TEAMS Frequently Asked Questions

I want to apply with the Plano ISD. How do I apply?

You will need to submit an online application with the Plano ISD. An online application is required to be considered for any position. Please visit our website at http://www.pisd.edu/employment/jobs for employment details. We suggest printing the instruction manual before completing the application.

I click on the application link and the screen is blank. What is the problem?

The pop-up blocker is enabled on your browser software. All pop-up blockers must be turned off in order to open the application completely. We suggest printing "How to Turn off Pop-Up Blockers"

If you continue to experience difficulties, the Human Resources Department has computer stations on site at the Administration Building located at 2700 W. 15th St., Plano, TX 75075. Office hours are from 8:00 – 5:00 Monday thru Friday. Or you can use the Public Library to complete your application.

The application is indicating I must use the "transfer process". What does this mean?

Have you previously submitted an application with the Plano ISD? If you have, the system recognizes your existing application. You will enter your existing application as a "Registered Applicant" using the User ID and Password created on the original application.

Have you previously or currently work with the Plano ISD? If you have, you will need to contact the PISD Help Desk at 469-752-8767.

I do not remember my User ID or Password. What should I do?

On the application log in page click on "If you do not remember your user ID and Password" and follow the prompts. If you continue to experience difficulties, contact the PISD Help Desk at 469-752-8767.

I know my User ID and Password but the application is indicating "Password Incorrect". What should I do?

Password is case sensitive. Try capitalizing the Password or follow the instructions for "Do not remember Password". If you continue to experience difficulties, contact the PISD Help Desk at 469-752-8767.

I am trying to enter my existing application but the system indicates "Unknown User". What does this mean?

Did you complete and submit the previous application? Incomplete or unsubmitted applications will be saved for only 72 hours. Try completing another application as a "New Applicant".

I am completing the first page of the application. What is User ID and Password?

You will create your own User ID and Password. You can use letters and/or numbers with a maximum of 32 characters. Password is case sensitive. Write down the User ID and password you have created.

I have completed the first page of the application and clicked on "Save and Continue" and I get an error message "User ID already in use". What should I do?

Select another User ID.

What is Hint Question and Answer?

Should you forget your User ID and password, you will be asked the "Hint Question" and you will provide the answer. If you answered correctly, you will be given your User ID and Password.

I want to apply for several positions. Do I need to complete separate applications?

No. On the application under "Job Category", you can select as many positions as you want to be considered for. You can always return to your existing application to add positions.

I am having all kinds of problems with the application such as it will not save the information entered or logging off.

You may need to find another computer to complete your application. It might be that your computer or internet connections do not meet minimum requirements to support the TEAMS application.

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I want to attach documents but I receive an error message "Too Large to be Attached". What should I do?

TEAMS attachments may not be bigger than 1 megabyte. Some color copies cause the file to be too big. Attaching documents is not required to submit the application. Click "Save and Continue" to proceed to submit the application. Human Resources will contact you if additional documents are required.

Once I submit the application, how can I be sure the Plano ISD received my application?

You will receive an automatic confirmation that your application is submitted.

I am trying to submit the application but I receive an error message(s).

Review the page where the error is indicated. For instance, if the error message indicates "Education History Page", review the education section. If the position you are applying for requires a bachelor's degree, make sure you have listed that information. Refer to the instruction manual for further assistance.

Will I be contacted by the Plano ISD? What is the status of my application?

Applications are entered in the district's database. The HR Employee Recruitment and Retention staff, principals and other administrators will review applications. The administrator exercises his/her discretion in determining which applicants to contact. The database is large. We try to interview as many applicants as possible; however, **not all applicants are interviewed**. Interviews are contingent upon vacancies and need.

I need to make some changes or additions to my application. What should I do?

You can always access your existing application to make any modifications at any time. After making your changes on the application, YOU MUST RE-SUBMIT YOUR APPLICATION BY CLICKING 'SAVE AND CONTINUE' ALL THE WAY THROUGH THE APPLICATION.