

## Frequently Asked Questions (F.A.Q.) about ROL (Handshake)

**Q: When I log in, I do not see any jobs or events on my Handshake account.**

A: You are probably using the wrong email address. *Please pay attention* to emails from our office that usually includes your log in information. Do not create your own account, as it will not be connected to Rollins.

**Q: How do I delete a document I uploaded?**

A: Go to your **Profile**, click your name, click **Documents**, click on the document, click **Edit**, and scroll down to the **Delete** button.

**Q: I made a mistake on a document and submitted it to a job. Can I withdraw and resubmit?**

A: Yes. *Note:* Some employers choose to receive applications on a rolling basis and others will receive applications in bulk after the deadline. Please be sure your documents are free of errors before you submit them.

**Q: How do I turn on or edit my Event notifications?**

A: Click your name at the top right, click your name at the top right, and click **Notifications**.

**Q: Why can't I cancel my registration from an event in ROL?**

A: The cut-off time for registering/cancelling is usually **24 hours before the event date and time**. In case of emergencies within 24 hours of the event, you can email [rsphcareerdev@emory.edu](mailto:rsphcareerdev@emory.edu) to notify us of your cancellation.

**Q: The event I want to join says the registration is closed or full. Can I still attend?**

A: If it is full, we will have you wait outside and let you in if there are empty seats. We closely monitor all event registration numbers, and if an event fills up quickly, we will try to move it to a larger room, depending on availability. If this happens, a notification email will then be sent to all students about the location change.

**Q: How do I filter out jobs I've already applied to from the job search list?**

A: On your dashboard (homepage), it should already indicate whether your application was submitted. The Handshake team is in the process of adding this feature to the job search. Our office will try our best to let you know when this has been updated.

- You can also "**Favorite**" the job. In the job postings list, it will show the "favorite" status.

**Q: I tried to submit my application for a job, but it's not going through. What do I do?**

A: Please pay very close attention to deadlines! If you email us about a job that closed at midnight, and we see that you uploaded your documents and tried to apply at 12:01am, there is nothing we can do for you, especially when the employer sets a strict deadline. We advise you to search and apply ahead of time.

**Q: When are your Walk-in Hours?**

A: Wednesdays 2-4PM and Thursday 9:30-11:30AM, unless otherwise announced. Please swipe your EmoryID card at the hallway monitor and have a seat by the elevators.

**Q: I want to request an appointment with a career coach, but I don't see available hours.**

A: Each coach enters their own availabilities in the system. If you do not see the time slots you want, it is because the coach is not available or other students have taken the time slots. Please see the instructions [here](#) that shows you how to navigate the appointment scheduling system.

- *Note:* Please be aware that coaches will not see your requests over the weekend. If you requested a Monday appointment on a Friday night, the coach may not see or approve it until Monday morning.

For more tutorials: [Handshake Student Help Center](#)