

Frequently Asked Questions

Q: How can I view how many available jobs I have?

A: You can view the number of postings and slots by looking at the Contract page and seeing how many postings are allocated. For instance if you have purchased a package of ten Job Posting Slots or Credits, and seven are allocated, this means you have three remaining to allocate.

Q: How can I see how many jobs I have live on eFinancialCareers?

A: Go to the 'Jobs' tab at the top of the page and click on 'Live' (midway down) to view a list of all live jobs. In this view you can also see all 'Inactive' and 'Draft' job postings.

Q: Where can I see how many CV views I have left?

A: Remaining CV views can be accessed by clicking on 'Company' then on 'Users and Teams'. If you click on 'CV Users' you will then be able to see the start and end dates of your contract as well as total views and remaining views for the month.

Q: What is the purpose of a Brand? Is it possible to have more than one?

A: Brands represent the company information that you wish to display on your job postings. This includes company name and logo. If your organization works with more than one Brand, you can ask your Client Services representative to add your other Brands and logos.

Q: What is the purpose of a Team? Is it possible to have more than one?

A: You can have as many teams set up on your account as you wish. Teams enable you to allocate different numbers of slots to different people. For example, if you have a package of ten job posting slots, and would like to allocate five each to two individuals or groups of people, the team set up allows you to do this.

Q: I have noticed that my old inactive jobs are not visible any more. Can I still access them?

A: Yes, your old jobs have been stored in our previous system and can be accessed easily by clicking on the 'Access Previous Jobs & Apps' link which you will find located at the top of each page in our new system. This will direct you to the old back office to log in with your old user name and password.

Q: Can I set up my own team?

A: The administrator can set up new teams, relate users to that team and change the Job Posting Slot or Credit allocation for their teams.

Q: How do I change users from team to team?

A: Simply go to 'Users & Teams', click on 'Job Invention Teams' and 'Update Team'. You can then remove users from an existing team and attach them to another existing team or create a new team.

NB. Users can be associated to more than one team at a time.

Contact us

Client Services Team EMEA enquiries

T +44(0)2079977900

E clientservices@efinancialcareers.com



Q: As a user can I assign credits and slots to a team?

A: No, only administrators can change job or CV allocations.

Q: I would like to attach a questionnaire to my ad, but the system doesn't let me tick the relevant box. Why?

A: Your ad has already received applications. It's not possible to attach a questionnaire to an ad which has received applications via our system. However, your Client Services Representative can attach the questionnaire for you.

Q: You've posted an ad for me, but I can't see the contact details displayed with my ad. Could you please add them to the ad text?

A: We have got a Contact field next to each ad which can be used to display all relevant contact information such as contact name, phone number or email address. Candidates can view this Contact field by clicking on the link 'Display contact information'.

Q: I get a message saying I have locked my account. What have I done wrong?

A: You have entered an incorrect password more than five times. Our system will automatically lock your account as a security measure. Your Client Services Representative can unlock it for you.

Q: What is a 'Project'?

A: You can now create 'Projects' to store applications to your jobs as well as the CVs you find in CV search in one folder. You can add these candidates directly from the applications and resume profiles by clicking on the 'Add to project' button.

NB: These projects are personal and cannot be seen by other team members.

Q: When clicking one of the icons of 'Mark this Individual', what is the difference between 'Mark as Successful' and 'Mark as Favourite'? When clicking on one of them, does the resume go in a specific folder?

A: A 'favourite' candidate is one that you are considering for a role now or in the future. A 'successful' candidate is one that has been successful in the recruitment process, who you would like to keep 'on file'. This acts as a reminder that this candidate has been placed by you, while giving you the option to reconnect easily by keeping their CV. You will be able to view your 'Marked CVs' from the 'Marked CVs' tab.

Q: When performing a keyword search on your homepage I can't see my job listed in the search results page. Why?

A: Your job has only been posted a few minutes ago. Our system can take up to 24 hours until the keywords for your ad have been generated. Please try again a little bit later.

OR

A: Your job is posted in the UK, but when entering a keyword on the German page Germany is selected as a default. Please change the country drop-down to 'United Kingdom' in order to see your ad.



Q: I would like to change the job title on a job which has already been made live, but the system doesn't allow me to. Even if I deactivate the role I can't change the job title. How can I solve the problem?

A: If you are posting your role using Job Posting Slots, the easiest way is to Duplicate the job and change the job title on the copy.

