

Handshake for Existing Syracuse University Career Staff

What is Handshake? Handshake is the primary system used across campus for anything career related, including counseling, jobs, internships, events, employer relations and data reporting.

How can I request a new staff account? If you are requesting a new account for a staff member, please have your Information Coordinator place a FAST request for Handshake PROD. Be sure to have them select only one account type. Account types and descriptions can be found here: [School Settings: Career Services Staff Roles and Permissions](#) If you need custom roles, please select an account type that best suits your needs and add the additional roles needed in the space provided on the FAST request.

Where can I get training?

We follow a "train the trainer" model and request that all schools and colleges provide at least one member of their team who will serve as the team's Handshake expert.

If there are staff changes, please let us know in advance of the change

- Complete applicable self-paced Handshake University training videos found here: [Handshake Academy](#) This will help provide you with a basis of understanding of the system and help you to formulate questions prior to in person training.
- Use Handshake support documentation found here: support.joinhandshake.com
- Understand service and support workflow (see below).
- Please use this form to request in person training for new staff: [Handshake Training Request for New Staff](#)

What does ESE Technical Services provide?

ESE IT is committed to updating users on any changes made to the Handshake Platform. Updates may be made via notification in Microsoft Teams, email or through meetings or trainings.

Where can I get help?

- Career staff may send emails to handshake@syr.edu with any questions or problems they have with the system. That email address feeds an OrangeTracker support queue.
- Handshake's Help and Documentation Center is also available as a resource to staff here: <https://support.joinhandshake.com/hc/en-us>

- Answers documentation can be found by visiting: [Handshake Answers](#)
- Staff can also reach out directly to Handshake support for assistance/escalation by [submitting a ticket](#) at the top of the page or in the app under Help - Contact Support.
- For critical issues (e.g. Handshake system not available, security concerns), staff can call the ESE Technical Services support line at x1436 and their call will be answered by our student support team. While they don't have Handshake expertise, they can elevate the issue to Andrea or another full-time staff member.