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2. [I've attempted to recover my password, but the system isn't recognizing my name with my SSN. Why am I not able to recover my account information?](#)

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Supporting Documents

1. Do I have to attach supporting documents in order to submit my application, or can I submit my application and go back and attach documents at a later time?

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References

1. My references haven't been returned. I need to update information on references and have another link sent to them. How do I add a new reference?

2. How do I know if my References have responded? Can I see the responses my references return for me? Can I modify any reference information?

3. How long will my Documents and References be retained?

Blocked/Hidden Application

1. I've applied to a district but they tell me they can't see my application.

Answers to Frequently Asked Questions

Most Commonly Asked

1. **I have reset my password several times and still can't log in. What am I doing wrong?**

   There could be two issues with your account:

   1. *Your user id could be invalid.*

      a. *Your user id can NOT contain special characters and it MUST have a number. If BOTH of these are NOT true, the system will NOT save a new password for your account.*

   2. *Your password might not meet the password requirements.*

      a. *Your password must have three of the four required instances in order to be accepted. If you use all four instances, the system will NOT save a password for your account.* ↰ *Back to top*

2. **I've attempted to recover my password, but the system isn't recognizing my name with my SSN. Why am I not able to recover my account Information?**

   Your first and last name must match EXACTLY in order to retrieve your account information. Any extra spaces or special characters in your name could keep you from accessing your account info in the recovery process.

   ***Please keep in mind that if you didn't enter your LEGAL first and/or last name on your TJN account at setup, the system can only use the information you've previously submitted on your application to recover your information.* ↰ *Back to top*

3. **I've updated my references, but they're not sending. How can I get the reference emails to go out?**

   The reference emails are sent once per hour for submitted applications. If your application has unsaved information (you haven't submitted it yet or if you have edited a submitted application), the reference emails will NOT go out until you submit your application. ↰ *Back to top*

4. **I've tried to apply for a posted vacancy several times, but TJN keeps sending me back to the login screen. Why can't I apply for a job?**

   1. *You don't have a TJN account.*

   2. *You have registered for an account, but you haven't filled out the application.*

   3. *You have an application, but it's not the appropriate category to apply for the vacancy you have selected.*

   4. *Your application is marked as INACTIVE.* ↰ *Back to top*

5. **My application is inactive. How do I mark my application as active?**

   Once you log in to your Application Workspace from www.teacherjobnet.org, scroll down to the bottom of the page. Just under the "Announcements" in the "Online Applications" box, you'll find a link to "Manage Current Application Status". Click this link and mark the desired application as "Active" then click "Update Status". Your application should now be marked as "Active" in the "Online Applications" box of your TJN home screen. ↰ *Back to top*

6. **How can I recover my User ID or Password?**

   1. *You can use the [password reset feature](#) on the TJN website.*
   2. *You can [submit a Trouble Ticket to the TJN Help Desk](#).*
   3. *You can [send an email to the TJN Help Desk](#) detailing your issue.*
      a. *Make sure you include your first name, last name and the last four digits of your SSN.* ↰ *Back to top*

   ***Emails and Trouble Tickets are only processed during normal business hours*

General App Questions

1. **Can I have more than one type of job application?**

   Yes, you can have multiple types of job applications within your account.

   ***Make sure the job you're applying for and the application you are filling out are in the same category: Administrative, Certified, Classified, Substitute or Volunteer.* ↰ *Back to top*

2. **How can I be sure my application is visible to the districts I've selected?**

   When you "SUBMIT" your application, you'll receive a confirmation email from TJN saying, "Thank you for submitting your online application." This confirmation is only for submitting the TJN application. In order to apply for specific job postings, you must still "Search for a Job" and then apply your application to the posted vacancy.

   Once you've successfully submitted your application and then applied for a vacancy with the same category as the application you've completed, the Local Education Agency (LEA) will then be able to see your application.

   ***If you've blocked the LEA from seeing your application using the block feature within the application, you'll have to remove the block before the organization will be able to see you've applied. Please see [this question](#) about blocking your application.* ↰ *Back to top*

3. **Where do I enter substitute work on my application?**

   Add any Substitute teaching experience in the "Duties and Responsibilities" section under "Teaching Experience", from the "Work Experience" page of your application.

4. **How do I apply for a specific position?**

   **You must have previously <u>completed</u> and <u>submitted</u> an application matching the category of the desired vacancy.

   To apply for a specific position, go to www.teacherjobnet.org and then click "Search for a Job". You can then select #1 to create a job search, or you can click on a job category to browse through applicable positions. When you find a job you wish to apply for, click on the job title to open the posting.

   Click on the word "Login" (located in the middle of the screen under the TJN logo) to open the login page if you're not already logged in. If your login was successful, you'll be taken back to the Job Posting screen. Now click on "To apply for this job click here". Once completed successfully, the wording changes to say "You have successfully applied for this job."