OR

A: If you are posting your role using Credits, you will need to contact your Client Services Representative to change this for you.

NB: There are 3 things that cannot be edited once the job is live: job title, location and reference number. To edit any of these three, you must first deactivate the job & use the duplicate function to re-post the role or contact your Client Services Representative.

Q: If I would like to attract job seekers from a specific location e.g. Australia for a role based in Hong Kong, can I select Australia as the location for posting?

A: Our jobs are listed geographically. If the role is based in Hong Kong, you need to post the job with Hong Kong as the location to avoid misleading candidates. Nonetheless, your job will still be seen on eFinancialCareers.au as well as all of our 23 other country sites.

In addition, we also offer a branding option 'sponsored job' which, for an additional cost, ensures your job stays on top of the sector results page. It gives your job the premium position listed vertically on the first page of sector results. This means that your job stays in a prominent position which will help boost the volume of job applications. You will need to speak with your Account Manager if you wish to take advantage of this.

Q: We have a total of 20 jobs made live on the website. However the homepage shows only 15 jobs under our company's job listing?

A: The missing jobs could be posted without the company's name being displayed. The jobs will not be pulled out by the system if your company's name is not displayed in the adverts.

OR

A: Searching jobs by Company from the particular location site, the results page will show the total jobs posted under that country only. To view the full list of jobs, you will need to select 'Any Country' under location. You can also click on the link – 'All Jobs from...' on the right corner under the Company's details of any of your adverts.

Q: Is it possible for two people to log onto one username at the same time?

A: No, you would need to have two separate logins.

Q: If I would like to terminate a job do I need to erase it completely from the account?

A: No, you just switch the status to 'inactive'. By doing this you can still keep your applications and it will be easy to reactivate your job, should you want to do so at a later stage. Be careful if you are using credits. You will have used one credit at the point at which you originally activated the job– reactivating the job later will cause you to use another credit.



Q: I can't seem to save my job description / when I save my job description and preview my job I can see HTML tags at the top of the description section?

A: This happens when copying and pasting text from a Word document or an email. Our editor has trouble recognising some formatting from these types of documents. Here are two different options to remedy this:

1. Copy and paste the text from the original document in to 'Notepad' (an application that is found on any system that uses Windows.) And then copy and paste the text from Notepad in to our editor.
2. There is an icon at the top of the job description box which if you hover over it says 'Paste From Word', click on the icon and then simply copy and paste your text directly from Word or another source into the box. This box performs the same function as Notepad and cleans the formatting out of the text. You are not able to copy and paste using mouse buttons, only 'Ctrl+C' and 'Ctrl+V'. Then just click 'OK'. Your text is now clean, populated in the 'Job Description' box and ready to go!

Q: I can see strange characters ' ' appearing in downloaded CVs. Why?

A: In computer-based text processing and digital typesetting, a non-breaking space or no-break space (NBSP) is a variant of the space character that prevents an automatic line break (line wrap) at its position. In certain formats (such as HTML), it also prevents the 'collapsing' of multiple consecutive white-space characters into a single space. The non-breaking space is also known as a hard space or fixed space.

Text-processing software typically assumes that an automatic line break may be inserted anywhere a space character occurs; a non-breaking space prevents this from happening (provided the software recognizes the character).

For example, if the text '100 km' will not quite fit at the end of a line, the software may insert a line break between '100' and 'km'. To avoid this undesirable behaviour, the editor may choose to use a non-breaking space between '100' and 'km'. This guarantees that the text '100 km' will not be broken; if it does not fit at the end of a line it is moved in its entirety to the next line.

Q: When searching the database and clicking on a resume I can't view the resume. Instead I'm asked to contact my Sales Representative. Why is this?

A: You don't currently have access to our database. The system allows you to search for CVs, but in order to actually view a resume you would need to purchase or renew your CV licence. Please get in touch with your Account Manager in order to get further information on the options available to you.

Q: What has happened to my saved CVs?

A: They are now listed under 'Marked CVs'

Q: How can I refresh my jobs?

A: To refresh your jobs, simply go to 'View Jobs' and select the tick boxes next to the jobs that you wish to refresh. Once done, select 'Refresh' from the drop down box that you will see just above the list of your active jobs and click on 'OK'. The jobs that you selected for refresh will have been immediately refreshed, given today's date and taken back to the top of candidates' search results.

