DEVON & SOMERSET FIRE & RESCUE SERVICE

Candidate E-Recruitment User Guide

The following guide will provide step-by-step instructions to apply for a vacancy advertised on the DSFRS Website along with a FAQ's section.

Applying for a vacancy

If you're applying from a personal computer please visit **www.dsfire.gov.uk – Working for Us – Vacancies (left hand side menu).**

If you're applying on a Service computer open the **Intranet – Vacancies – click Link to Current DSFRS Vacancies on E-Recruitment (Talentlink)**

- You can use the Search Criteria function to view specific jobs. **Please note:** The page defaults to 5 vacancies per page, you can alter this by amending the results per page or navigate through the pages 1 to 5 / 6 to 10 and so on.

- Once you have found a job click on the job title. You will then be taken to the advert where you will also find the Job Description/Person Specification as an attachment and other supporting documents if applicable.

- If you wish to complete an Application Form for a vacancy you will need to click the "Apply" button and read the Data Privacy Statement on the next page. Hit "Continue" if you agree. If you already have an account you should log in to this now.

- If you don't have an account you will need to create one to apply for a job. You should complete the sections shown under "Create an Account" **Please Note:** You must ensure you complete these details accurately and make them memorable. Ensure you're putting your forename and surname in the correct boxes. Passwords and ID's are case sensitive. Failure to complete these details correctly may result in you being unable to access your account in the future and you would then need to create another account. HR cannot amend these details for you.

- When you create a new account you will receive an email asking you to click on a link to activate your account. It is important that you complete this process otherwise when you log out of your account after creating it you won't be able to access it again as the account won't have been properly activated. The emails can take up to 30 mins to arrive. Please check your Junk Mail folder as well if it doesn't show up in your Inbox.

- The Application Form consists of 5 pages and you should complete each page fully. For Wholetime and Support Posts you may need to address aspects of the Person Specification on page 3. Each box on this page has a 150 word limit and there are up to 11 boxes for you to complete. We advise completing this section in Microsoft Word first and then copying and pasting the text into the boxes on the Application Form. This enables you to save and proofread your work more easily.

- **Please Note:** You can save your online application and come back to it at any point.

Once you submit your Application Form you will receive an email from HR to confirm receipt of your Application.

You can login into your account anytime by using the candidate login button on the DSFRS website.

I can't log in to my account.

REASON 1: Your user ID and password are case sensitive; ensure that you are inputting the exact sequence you used when you created the account. If you still cannot access your account then you will need to create a new one.

REASON 2: Have you already created an account and started an application form but forgotten your password? If so you must request a new password using the "Can't Login" button. An email will be sent to the email address you provided when you created the account. Please allow at least 30 minutes for the email. Once you receive the email the change password link is valid for 6 hours only.

REASON 3: Did you receive the activation email (sent after account is set up) or new password email? You may need to check your junk email folders as often the email is automatically stored there.

REASON 4: If you have waited over 24 hours for the activation email or new password email and still nothing please contact HR who will ask for your email address and raise the issue with our providers, although we cannot guarantee how long it will take for the issue to be resolved.

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My Application Form is blank

REASON: You've started/completed an application form but when you go back into it – it is blank. It may be that you are searching for the job and clicking applying again instead of logging into your account and selecting continue application.

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My Application form has disappeared from my profile

REASON: This is usually down to the applicant accidently deleting their Application Form or they are logging into another account they created.

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I did not receive my 'forgotten password'-email

REASON: To request the email, the first name, last name and email address need to match the account details, which were set up in the first place, exactly. There are occasions where candidates sometimes use a different first name than their official one (e.g. Andy/Andrew) or some have even (in error) swapped first and last names for example. You will need to try different variations.