Instructions for Completing the Online Application for Civil Service Permanent and Extra Help Employment

General Information

The same Civil Service application is used for both Civil Service permanent and Extra Help temporary positions. However, Civil Service positions are filled through a Civil Service testing process. You will need to submit an exam request for each position for which you are applying, after the application is completed. For Extra Help, you will not submit an exam request. Instead, you will need to make contact after submitting the application. See the bottom of Page 10.

For a Civil Service permanent position: Check our Civil Service Job Postings page to see the exam titles that can be requested. This page is updated as new positions become available. To receive an email when a new title is posted, subscribe to our Civil Service Listserv.

NOTE: Titles we test for on an ongoing basis, even though there may not be a vacancy, are listed under Open & Continuous. Applicants are allowed to request multiple exam titles.

All other titles will be posted under Current Vacancies when a vacancy is received, or may be posted in a special section for periodic testing, such as Crafts & Trades Quarterly Testing. For those classifications listed under Current Vacancies, Crafts & Trades Quarterly Testing, or AFSCME Bi-Annual Testing, applicants are allowed to request multiple exam titles.

The Application

- Create an Account: To start the application, go to the Jobs Website at jobs.illinois.edu. You must have an account before you can complete an application. Click on “Create Account” if you have never applied at the U of I before. Fill in the account information making note of the User Name and Password you created. After you have created an account, you will receive an email confirming it. (PLEASE DO NOT CREATE AN ACCOUNT IF YOU HAVE STARTED OR COMPLETED AN APPLICATION IN THE PAST.)

NOTE 1: If you have started or completed an application before, type in your previous user name and password and click “Login.” If you don’t remember your user name and password, email us at jobs@illinois.edu or call 217-333-2137 during business hours, Monday – Friday, 8:30 a.m. to 4:00 p.m.

NOTE 2: Current University employees who previously submitted an application through the old system and have not yet accessed the new system will no longer use the Net ID to log in. If you do not know your new user name and password, email us at jobs@illinois.edu or call 217-333-2137 during business hours, Monday – Friday, 8:30 a.m. to 4:00 p.m.
Start the Application Process: Click on “Civil Service Jobs/Application” at the top of the page. Then click “Apply for Position.”

Documents to Complete: After you click “Apply for Position,” you will be taken to your profile page where you will find a section called “Documents to Complete.” This section will have documents that you are required to complete as you move through the process of completing the application. Documents waiting to be completed will have “Start” under the Action column. Once you have completed them, the will have “View” and/or “Edit” in the Action column. If you started a form but did not submit it, it will have “Continue” in the Action column.

Pre-Approval Form: The first form you will have access to is a “CS Pre-Approval Form” listed under “Documents to Complete.” Submitting this form allows us to check for a duplicate account before giving you access to the application forms. Click “Start” in the Action column next to the form and fill it out.

Note 1: All fields with an * next to them are required fields.

Note 2: If you have a suffix in your name such as Jr., Sr., III, etc., please select the correct suffix in the drop-down box, rather than including the suffix in the last name field.

Note 3: You must include an area code in the phone number. Do not include dashes or spaces.
After you submit the CS Pre-Approval Form, you will see the following message, which states your request to access the Civil Service Application will be processed within 2 business days (Monday - Friday).

Generally, you will have a response back the same day if you submitted the pre-approval form during business hours, unless it is the weekend or a holiday. If you would like us to process your CS Pre-Approval form right away, you can call us at 217-333-2137 during business hours, Monday through Friday, 8:30 a.m. to 4:00 p.m.

There is nothing more to do until we process your CS Pre-Approval Form. When your pre-approval has been processed, you will receive an email indicating you can complete the application. If we found a previous account for you, you will receive an email with a “Duplicate User Name” that will need to be used instead of the one you just created. In this case, you will also receive an email with a new password to use with your old user name.

⇒ Civil Service Employment Application Part 1:

Once you have received the email that you can complete your Civil Service application, go back to jobs.illinois.edu, log in, and click on “Start” next to Civil Service Employment Application Part I under “Documents to Complete.” After you submit Part 1, you will have access to the next form listed under “Documents to Complete” on your profile page.
Voluntary Self-Identification of Disability: Select an answer and click “Continue to Next Page.” Read Page 2, fill in, if applicable, and click “Submit.” This will take you to Civil Service Application Part 2.

Civil Service Application Part 2: This is the part of the application where you will list your work experience, education, etc., the most important part of the application. It can be updated at any time once it has been submitted. There are 9 Steps (pages) to the application. Complete all 9 steps. Fields with a * are required fields.

