and other attachments in PDF or Microsoft Word Document. Have documents saved as names without additional slashes, dashes or dots. Examples: Resume Joe Doe.doc or Cover Letter Joe Doe.pfd

Staff/Temporary Services applicants have your dates of work history beginning and end as well as addresses and last Job Title. Date format is Month (05) Day (18) Year (1996) – 05/18/1996 - if you do not know exact dates – use the first day of the month you think is correct.

Contact Help

If you are having technical problems submitting an application please contact our IT Help Desk 24/7 via e-mail helpdesk@louisville.edu or by phone at 502-852-7997.

If you need additional information regarding Staff and or Temporary Services postings please contact us by e-mail employ@louisville.edu or give us a call at (502) 852-6542 – during business hours 8:00 AM to 5:00 PM EST

If you need additional information regarding Faculty and or Administrator postings please contact us by e-mail FACPERS@gwise.louisville.edu or give us a call at (502) 852-5301 - during business hours 8:00 AM to 5:00 PM EST