

Frequently Asked Questions from Job Seekers

Q. Why do job seekers need to register before they can access the member's section including Job Posting System and Job Search Resources?

A. This is mainly to collect statistical data of the users so that the portal operation is accountable to the funder of the services.

Q Will my personal information and data be protected?

A. Yes, please see the **Privacy Statement** at the following URL:
<http://www.successbc.ca/eng/content/view/35/52/>

& the **Protection of Personal Information** at the following URL:
<http://www.successbc.ca/eng/images/stories/pdf/Protection%20of%20Personal%20Information.pdf>

The personal data collected are only for the statistical report and future communication purpose.

Q. How much time is required for a user account to be approved?

A. The account should normally be approved within 48 hours.

Q. Why is it necessary to logon in order to access the Job Posting System and the Job Search Resources?

A. This is an important measure to protect the data as all the resources and data are provided by SUCCESS staff, volunteers and members.

Q. Can a job seeker update his/her profile after the registration is submitted and approved?

A. Yes, **view/update profile feature** is available after logging in on the following page:

<http://www.successbc.ca/ewrc/secure/login.php>

Q. Can a job seeker change the e-mail notification status to subscribe or unsubscribe?

A. It can be easily done by choosing **Update Profile** after logging in on the following page:
<http://www.successbc.ca/ewrc/secure/login.php>

On the registration page, the profile and other information can be updated.

Q Why an e-mail account is necessary for registration?

A. The e-mail account is a unique identification of the user. It can be used to send login information to the user, to send e-mail notification of upcoming events and other announcement as well as to retrieve password.

Q. Is there any charge for using this system?

A. There is absolutely no charge for the users.

Q. How long can a user use the system?

A. A job seeker account is good for 12 months. For account renewal, please send an e-mail to the following e-mail address: jobs@success.bc.ca

Q. If I forgot my password, how can I retrieve it?

A. Please click the hyperlink "**Retrieve it now!**" on the following page:

http://www.successbc.ca/jobs/cl_password.php

Fill in your e-mail address which you used for registration and click "**Submit**". The password will be automatically sent to your e-mail account right away.

Q. How many employers and jobseekers are using this system?

A. As of July 15, 2009, more than 9,600 job seekers and 663 employers have registered with this system. As recorded by our log counter software, our monthly hit rate on the resource portal is over 200,000 and there are over 5,000 visitors visiting our portal each month.

Q. If I need help and have some suggestions, what can I do?

A. Please send an e-mail to jobs@success.bc.ca