1. Personal - Make sure your name is entered correctly. If you have Jr., Sr., or roman numerals after your last name, select the correct information in the “Suffix” drop-down list, rather than including it in the last name field. Be sure your mailing address and email address are correct. All correspondence to applicants will be sent through e-mail, including exam dates, vacancy notifications, letters, and register voiding. Please check your e-mail, including Spam or Junk email. We also suggest you add these e-mail addresses to your e-mail contacts: SHR-TESTING@mx.uillinois.edu and shr@uillinois.edu. Phone numbers should be entered with an area code and should be entered without dashes or spaces. If you have a relative employed by the University of Illinois or serving on the Board of Trustees of the U of I, click on “Add Relative,” fill in the blanks, and click “Save.” When you finish filling out the rest of the page, click “Continue” at the bottom to go to the next page.
2. **UI Status** - Select your University of Illinois employment status in the drop-down list and click “Continue” to go to the next step. Your choices are Applicant (not currently working at U of I), Former Civil Service Employee, Current Permanent Civil Service Employee, Current Extra Help Civil Service Employee, Current Academic Employee, or Former Academic Employee.

**NOTE:** If you choose Current Permanent Civil Service Employee or Current Academic Employee and this is the first time you have selected this option, you will be prompted to login on an authentication page using our Net ID and password, which will pull work history from Banner and place it in your application.

3. **Experience** -

   **Employment History** - To add your work history, click “Add Employment History.” This will open a box with fields to fill in. It is very important to include any pertinent work history on your application. The start date is required. The end date is required unless you indicate this is your current employer. **Duties should be as detailed as possible, since this is what is used to determine your qualifications for exams you request.** After you fill in all the required fields, click “Save” to save the job. To add another job, click “Add Employment History.” To edit a job, click on the job to open it, then be sure to “Save” after making changes. To delete a record, click on the job and then click “Delete.”
Military Information - If you do not have military experience, SKIP this section and click “Continue” at the bottom of the page.

If you do have military experience, do the following:
A. Select the Military Branch of service in the drop-down list.
B. Enter the start date and end date. If you are still in the military, leave the end date blank and click in the box next to “Presently in Service.”

When finished with this page, click “Continue” at the bottom.

NOTE: If you declare that you have served in the military, you will need to provide a copy of your NGB Form 22 or DD214 showing honorable discharge from said branch of the military in order to receive Veteran’s Preference Points on exam scores. These documents can be attached to the application on Step 8 or you can send them to Staff Human Resources, 52 East Gregory Drive, Champaign, IL 61820.

4. Education - To add high school information, click on “Add High School.” Select the high school status from the drop-down list. The other fields are optional. Click “Save” to save the record.

To add college information, click “Add College/ University.” Fill in the blanks. To add a major or minor, click “Add a Major or Minor.” When finished with the college record, click “Save.”

To edit a college record once it has been added, click on the school name to open the record. Edit the information and then click “Save.”

When finished with Education, click “Continue” at the bottom at the page to go to the next step.

Note: Be sure to look at the minimum qualifications on the job posting for the exam you are going to request. If you are using education to qualify for the exam, make sure you upload your college transcripts on Step 8 of the application.
5. Skills/Licenses - On this page, you can add information about any certifications or licenses you have or languages you speak. To do so, click the “Add” button to the right of the section you wish to fill in. If you answer “Yes” to the question about adding your driver’s license, additional boxes will appear for you to fill in.

To add information about any additional skills you have, which were not listed under your work experience section, click “Add Skill.” Give the skill a title. In the comments box, describe the skill. Then click “Save.”

Click “Continue” at the bottom of the page to move to the next step.

6. References - To add a personal or professional reference, click “Add Reference” to open a reference record. Fill in the desired information, and click “Save.” You can add as many references as you would like. To edit a reference once it has been added, click on the Name of the reference to open the record. Make your changes and then click “Save.” To delete a reference, click on the Name of the reference to open the record, then click “Delete.”

When you are finished with references, click “Continue” at the bottom of the page.
7. Exam Request - This is NOT the exam request form, but will tell us whether to take you to the exam request form after you submit your application. If you would like to request an exam for a Civil Service permanent position, click “Yes” to answer the question. You will need to provide the last 4 digits of your Social Security number to continue to the next step. If you are applying for Extra Help or do not wish to request an exam at this time, click “No.” You will have access to the exam request form regardless of your answer, in case you wish to access it later.

