



## Student Frequently Asked Questions

**Q: How can I find my username?**

**A:** You were able to choose your username when you set up your LionJobs account. It is not necessarily your UNA portal username. If you can't remember your username, please call 256-765-4276.

**Q: How can I get my LionJobs password if I have forgotten it?**

**A:** If you have forgotten your password, please go to [career.una.edu/LionJobs](http://career.una.edu/LionJobs) and click on the "Forgot Password" option. You will receive a new password in the inbox of the e-mail you used when setting up your LionJobs account. It takes about five minutes to receive the new password. If you have not received the password within five minutes, **CHECK YOUR JUNK FOLDER**. If it is not in your junk folder, please call our office at 256-765-4276.

**Q: Do I automatically have a LionJobs account set up for me when I have been accepted to UNA?**

**A: No.** All students must create a LionJobs account once they have applied and been accepted to UNA in order to use the system.

**Q: Who can use LionJobs?**

**A:** LionJobs is strictly for current UNA students and graduating alumni.

**Q: How do I get my resume, cover letter, and other documents approved in LionJobs?**

**A:** Log in to your LionJobs account, click on "Documents" and "Add New." Please make sure you choose the correct title of your document. For resumes, choose "Resume." For cover letters, choose "Cover Letter." And for departmental applications, transcripts, schedules, or any other documents, choose "Other Documents." The documents you upload will be approved within 24 hours after you have submitted them to LionJobs unless you submit them on Friday, Saturday or Sunday.

**Q: Why do I not have the option to submit my departmental application when applying for a position?**

**A:** You may not have saved your departmental application as "Other Documents." If you saved the Departmental application as "Resume" or "Cover Letter," you will not be able to upload it to the position for which you want to apply. Please resubmit your departmental application as "Other Documents."

**Q: Why did my resume get disapproved?**

**A:** Career Planning and Development staff want to make sure that your resume looks its absolute best before you submit it to an employer. If your resume was disapproved, please check your e-mail for the reason why. If you do not see the reason why, please call 256-765-4276 for further assistance. All seniors are encouraged to meet with someone in Career Planning and Development before graduation in order to receive one on one assistance with their resumes and cover letters.

Q: Can I add additional documents once I have applied for a position?

A: No. Once you click "Submit," you are unable to attach any other documents. Please make sure you have submitted all required documents before clicking "Submit." Some employers ask for additional documents to make sure that applying students know how to follow directions. READ all instructions for each position for which you apply.

If you did not find the answer to your question here or for additional assistance, please call us at 256-765-4276 or e-mail us at [careerservices@una.edu](mailto:careerservices@una.edu).