POLICE LIEUTENANT FREQUENTLY ASKED QUESTIONS ("FAQS")

APPLYING TO TAKE THE EXAM

1.   What are the requirements to sit for the exam?

    a. You must be employed by the City of Chicago as a Career Service Chicago Police Sergeant who:
- i.   is actually so employed;
- ii. is on an approved leave of absence;
- iii. is eligible for reinstatement;
- iv. is currently on suspension; or
- v.   is suspended pending separation.

    b. You must have served two (2) full years as an active Career Service Chicago Police Sergeant on or before December 31, 2014.

Note: Persons who do not meet all of these requirements are not eligible to apply for or take any part of this examination and will be disqualified.

2.   What are the minimum qualifications for the Police Lieutenant position?

    a. You must have received a Bachelor's degree from an accredited college or university.

Disclaimer – "Accredited" means any nationally or regionally accredited college, university, or law school where the applicant is enrolled or has completed an Associates, Bachelors, Masters, or Juris Doctorate degree program.

    b. You must comply with all Chicago Police Department orders and directives regarding reporting and verification of education credits.

Note: Applicants who do not meet all of these requirements, including obtaining verification of academic transcripts from the Human Resources Division, will not be allowed to attend pre-service training and will not be promoted.

3.   When can I apply to sit for the next Police Lieutenant exam?

    a. You will be able to apply from Friday, October 17, 2014 through Friday, November 14, 2014.

    b. If your application is successfully received, you will be notified of the date and time of the exam, which will be in the 1st quarter of 2015. You will be provided adequate time to study for the exam.

4.   How can I apply?

    a. There is only one way to apply, and that's online. You can find the application at www.cityofchicago.org/PolicePromotions starting on Friday, October 17, 2014.

b. The online application requires you to create an account with a user name and password. Please write your user name and password down. That way, you can access your application anytime during the application period, which closes on Friday, November 14, 2014. If you are unable to log into your account, you can call (312) 744-4976 between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday, and we can assist you.

5. **What if I don't own or have access to a computer?**

a. All Chicago Public Libraries have computers with Internet access available for free, public use. To locate your nearest Chicago Public Library, you can call (312) 747-4300 or visit www.chipublib.org.

   i. To access Chicago Public Library computers, you have to have a library card, which is free of charge. Please refer to www.chipublib.org for the requirements for obtaining a library card.

b. You can also check with your alderman's office to see whether or not other free computer resources might be available.

6. **The application is requiring me to provide an e-mail address. What if I don't have an email address?**

a. You must have an email address, because that is the only form of communication the City will use to provide you with the status of your application and test information.

   i. You can set up a <u>free</u> email address at various internet service providers. Two that we recommend are:

      1. Gmail: www.gmail.com
      2. Yahoo: www.yahoo.com

   ii. You can use your Department issued email address

7. **While in the application system, I hit the back browser arrow and now the computer screen is showing me an error page. What should I do?**

a. You should not use the back browser in the payment system, as you may get an error page. If you receive an error page, you MUST start over. First close out of the error page, and then click back on the application link at www.cityofchicago.org/PolicePromotions, log in, and start over.

8. **How will I know the status or result of my application?**

a. The application will ask a few questions to assess whether you meet the requirements to sit for the exam. If any of your answers to those questions indicates that you do not meet those requirements, you will immediately be informed that your application is disqualified.

i. If, during your attempt to submit your application, you are informed that your application is disqualified and you feel that your application was erroneously disqualified, please call (312) 744-4976 or email police-application@cityofchicago.org as soon as possible. Once the application period closes on Friday, November 14, 2014 we will be unable to correct any errors.

ii. If your application is successfully submitted, you will receive an email within the next few days prompting you to submit payment of the exam registration fee. Please refer to the section titled "Exam Application Fee Payment Information" for more detail regarding payment.

1. If you have not received any such correspondence within three (3) days of submitting your application, you should call (312) 744-4976 or email police-application@cityofchicago.org to check on the status your application. Please be sure to check the spam filters on your email account first.

2. If you have any uncertainty about the receipt of your application, we strongly advise you to contact us at the above number or email address as soon as possible. You <u>must</u> contact us before the application period closes on Friday, November 14, 2014. **NO APPLICATIONS WILL BE ACCEPTED AFTER <u>FRIDAY, NOVEMBER 14, 2014.</u>**

iii. The next correspondence you receive from us will provide the date, time, and place of the exam. You will receive this information via email.

9. Is there an exam fee?

a. Yes, it's $25, which is non-refundable. Please refer to the page titled "Exam Application Fee Payment Information" for additional information.

10. How do I update my contact information if I move or change my telephone number or email address?

a. You can update your contact information by logging into your account, which you can find at www.cityofchicago.org/PolicePromotions

11. What if I can't log into my account?

a. Contact (312) 744-4976 or stop by City Hall, Room 100 between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday. We can provide your user name and reset your password.

EXAM REGISTRATIONFEE PAYMENT INFORMATION

1. **How do I pay the exam registration fee?**

    a. You can pay the exam registration fee with a valid credit card that possesses a credit card logo such as American Express, Discover, Master Card, or Visa, as pictured here:

        i.   American Express

        ii.   Discover

        iii.   Master Card

        iv.   Visa

2. **If I don't have a credit card, can I use my debit card to pay the application fee?**

    a. Yes. Debit cards are acceptable as long as your debit card possesses one of the credit card logos depicted above.

3. **Do you accept checks or money orders for payment of the application fee?**

    a. Unfortunately, no. We are unable to accept checks or Money Orders.

4. **Will my exam fee be refunded if I am not selected for the position?**

    a. No. Application fees are non-refundable.

5. **Will a receipt be available for printing after I make the $25 payment?**

    a. Yes. At the completion of the payment process, a confirmation page containing a confirmation number signifying your payment was successful and complete will appear. You should print a copy of this page and retain it for your records.

    b. You will also receive a copy of the confirmation page via e-mail once your payment has been submitted. You should also save this e-mail and retain it for your records.

6. **I went to the payment website and entered my user name and e-mail address, but the system will not let me log in.**

    a. The user name and e-mail address that you must use to enter the payment website is the SAME user name and e-mail address you used to enter your online application.

b. If you continue to have difficulties, please call our administrative support staff at (312) 744-4976 from 8:30 am to 4:30 pm, Monday through Friday, or e-mail us at police-application@cityofchicago.org

7. What if I can't log into my account?

a. Contact (312) 744-4976 or stop by City Hall, Room 100 between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday. We can provide your user name and reset your password.

8. On the payment website, I noticed that my information was listed incorrectly on the summary page. Can I correct this information?

a. Yes. You can update your contact information by logging into your account, which you can find at www.cityofchicago.org/PolicePromotions

9. While in the payment system, I hit the back browser arrow and now the computer screen is showing me an error page. What should I do?

a. You should not use the back browser in the payment system, as you may get an error page. If you receive an error page, you MUST start over. First close out of the error page, and then click back on the payment link, log in, and start over.