Click “Continue” at the bottom of the page to go to the next step.

8. Documents - In this step, you can upload documents which may be needed to qualify you for exams that you request, such as college transcripts, certifications, professional licenses, resume, etc. If you have no documents to upload, click “Continue” to go to the next step.

To upload a document, click “Add.” Enter the name of the document and a short description.

Click “Browse” to find and select the document you are going to upload (attach) to your application.

In the document type, click the drop-down list and select the type of document you are attaching, such as Resume, Transcript, Cover Letter, Military Document, etc. It is very important to select the correct document type so we know what you have uploaded, since we may be looking for a specific document, such as a transcript, certification, or license.

Click “Save” to save the document to your application. Click “Add” to add another document. Documents cannot be deleted once they have been uploaded. They must remain with your application for Civil Service auditing purposes.
9. Review/Submit - On this page, you can see what your completed application looks like before submitting it. If you see something on your application you want to change, click the link at the top of the page to get back to the step that needs to be corrected.

Example: If you need to change something in your work history, click “3. Experience.” Make your changes and click “Save.” Then click “Continue” at the bottom of that page.

Next, click “9. Review/Submit” to get back to the submit page.

If everything looks good, read the statement at the bottom of the page and click “I agree.” Click ‘Submit” to complete your application.

The very first time you submit your application you will automatically be taken to the exam request form, if you answered “Yes” in Step 7 where you are asked if you want to request an exam.

If you said “No” on Step 7, you will be taken to your profile page where you can see the forms you have or can submit under “Documents to Complete.”

- CS Exam Request Form - If you are automatically taken to the Exam Request Form, you can begin filling out the form. If you are not automatically taken to the Exam Request Form, you can access it from your Profile page. It will be listed under “Documents to Complete.” Click “Start” to access the blank form. Required fields are marked with an *.

(NOTE: If you are only applying for Extra Help, you do not fill out the exam request form. See instructions on the last page of this document, to complete the process of applying for Extra Help.)

The first thing you must do on the exam request form is to select the exam you want to take by clicking on the drop-down list and clicking on a title. Then answer the rest of the questions on the form. If you have a preference of testing on a particular day, or morning versus afternoon, you can make that comment where it says “Are there circumstances that would restrict your ability to meet our exam schedule? (Example: morning or afternoon exam time.) If so, please enter your comments below. We try to make accommodations, but exam scheduling may not allow for flexibility: “

When everything is filled out, click “Continue” at the bottom of the page.

This takes you to the Exam Request Confirmation page. Read the information on the page and then click “Submit” at the bottom. This will take you back to your Profile page.
If you want to request another exam, click “Edit” next to the exam request form on your Profile page under Documents to Complete. This gives you a blank request form to fill out. When done requesting exams, click on “Civil Service Activity” at the top of the page to **verify your exam requests have been submitted.** They should be listed there. If not, call Staff Human Resources at 217-333-2137 for help.

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**Exam Request Processing**

You will be notified of an exam date or if it is determined that you do not meet the minimum qualifications for the classification. Please be aware it may take 2 to 4 weeks to receive a response to your request. Exam dates will be sent to your email. Please check your email regularly, including Spam or Junk mail. We also suggest you add these email addresses to your email contacts: shr-testing@mx.uillinois.edu and shr@uillinois.edu. If your exam request is denied, a letter of explanation will be emailed to you.

You can monitor your exam request status, exam dates, exam scores, and register placement on your “Civil Service Activity.” There are 3 links on the page: Exam Requests, Exam Scores, and Register Placement. Exam scores are not sent to you. They can only be obtained by checking your “Civil Service Activity.”

Names of qualified applicants who pass exams are placed on employment registers in the order of exam score. When there are position vacancies, applicants are referred to the hiring departments for interviews according to their placement on employment registers. Be aware you register placement can change as applicants are added or removed from a particular register.

For more information about Testing for Civil Service exams, be sure to check out the [Frequently Asked Questions](#).

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**Applying for Extra Help**

When applying for Extra Help, the process is not complete until you do one or both of the following after submitting the application:

**Clerical (Office Support) Extra Help:** Call the Extra Help Office at 217-333-4752, to schedule an Office Support Employment Information Program (EIP).

**Non-Clerical Extra Help:** Contact individual departments of interest and inquire about possible opportunities. You can pick up a list of department contacts from Staff Human Resources at 52 East Gregory, Champaign. You can also call the Extra Help Office at 217-333-4752 to schedule a Service Employment Information Program.