

CAPPS Recruit Candidate **Frequently Asked Questions**

Q: I can't log in to my CAPPS Recruit Candidate account.

A: External applicants - if you do not already have a new account, you will need to create one. If you already have an account, go to <http://www.dps.texas.gov/employment/index.htm> and click on the 'How to Unlock CAPPS Recruit Candidate Account' instructions.

Internal applicants - refer to the email you received with login instructions, as your accounts were created automatically.

Q: What do I do if my CAPPS Recruit Candidate Account is locked out?

A: External and Internal applicants - wait about 5 -15 minutes and then try again. If you do not remember your password, use the "Forgot Password" link to reset the password or go to <http://www.dps.texas.gov/employment/index.htm> and click on How to Unlock CAPPS Recruit Candidate Account instructions.

Q: I forgot my User ID/email address, how do I log in?

A: External applicants – If you know your email address, use the 'Forgot Username' link to obtain your User ID. If you do not remember your email address, you must create a new account.

Internal applicants – If you changed your defaulted CAPPS User ID and DPS email address, you must create a new account.

Q: Who do I contact to inquire about the Trooper Trainee position?

A: Contact 1-866-TX-TROOP (1-866-898-7667)

Q: I am a current employee and I did not receive an email with a CAPPS Recruit account

A: If you applied for a position with another agency that already uses CAPPS Recruit, and you used your DPS email address, you already have an account. Examples of other agencies that use CAPPS Recruit include any of the Health and Human Service agencies, Texas Comptroller of Public accounts, TxDOT, and TxDMV.

Q: I missed the deadline – can I still apply?

A: As with any position, once a closing date has passed, no application will be accepted or considered. Please continue to visit our site and apply for new jobs as they become available.

Q: Can I apply for DPS job openings through Work in Texas?

A: Yes.

Note: To determine qualifications, DPS job postings require responses to supplemental questions. Work in Texas online applications do not include the required supplemental questions; therefore, if you choose to apply through Work In Texas, you will be sent an email asking you to log in to CAPPS Recruit and complete the supplemental questions. If the questions are not completed, the application may be considered incomplete. CAPPS Recruit is the preferred online application method.

Q: I applied for a position through www.governmentjobs.com and I want to check the status of my application.

A: DPS jobs are no longer advertised on NeoGov/GovernmentJobs.com. NeoGov/GovernmentJobs.com will continue to maintain your account and state application(s) for positions you may have previously applied.