



SpiderConnect FAQs

How do I submit an application in SpiderConnect?

1. Log into your SpiderConnect account. From the “Opportunities” tab located on the top menu bar, click on “SpiderConnect Opportunities”.
2. From the Opportunity Postings home page, use the ‘keywords’ search to search for opportunities – using quotations can help if you know the exact name of the opportunity.
3. Click on the desired posting.
4. Read the posting description thoroughly. Click on the “Apply” button to see specific application instructions for that opportunity. If you do not see the “Apply” button, you will be given an explanation of why you do not qualify. If you believe this is in error, contact Career Services at (804) 289-8547.
5. Compile any documents requested (i.e.; resume, cover letter, etc.) and save all documents in your “Documents” tab within SpiderConnect. Once you have the documents saved in your SpiderConnect account, you may now attach these documents to the Opportunity posting.
6. Return to the Opportunity posting by clicking on “Opportunities”, and search for the posting.
7. Click on the posting.
8. Once in the posting, click on the “Apply” button on the right hand side. This button will bring up a text box where you can attach the documents required for your application. Please double check under the “Apply” button to confirm that you have completed all the required application steps. Your application to the opportunity is not finished until every step has been completed.
9. Click “Submit” once all documents are selected.
10. Success – you have applied!

If you have any questions or need any help applying for this opportunity, please call Career Services: 804-289-8547.

How do I obtain and upload an Official Transcripts?

Obtain your official electronic transcripts from the Registrar’s Office to use all semester in your job and internship applications. ***This is the best format to share your transcripts with employers.***

http://registrar.richmond.edu/common/PDF/1_1_20%20Transcripts/transcript_request_02202012.pdf

Once you order your transcripts (please allow four business days for processing), the Registrar will send you a PDF to save on your computer.

To save your official transcripts in SpiderConnect, use the “Documents” tab. Please note that this PDF transcript will be too large to upload into your SpiderConnect account. Therefore, once you are ready to upload your transcripts, be sure to open the PDF in Adobe, click on “Save As” and choose “Reduced Size PDF.” This action will save the document at a file size just under 200KB and SpiderConnect will accept your transcripts. If you are still having difficulty reducing the file size, please try saving your transcripts in an older version of Adobe. The final option is to print the PDF transcripts and scan them as a PDF and then upload it into SpiderConnect by using the “Documents” tab.

If you have any questions or difficulty uploading your official transcripts, please visit Career Services (THC 306) during Walk-In Hours (Monday – Friday, 2:00 – 4:00 pm).

How do I obtain and upload an Unofficial Transcript?

Copy your unofficial transcript using BannerWeb. Please follow the instructions below in detail:

1. Log into BannerWeb.
2. Click on “Student Services”, “Student Records” and then “Academic Transcript”.
3. Select “Undergraduate Units” for Transcript Level and “Unofficial Web Transcript” for Transcript Type.
4. With your computer mouse, highlight ALL of your unofficial transcripts and press “Ctrl + C”. Do NOT “select ALL”.
5. Open a new Word document and press “Ctrl + V”.
6. Accordingly, adjust margins, columns and/or anything else to make the document easily viewable for employers.
7. Save the Word document, then upload it to SpiderConnect using the “Documents” tab.

If you have any questions or difficulty copying your unofficial transcripts, please visit Career Services (THC 306) during Walk-In Hours (Monday – Friday, 2:00 – 4:00 pm).

Why won't the documents I created on my MAC upload to SpiderConnect?

Documents (resume, cover letter, unofficial transcripts, etc.) created with a MAC computer may not upload to SpiderConnect due to the file size. Sometimes, MAC computers secretly add hidden characters such as spacing, tabs etc. into your documents. Therefore, using a PC, remove hidden characters and then upload your documents to SpiderConnect accordingly.

How do I submit my resume to a Resume Book?

- Log into SpiderConnect.
- Click on the “Documents” tab.
- Click on “Opt-In Resume Book” tab.
- Find the resume you'd like to add to a resume book, and click on the button “Select Resume Books” attached to your selected resume.
- Select the resume book from the options listed to add your resume.
- If you receive the message, “You do not qualify for any Resume Books,” and you have been directed to join a resume book, contact Career Services for assistance.