   **If you're being redirected to the TJN home screen after you login, please refer to [this question](#) regarding applying for a posted vacancy.

   **Be aware that you MUST be logged in to apply for job postings <u>AND</u> your application must be active, submitted and from the same category as the vacancy desired. I.e. If you wish to apply for a Certified position, you must have an active, submitted, Certified application.

5. **I've applied for several positions via "*Search for a Job*". How can I see where I've applied and for what positions?**

   From the Teacher Job Network home page, www.teacherjobnet.org, click on "login" and log in to your application. On the screen that appears next, scroll to the bottom of the page and click on "Applied Positions". The next screen will open a list of districts/charter schools to which you've applied, along with the date, position title and posting number.

   **This list is sorted by Local Education Agency (LEA).

6. **I've accepted a position with a district. What should I do about my active application?**

   Once you log in to your TJN "Application Workspace", scroll to the bottom of the page and click on "Manage Current Application Status" at the bottom of the "Online Applications" box just under the "Announcements". On the next screen, select the "Inactive" radio button for all applications and then click the "Update Status" button.

Certification Questions

1. **I've applied to an Alt Cert program but have not yet been accepted. How do I show that on my application?**

    On the "Certification/Licensure" page, choose "You are currently enrolled in an Alt Cert Program" and click "Continue". On the next page, you'll click "Add Entry" and enter the information about the certificate you <u>will</u> receive. Under "Program Status", you'll need to select "Statement of Eligibility". ↰ *Back to top*

2. **I have a dual certification but the system doesn't accept that information. What should I do?**

    Log in to edit your application. Go to "Certification/Licensure" and click "Add Entry" to add additional certifications. ↰ *Back to top*

3. **How can I apply for a job that requires certification if I'm not certified?**

    On the "Certification/Licensure" page, choose "You have a valid Teaching/Admin Certification and click "Continue". On the next page, choose "Add Entry" and enter the following information:
    - *State - <u>TX</u>*
    - *Grade From & Grade To - <u>NA</u>*
    - *Certification/Licensure dropdown - <u>leave as <No Selection></u>*
    - *If not in list - <u>No certification</u>*
    - *Certification/Licensure Type - <u>Pending</u>*
    - *Effective Date - <u>Today's Date</u>*
    - *Certification Status - <u>Invalid</u>*

    Answer the two remaining questions and click "Continue". ↰ *Back to top*

Changing data on an application

1. **How can I recover my User ID or Password?**

    2. *You can use the password reset feature on the TJN website.*

You can submit a Trouble Ticket to the TJN Help Desk.

You can send an email to the TJN Help Desk detailing your issue.

   a. *Make sure you include your first name, last name and the last four digits of your SSN.* ↰ *Back to top*

   **Emails and Trouble Tickets are only processed during normal business hours

2. **How can I fix an incorrect Social Security Number on my application?**

    Once an incorrect SSN has been entered on your account, you don't have the ability to change it. You must contact the TJN Help Desk by phone to change the SSN on your account. You'll need to verify your identity before any information will be revised.

    **You can reach the Help Desk during business hours at (972) 348-1086.   ↰ *Back to top*

3. **How do I change the contact information on my application?**

    Once logged in to your application, click on the appropriate application you'd like to change in the "Online Applications" box just under the announcements. Next click on "Contact Information" in the menu on the left side of the display. Use the "Continue" button to find the information that needs updating. You can change pertinent information there.   ↰ *Back to top*

    **The updated information will NOT be saved to your application until you "SUBMIT" the application with the changes you've made.

4. **Any time I make CHANGES to my application, do I have to click on "Agreement/Consent" and submit to get the information to upload and reflect new data?**
    Yes. Any changes to your application will be saved for seven days if you "Save and Exit" without submitting. If you don't SUBMIT your application with the changes, the changes will be discarded and the last submitted application will remain active on your account. (i.e. the changes you made to your application will be deleted after 7 days if you don't submit the application again after you make changes.) ↰ *Back to top*

Application Error

1. **Why do I keep getting an error message when I'm trying to create an account?**

    *If you are trying to create an account without entering a Social Security Number, you will be blocked from creating an account. In order to use the TJN system, **you must have a valid SSN**. Your SSN is required for school districts to verify your criminal records background information. The system is secure and your SSN is only available to be seen by authorized district users of the system.*

    **If your SSN is in use for another account, the system will NOT let you create an additional account. You'll need to call the TJN Help Desk at (972) 348-1086 during business hours to resolve this problem.   ↰ *Back to top*

2. **I completed the application and saved it, but now all my information is gone. What happened?**
    Data entered in an application is retained for 7 days. After 7 days, it is deleted.

It is very important that you SUBMIT your application within 7 days whether it is complete or not, if you want your data retained. You can log back in and make changes after your application has been submitted.

