Employers: Frequently Asked Viterbi Career Gateway Questions

Q: I forgot my username and/or password?
A: To retrieve your password, you must click on Forgot your password? found on the employer log-in page: https://viterbi-usc-csm.symplicity.com/employers/. If you do not know your username it is best to call Viterbi Career Services to obtain your username.

Q: What is the difference between a job posting and OCR (on-campus recruiting)?
Job postings are used when you do not plan to use our interview space. You may post jobs on Viterbi Career Gateway and view applications at your convenience. The system will ask for information related to your job. Be sure to select “Viterbi USC” under School Affiliation if you would like to reach engineering students.

On-Campus Recruiting (OCR) is used when you plan to interview students using our interview space. To participate in OCR, you will need to request an OCR Schedule (a date and time you’d like to visit) and attach a position to that schedule. Within OCR, different types of schedules exist.

- A “Preselect” schedule is used when you want Viterbi Career Gateway to create an application timeline/generate interview schedule for you. There will be a deadline for students to submit resumes, a deadline for you to select students to interview, and a deadline for students to log in and sign up for interview times.
- A “Preselect to Alternate” schedule is the same as a “Preselect” schedule, plus the ability to select alternate (backup) students for interviews.
- A “Resume collect” schedule allows you to post a position that will be accessible to students meeting specific major, degree, and work authorization requirements. The resumes will be collected via our on-line system, Viterbi Career Gateway, and can be viewed by an employer at any time. Employers will set up their own interviews outside of our office.
- A “Room Reservation Only” schedule is used to reserve interview space without posting a position on Viterbi Career Gateway. Using this option, you will be creating your own interview schedule.

*NOTE: For all OCR positions, please select “Viterbi OCR Eligible” AND “Current Student” under Applicant Type.

Q: Our Company has an account in Viterbi Career Gateway, but the main contact no longer works here, how can I create my own account?
A: If you have the previous contact’s log-in information, use it to log-in and update the contact information which can be found under My Account. If you do not have the log-in information,
you may create a new account by clicking on Click here to register! found on the employer log-in page.

Q: Where can I access the submitted student resumes?
A:
- Log-in to Viterbi Career Gateway.
- For Job Postings, click “View Applicants” under “Post A Position” in the right side bar
- For OCR Positions, click “View OCR Applicants” under “On-Campus Recruitment” in the right side bar
  - To preselect students (for OCR positions), click on the box next to their name and change their status to invited.
- To generate an interview packet (for OCR positions), click “Generate Book” above the applicant names (make sure you have your pop-up blocker disabled)

Q: I cannot access the submitted student resumes?
A: Employers can access submitted resumes one day after the student resume submission deadline has closed (request period close date can be found in posting’s timeline).

Q: Where can I find the posting’s timeline?
A: From your name page, click “View OCR Schedules” on the right side bar and proceed to the schedule you would like to view

Q: There are students in the applicant pool that do not fit the criteria that we are looking for; how were they able to submit their resume to the posting?
A: The screening options are not initially activated when you post a job; if you would like to turn these screening options on, contact Viterbi Career Services.
A: Also, students may have changed their major and/or graduation date without updating their Viterbi Career Gateway account. We try reminding them on a regular basis to update their Viterbi Career Gateway accounts to avoid these scenarios.

Q: How do I make my pre-selects?
A:
- Log-in to Viterbi Career Gateway.
- Click “View OCR Applicants” under “On-Campus Recruitment” in the right side bar
- Select students by changing their status to invited, alternate, or not invited.
- After selections have been made, students will receive a notification e-mail informing them to sign up for an interview time.

Q: I missed the pre-select deadline and I no longer have access to make my selections.
A: Please contact Viterbi Career Services so we can extend your pre-select deadline.
Q: The resume submission deadline for students has closed, but I want to add additional student(s) to the applicant pool.
A: Please contact Viterbi Career Services to add any additional students to your schedule.

Q: Where can I view the students who have signed up for the interview schedule?
A: From your home page, click “View OCR Interviews” under “On-Campus Recruitment” in the right side bar

Q: I have received emails from students letting me know that they are unable to locate my interview schedule, is it not posted yet?
A: Students who do not meet all the screening criteria (Degree, Major, Graduation Date and Work Authorization) will not be able to view the interview schedule in their qualified section. Please direct all students who are having difficulties locating your interview schedule to our office for additional help.
A: All students are required to submit an OCR contract in order to gain access to the on-campus recruiting program. Some students will look in the general job listings because they are unaware of the OCR section.

Q: I need to get in touch with the pre-selected students prior to the interview to give them additional information. Is there a way I can e-mail all of them at once?
A: From your home page, click “View OCR Applicants”
   • You can use the “Mail to Checked” option found on the applicant’s page.
   • Select the students you want to email by checking the box next to their name
   • Click “Mail to Checked” button above the student names
   • Generate you message

Q: I would like to set up a rotational interview schedule; can this be done through Viterbi Career Gateway?
A: Viterbi Career Gateway interview schedules are set up for 30, 45, 60, or 90 minute interviews. There is no option for rotational interviews through Viterbi Career Gateway. If you would like to do a rotational interview, you can still post your opportunity through Viterbi Career Gateway, but you will have to create your own interview schedule. When posting your position, select the “Room Only Reservation” option. This will allow you to post but create your own schedule.

Q: I would like to make changes to my on-campus recruiting schedule (e.g., I no longer need all of the requested interview rooms, I need additional interview rooms, I would like to end my interviews earlier than scheduled, I have changes to my job description, etc…).
A: Before you make any changes, please contact Viterbi Career Services to assist you with your request(s).

* Additional questions can be directed to Viterbi Career Services; they can be reached at 213-740-9677 or vcareers@usc.edu.