



## 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

[Return to Job Search](#)

Welcome, ART IVAKH

#### Applications

All Complete Incomplete **Option A**

Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received <span style="color: green;">✔ You have answered all the required questions for this grade.</span>	Grade 5 No Comment	Accepting Applications Vacancy closes in <b>17 days</b>	<b>Edit Application</b> Update Documents Download Your Application Withdraw Application

#### Open Vacancies

Showing 1 of 1 items found. Search for Open Vacancies

**Option B**

Sort By: Close Date (Ascending)

Filter Results By **Protocol Assistant** Announcement #: Nov2017

> Series The U.S. Mission in (insert post and/or country name) is seeking eligible and qualified applicants for the position of (insert official position title and/or post s working title). Supervisory Position: Yes/No

> Grades

#### 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**

**Suffix**  
--- Please Select ---

**\* US Citizen**  
 Yes  No

---

#### Contact Information

**\* Address 1**

**Address 2**

**Address 3**

**\* City/Town**  **\* Country**

**Zip/Postal/Pin Code**  **Plus 4**

**\* Telephone 1**   **\* Telephone Number**  **Extension**

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**.

[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



3. Receive confirmation that you have successfully re-submitted your application.
  - o 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.

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[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).
- Optionally click “Download Your Application” option to view/print all of the application material.
- Optionally click “Withdraw Application” option to remove yourself from the application process. Then check the box next to the grade and click the “Submit” button.

Dashboard Logout

[Return to Job Search](#)

Welcome, ART IVAKH

### Applications

All Complete Incomplete

Position Title Announcement Number	Application Status	Comments	Vacancy Status	Actions
Protocol Assistant (Protocol Assistant) Nov2017	Grade 5 Application Received <span style="color: green;">✔ You have answered all the required questions for this grade.</span>	Grade 5 No Comment	Accepting Applications Vacancy closes in <b>17 days</b>	<a href="#">Edit Application</a> <a href="#">Update Documents</a> <a href="#">Download Your Application</a> <a href="#">Withdraw Application</a>

## 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.





## C. Resetting Password

### Step 1:

Click “Forgot User ID or Password.”

**Login**

Email

Password

[Forgot Password?](#)

**LOGIN**

Don't have an account yet?

**CREATE ACCOUNT**

TERMS AND CONDITIONS

By creating an account (login and password), I understand and expressly consent to the following:

- The information that I provide while filling out this online employment application form and completing the application process, including possibly sensitive data, will be transferred online, stored, and processed on a server in the United States of America. This information may or may not be provided the same level of data protection as provided in my home country.
- The information that I provide will be retained and destroyed in accordance with U.S. Department of State record retention policies and procedures.

### 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.”

In order to continue, please enter the User ID or Email address associated with your account.

Items marked with \* are required.

\*User ID or Email:

**NEXT** CANCEL

### 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."

Please enter the answers to your secret questions shown below.

Answers to all questions are required. **1**

\*Birthplace?

\*Mother's maiden name?

\*Favorite sports team?

Note: Secret answer responses are case sensitive and must be entered exactly as they were upon creation.

**2**

**NEXT** CANCEL



#### 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.

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## D. Updating ERA Account

### Step 1:

Click “Your Name” from the Applications Dashboard.

Dashboard Logout

Welcome, ART IVAKH

[Return to Job Search](#)

### Applications

All Complete Incomplete

Position Title	Application Status	Comments	Vacancy Status	Actions
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### Step 2:

1. Click “Edit” to update your Personal or Contact Information.
  - Click “Save” when finished.
2. Click “View my Resume” to review/update the Resume.
  - It is not necessary to enter resume information as part of the application process in most cases.
  - Click “Save” when finished.
3. Click “Change My Password” in order to update your current password.
  - Click “Save” when finished.
4. Click “Change my Security Questions” to update your current questions/answers.
  - Click “Save” when finished.

Dashboard Logout

### My Profile

#### Personal Information

**Name:** JOHN DOEH  
**User Id:** 3  
**Address:** 4921 Seminary Road  
Bogota,  
Colombia  
**Phone:** 31926677773 (day phone)  
**Email:** artyom.ivakh@monster.com

#### Account Information

Edit

- View My Resume
- Change My Password
- Change My Secret Questions