3. **I cannot apply for a posting.**

   There could be several issues here:

   1. *You don't have a TJN account.*
   2. *You have registered for an account, but you haven't filled out the application.*
   3. *You have an application, but it's not the appropriate category to apply for the vacancy you have selected.*
   4. *Your application is marked as* [INACTIVE]*.*

Supporting Documents

1. **Do I have to attach supporting documents in order to submit my application, or can I submit my application and go back and attach documents later?**

   You are not required to attach supporting documents to submit your application. Once you've returned and logged back in to your application, click on the appropriate application you'd like to change in the "Online Applications" box just under the announcements. Next click on "Supporting Documents Upload". Click "Choose File" under the appropriate category to upload the specified documents.

   **You will not be able to modify or delete documents already submitted. You will only be able to add new documents or updated versions of previous documents.

   **The uploaded documents will NOT be saved to your application until you "SUBMIT" the application with the changes you made.

2. **My supporting documents won't attach. What can I do to resolve this?**

   The TJN system is not currently set up to allow uploads from a mobile device. The TJN system will only allow you to take a picture of a document if you're using a mobile device.

   If this is not the problem, you could be trying to upload an unsupported document type or your document could be too large to upload. Make sure you're uploading a .doc, .jpg or .pdf file format for your supporting documents. Each file size must be smaller than 4MB.

   **If you don't have access to a laptop or computer, you can email your supporting documents to the [TJN Help Desk] to be uploaded to your account. Make sure to include the first and last names on your account as well as the last four digits of your SSN. You'll need to

send the email from the email address that is associated with your TJN account.   ↰

3. **How long will my documents and references be retained?**

   Uploaded documents and references will be kept for a minimum of two years. Documents and/or references cannot be removed, nor can they be revised. However, you may upload additional documents at any time or add additional references. All documents and references are date stamped, and most districts normally review the documents that have the most current date.   ↰

4. **Where do I view the documents I've uploaded?**

   After logging in to TJN, the home page of your Application Workspace has a "Manage Documents" link. When you click on that link, a page opens that displays the documents you have successfully uploaded.

   **If you haven't submitted your application, you will be able to see your attached documents, but they won't be visible to hiring managers until AFTER you submit your application. You cannot edit or delete documents that you've uploaded.   ↰

References

1. **My references haven't been returned. I need to update information on references and have another link sent to them. How do I add a new reference?**

   After logging in to TJN, the home page of your "Application Workspace" has a "Manage References" link. When you click on that link, a page opens that displays your references. Here you can show/hide each reference and add new references to your application.

   Because references are time-sensitive forms, you may wish to contact the reference to let them know a new form will be arriving. If they don't see it readily, they may need to also check their spam mailbox. The reference is sent a timed link. The reference has 10 days in which to complete the request. After 10 days the link will expire and you'll need to resend the reference form again if the information was not submitted before the timer expired.

   **You MUST SUBMIT your application to make sure the references are sent. If you have any unsaved data on an application, the system will NOT send your reference emails until you've re-submitted your application again.   ↰

2. **How do I know if my References have responded? Can I see the responses my references return for me? Can I modify any reference information?**

You can check the "Manage References" section of your TJN homepage to see if a reference has been received. You are not able to see responses received from your references. You are not able to modify information about a reference. ↰ *Back to top*

3. **How long will my Documents and References be retained?**

Uploaded documents and references will be kept for a minimum of two years. Documents and/or references cannot be removed, nor can they be revised. However, you may upload additional documents at any time or add additional references. All documents and references are date stamped, and most districts normally review the documents that have the most current date. ↰ *Back to top*

Blocked/Hidden Application

1. **I've applied to a district but they tell me they can't see my application. What could be wrong?**

   If you've been told that a district can't find your application, troubleshoot your application as a first step:

   1. Log in to your application and look under "Hide or Block Application". Be sure you've not blocked the district in question from seeing your application. If you have, you may unblock it from this screen. You'll need to select "No Selection" on the dropdown menu and then resubmit your application. After you resubmit your application with the block removed, the district will be able to see You. You won't have to apply for the job vacancy again.

   2. Be sure you've actually applied for the position in question. To check a list of jobs to which you've applied, log in to your application. On the TJN homepage, click on "Applied Positions" near the bottom of the screen. When you click on "Applied Positions", another screen opens that displays the jobs you have successfully applied for. If you don't see the appropriate position there, go to "Search for a Job" and apply there.

      **You must have the appropriate ACTIVE application from the CORRECT CATEGORY to apply for a posted vacancy.

   3. If the above options still don't allow the district or charter school to locate your application, *send an email to the TJN Help Desk* for further assistance. We will need the name of the school district and the name of the person who told you they can't see your application, as well as your first and last name with the last four digits of your SSN. ↰ *Back to top*