1. **What is the Blue Hen Careers?**
   Blue Hen Careers is a database of internships and jobs – including full-time, part-time, volunteer, and summer jobs. **All current students are automatically registered to use Blue Hen Careers.** Logging in will also give you access to the Campus Interview Program, InterviewStream, the Alumni Mentor Network, CareerSearch, Vault, and Going Global.

2. **How do I log in?**
   You will first need to go to [http://www.udel.edu/CSC/bluehencareers.html](http://www.udel.edu/CSC/bluehencareers.html). **All current students** will log-in using their UDelNet ID and password, so there is no need to register or remember a different username and password. **Alumni need to register with Career Services by submitting a form found at the above website.** **FERPA Authorization:** By logging into Blue Hen Careers you give permission to the UD Career Services Center to share your resume and any other uploaded documents with employers.

3. **How do I change my username and password? – Alumni Only**
   Current Students log into Blue Hen Careers through the Central Authentication page so this section only applies to Alumni who have registered.
   a. To change your username, click on Profile from the navigation bar. Your username will always be an email address, so you will need to edit the “Email Address” field under the My Profile tab, in order to change your username.
   b. To change your password, select Profile from the navigation bar. Open the tab that says “Alumni Password/Preferences” and enter your new password twice.

4. **How do I upload my resume, cover letter or other documents?**
   Select Documents from the navigation bar. Then select Add New. Enter a name for your document in the Label field (use a name that sounds professional; employers will see it!). Select the type of document you are uploading (i.e. Resume, Cover Letter, Transcript…). Use “Choose File” to locate your document.
   a. **Current Students Only:** Your first uploaded document must be approved by Career Services Staff prior to applying to a job. Your document will be reviewed within 2 business days of submission. Your uploaded (unapproved) documents will go to your “Pending Documents” section until they are approved. Once the document displays as “ready” in the status column, it may be used to apply to jobs. If you have multiple resumes and you want to make a particular one your default, you can click on the “Make Default” icon under options to do so.

5. **How do I upload my transcript?**
   Create your own “unofficial” transcript for Blue Hen Careers by following these steps:
   1. Login to UD SIS.
   2. In the Academics area, go to the "other academic" dropdown box and choose Transcript: View Unofficial and then View Report.
   3. After clicking View Report again, your unofficial transcript will load in another browser window. If you do not see it, turn off your pop-up blocker or configure your browser to enable pop-up windows for UD trusted servers.
   4. Save your unofficial transcript as a PDF.
   5. In your Blue Hen Careers account, go to Documents and then click +Add New. You can then press Choose File and select your unofficial transcript to submit.

6. **How do I submit my resume and/or other documents to apply for a job including ones in the campus interview program?**
   Follow the directions that appear once you click on the “Apply” box shown with each listing. In most cases, you will submit your resume through the Blue Hen Careers System. Be sure to follow all instructions in the “Apply” box. Check under “Documents” in your navigation bar to ensure that you have uploaded a resume into the Blue Hen Careers system (See FAQ #4). If you are applying for a job in the system, you will see a pull down menu of all of the resumes you have in the system. If you do not get such a list you probably do not have any documents uploaded into the system. Some employers direct you to send your resume via fax or email.
6b. On Campus Interview Program: Each year from October through early May, over 100 organizations come to the University of Delaware to conduct interviews with students at the Career Services Center – main office at 401 Academy Street. In order to be considered for the on campus interviews you will need to apply to those particular positions through the Blue Hen Careers system.

To see if the interview is on campus or not, look at the job title section and there will be a date listed in the title of the position if the company is interviewing on campus (Ex: Application Developer (10/14/14)).

7. How do I prepare for an interview?
InterviewStream in Blue Hen Careers provides the following services: A resource center offering the interview preparation information and videos, a web-based practice interview experience which includes feedback from your Career Services Center liaison, and a “Customize Your Own Practice Interview” feature which allows users to build their own set of practice questions. Register your email to create a free account.

8. I was selected for an interview with the on campus program. How do I sign up for interviews?
You should receive an email if you were selected for an on campus interview prompting you to log-in and sign up for a time slot. Be sure to schedule your interview as soon as you receive an email to ensure you get the time slot you want. You can also check your status by logging into Blue Hen Careers and then following these instructions:
   a. Click on the “Interviews” tab on the toolbar.
   b. Under “requested interviews” column click on “schedule interview” for the position to which you were “invited”.
   c. A list of available time slots will appear. Select the time period which best fits your schedule and then click “submit”.
   d. The information regarding this position will now appear in the “scheduled interviews” column.

9. What if I need to change the time of my on campus interview?
Under the Scheduled Interviews column, you can change the date and time of the interview by clicking the Reschedule button. (The Reschedule button will not cancel the existing interview until a new time-slot is selected.) Cancel/unschedule an interview by clicking the Cancel Interview button. The day before an interview the schedule is “frozen” and you cannot cancel the interview. Contact the Campus Interview Program at 302.831.8138 immediately to cancel. Please see the “Applicant Conduct Policy” under the “Profile” section.

10. I was selected as an “alternate”. How do I sign up for an interview?
Alternates may sign up for an interview slot if space is available on a first come, first serve basis 2 days before the interview date.

11. How Can I revise my resume after I’ve already submitted it for a position?
If you should need to correct a submitted document, you will need to withdraw your submission, upload the revised document, then reapply for the job. Please note that if the application deadline has passed and you withdraw your application you will NOT be able to re-apply. Otherwise, to revise an existing document, go to “Documents” in your navigation bar. Click on the View icon under to the document, or click on the name of the document. The document label will display in the label box. You can leave it the same, or you may wish to rename it. Browse to locate your updated document and Submit.

