Where change gets real.

Frequently Asked Questions – Technical

1. Why do I have to register to apply for a job?

Registration is important to ensure that potential site users are aware of the Terms Of Use for the website and it also provides access to a personalised area of the website, 'My Applications', which enables you to easily manage your applications with the University.

- Submitted applications are automatically saved and are available for printing

- You can monitor the progress of your application

- Once you have submitted your first application, it becomes available to re-use as a basis for future applications, which means that you will not need to re-enter all of your information again.

All information is held securely and cannot be viewed by the shortlisting panel or Human Resources staff until you have submitted your application.

2. How do I register for an account with Jobs at Aston?

From the Current Vacancies page use the 'Register Button' under the login section. Complete your basic details, including your email address. We recommend that you use a personal email address rather than a work one for job applications.

3. I have forgotten my password, what can I do?

If you have forgotten your password you can reset it by using the Reset Password link on the Current Vacancies page.

- Enter your email address and click continue. You will then be emailed a link to continue to reset your password.
- Follow the link provided in the email, and enter and confirm your new password before clicking on 'Reset'

Once you have completed the process and successfully reset your password you may login using your email address and your new password.

To protect your account, follow these guidelines:

- If using a public computer (such as in a library or Internet café) always log off when you've finished using the site.
- Keep your passwords to yourself. Anyone who knows your password can access your account. Try not to write down your passwords.
- Do not use dictionary words, your name, your partner's name, your e-mail address or other personal information that can be easily obtained. You should change your password frequently.
- Avoid using the same password for accounts on different websites.

4. Why is my email address rejected by the registration process?

If your email address is being rejected when you try to register on this website, this is usually because our system has identified that the email address in question already exists.

It could be that you have previously successfully registered on our system but have either forgotten, or did not realise your registration was successful at the time.

If you think this is the case you will simply need to reset your password to gain access to your account.

5.   My login email address/password doesn't work?

In order to access your online account you need to supply your email address and password so that the system can authenticate and confirm you are who you say you are and that you have access to the details you will be trying to retrieve. Therefore your email address and password must exactly match the information we have held in our system.

The most common reasons for not being able to login are because you have either entered your email address, password or both incorrectly. Check to make sure that the information you supplied is correct and remember that the passwords are case sensitive.

If you know that your email address is correct and you simply can't remember your password, you may follow the procedure for resetting your password.

Please note that if you do not login to your account for 12 months then your account will be deleted and you will need to re-create it if you wish to apply for jobs again.

6.   I have a new email address. How can I change my login?

If you have changed your email address and no longer have access to the email address you used to register, please contact jobs@aston.ac.uk with details of your old and new email address.

7.   My computer is asking for a client certificate, what should I do?

Our vacancy software has issues with the security certification in Apple products, including the Safari browser if used on an Apple machine. Please try to use a Windows PC or an alternative browser – IE, Chrome, Firefox or Opera will all work fine.