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## System access, profile and user settings

### **I cannot remember my password.**

Click the “Forgot your password” link on the Sign In page and you will receive an email with a link to reset the password.

### **I am trying to create an account, and it says there is already an account with my username? What am I doing wrong?**

An account with the email address already exists. If you have created an account using this email address in the past and have forgotten the password, click on the “Forgot your password” link on the sign in page to reset it.

### **I do not have an email address. Can I still apply?**

To apply for a job or to create a profile, each candidate will need a unique email address. If you do not have an email address, one option is to create a free Gmail account.

### **I wish to change my details. How do I do this?**

If you wish to change your information on your candidate profile, login to your account and update your information on the “Candidate Profile” page. You will be able to update your information as required. Please be sure to save your changes at the bottom of the page before exiting.

If you wish to change any information submitted on a specific job application, you may only do so if the job is currently advertised.

### **How do I set up job alerts?**

By creating a job alert, you will automate the job seeking process and have relevant job opportunities sent directly to your email without the need to repeatedly browse job boards. Alerts can be customised based on your desired job title, location ensuring you only see opportunities that align with your job goals. For instructions on how to set up job alerts using this [guide](#). Once set up, you will receive an email as new jobs are advertised.

You can choose the types of jobs you receive alerts about, and if you want to see all jobs advertised, leave the search criteria empty.

### **I no longer wish to receive job alerts. How can I unsubscribe?**

Sign in to your profile, update your job alert settings by clicking Options > Job alerts.

From here, you can delete specific job alerts that are no longer relevant to you or uncheck the ‘Receive new job posting notifications’ box to stop being notified.

### **I am having issues with the system and unable to lodge my application?**

We recommend submitting your early in the advertising period to allow time to address any technical issues. You can contact, [erecruitment@legalaid.nsw.gov.au](mailto:erecruitment@legalaid.nsw.gov.au) for support, please note this mailbox is only monitored during business hours.

## The application process

### What should I do if the position or location I am looking for is not advertised?

Opportunities may not always be available in the job type or location of your choice. There are number of alternatives to assist you in finding your preferred job.

- Create a candidate profile and set up a 'job alert' to be advised of future opportunities in your chosen area of interest.
- Create a new search and broaden your job search criteria.

### I have seen a few roles that I am interested in. Can I apply to multiple roles?

Yes. You can apply to as many job opportunities that match your capabilities and experience.

### What should I include in my application?

Read the job advertisement carefully as it will specify what you need to include with your job application. Ensure that you take the time to answer all questions included within the application process and attach all documents requested.

### My resume is not uploading, or the screen is not refreshing when I select the file?

When loading your resume in the application screen, click 'save' to refresh the screen with your document.

### Who do I contact if I need more information about the role?

Contact the nominated contact person in the advertisement if you have any questions.

### How can I be sure my application has been received?

If your application has been submitted successfully, a confirmation email will be sent to your nominated email address.

If you cannot find this confirmation email, please check your spam/junk folders. Please ensure you are checking the email address you used to submit your application.

If you have not received a confirmation email, this may mean that your application has not been successfully submitted and you should try to submit a new application. If you are still unable to submit an application, please contact the contact person listed in the job advertisement.

### I have submitted my application and haven't heard anything back

We try our best to review applications as soon as possible. It may take 3-4 weeks from the application close date for us to review applications and contact applicants via email or phone call to advise them on the outcome of their application. You can also view the status of each role you have applied for by logging into your account and selecting the "Jobs Applied" section of your candidate profile.