12. How do I search for a particular employer online?
Select “Employer” from the navigation bar. Next to the “Keywords” field, enter the name of the employer. Use keywords from the employer name to ensure you are able to find them. For example: search by “Morgan” when looking for JPMorgan Chase.

13. How do I search for jobs and internships?
Choose “Jobs and Internships” from the navigation bar. You can then decide whether to do a basic job search with keywords, or whether to an advanced search. “Advanced Search” is an expanded search and is useful if you are conducting a nationwide job search. Enter your job search preference in the search filters and click the Apply Search button. We recommend searching by a variety of keywords under the Jobs tab as well as clicking on Advanced Search and searching by Major, Location, etc. Note that the more search preferences you select, the smaller your search results will be. To see a lot of job postings, do a very general job search. **NOTE: Remember to clear your selections before
14. How do I save my job search and receive regular emails notifying me of job matches?
After performing an **Advanced Search** with your desired criteria, click “Saved Searches” to create a search agent. Under **Saved Searches**, you can pick how frequently you would like to receive emails regarding the number of jobs in your search and whether you want to receive emails only about new results.

15. How do I see my on-campus interview schedule?
Click on the **Interviews** icon. This will give you two options: **Scheduled Interviews** and **Interview Requests**. **Scheduled Interviews** lists the interviews which have already been scheduled and gives you the option to reschedule if necessary. **Requested Interviews** list all the on-campus interview positions for which you have applied and shows the current status as to whether it is still pending, and if you've been invited or not invited for an on-campus interview.

16. How do I see the jobs I have applied for that are not on-campus interviews?
You need to click on the “**Jobs and Internships**” on the navigation bar and then click on the **Applications** tab. This will display all the jobs you have applied for with companies that are NOT conducting on-campus interviews.

17. What is a Resume Book? How will employers use them?
Resume Books are an extra job search tool that enables active job seekers to circulate their resumes to potential employers. By including your resume in a Resume Book, you are allowing interested employers to view your resume and contact you directly about job openings, information sessions, or interviews. Employers can view and download resumes, sort candidate lists by certain majors and graduation dates, and even do resume keyword searches. This will help them identify candidates for follow-up.

a. I've already submitted my resume for on-campus interview positions. Is this the same thing? No, Resume Books provide you with another opportunity to market yourself to employers who may or may not be interviewing on campus or attending career fairs. Employers will use this resource to solicit your interest in new job prospects that you may not have considered.

18. How do I submit my resume to the Resume Books?
Log into Blue Hen Careers and select Documents from the main menu, click on “**Opt-in Resume Book**” tab. Now identify a particular resume from the drop-down box next to the resume book listed. Carefully note each book’s description and resume deadline. Submit this selected Resume Book by clicking “**+Add Resume**” next to the drop-down box. You can submit your resume to multiple relevant resume books if you would like.

19. How do I schedule an appointment with a Career Counselor or for a Mock Interview?
   a. **Career Counselor Appointment**: 
      Log into Blue Hen Careers and select Calendar from the main menu. 
      Next, select Counseling Appointment from the menu bar. 
      Select “Request New Appointment” and follow the instructions given.
   
   b. **Mock Interview Appointment**: 
      Do an InterviewStream mock interview (see step #7)

20. How do I RSVP to an Event/ Information Session/ Workshop?
Log into Blue Hen Careers and select Events from the main menu. Then select whether you would like to view all Career Fairs, Information Sessions, or Workshops. Once you select which events you would like to view, you can then perform a search, or you can look through the list of all upcoming events in order to find the event you would like to attend. Under the title of the event, you can click the RSVP button in order to RSVP for that event, or you can click on the title of the event and click the RSVP button at the bottom of the event description.

   a. **How do I cancel an RSVP for an event?** If you would like to cancel an RSVP for an event, follow the instructions above in order to find the event that you RSVP’d for. Then simply click the Cancel RSVP button underneath the title of the event.

21. Additional Resources available through Blue Hen Careers
   a. **Resource Library** – (Located under the Resources tab) provides students with various materials published by the Careers Services Center, such as sample resumes, sample cover letter, booklets from past career fairs, and the NACE salary calculator.
b. **Career Explorer** - (Located under the Resources tab) provides students with information about popular careers and leading industries, and the requirements and projected growths with these careers.

c. **Career Finder** - Take a quiz in order to determine possible career paths based on your interests.

22. **Under SHORTCUTS check out additional resources**

a. **PASSPORT Careers** - provides extensive job search resources for 75+ countries (250+ cities). There are 15,000+ pages of unique content and country-specific resources to help you with your career/internship interests around the world as well as across the USA.

b. **Candid Careers** – Alumni and Career Services counselors sharing their unique experiences and advice regarding interviews, salary negotiating, and much more.

c. **Career Shift** – search, select and store job listings from all job boards and all company job postings. Get up-to-date contact information, including email addresses, for millions of companies. Access in-depth information about contacts and companies posting jobs.

d. **Glassdoor** - Search jobs then look inside. Company salaries, reviews, interview questions, and more - all posted anonymously by employees and job seekers.


f. **Career Explorer** - The U.S. Department of Labor’s O*Net Online system, an interactive application for exploring and searching occupations.

**Any Questions?**
Attend a Blue Hen Careers Orientation session. Visit: [www.udel.edu/CSC](http://www.udel.edu/CSC) for dates and times or call 302.831.2392 or email udcareers@udel.edu.

08/19/2014 kh