FAQ (Frequently Asked Questions) – using E-recruit

Note: Do not use a cell phone when registering or completing your profile – information will not safe

Question	Answer
I am attempting to register as an applicant on E-recruit. I have completed the registration form but there is no "Register / Submit" button to submit the information.	1. Make sure you use Google Chrome or 2. The laptop screen size might result in the button not being displayed. Adjust the screen size.
I've registered my profile on the E-recruit System but not received an OTP.	There might be a delay in response to your request for an OTP code from the system. Allow a few minutes for the response before you resubmit the request. If you did not complete the registration process, the OTP code will expire. The system will therefore take you back to requesting the OTP when next to log in. There is no resend OTP function. If you cannot retrieve the original OTP, contact the Help Desk. Include your contact details in the communication.
I registered on the E-recruit System but am struggling to complete my Personal Details. The system says my ID number and/or PERSAL number already exists.	You have registered before and your ID number is linked to your originally registered E-mail address. Contact us if you are unable to recall the original e-mail address and provide your ID number. Include your contact details in the communication.
I've registered my profile and now the system prompts me to contact R&S to link my SGB details to the school.	If you have this message after registration, it means that you have chosen the incorrect User type. The E-Recruitment System has two User types, viz 1. Applicant 2. School Applicants must select the "Applicant" user type when registering. The "School" user type is strictly for a School Governing Body to access their posts on the System.
I'm trying to capture my Skills & Responsibilities per Employment History but when I click on "Add Employment History" the System kicks me out and I lose all the information I have captured.	To upload a large amount of text on E-recruit: Type the text on a Word document and copy and paste the information in the respective fields of E-recruit. Note the limitation on the number of characters. If you run out of space, use some of the other categories ie. Awards etc. but start the sentence with Skills/responsibilities continued…
As an Educator, my Employment History Tab is not turning GREEN although I have captured the required information.	When a category of your profile does not turn to green, it means the category is incomplete. Employment History requires the **phase and subject** you offered during **every** stage of your employment.
My password expired. I requested a Temporary password, but the system does not accept it?	Registration cannot be done via a cell phone. Request that the temporary password be sent to the same device (laptop / desk top)that you are using to log onto E-recruit. It is best to copy and paste the temporary password to the relevant field on E-recruit. There might be a delay in response to your request for temporary password. Allow a few minutes for the response before you resubmit the request.
My email address has changed. I registered a **new profile**, but the System won't save my details?	Candidates can only register **once** on E-recruit as their profile is linked to the ID and/or PERSAL number. Change your original e-mail address by using the Edit profile function on your E-recruit profile (see the drop-down menu at your name in the top right-hand corner). If you cannot recall the e-mail address with which you registered previously, contact us the Helpdesk. Include your current e-mail address, ID number and contact details in the communication.
I am trying to add my Cover Letter/motivation to "Why apply for post" but as soon as I click on "Apply for this post" I get an error message and my cover letter/motivation disappears? OR The system keeps returning me to my Employment History and I have already updated it, including phase and subject.	Ensure that your cover letter does **not exceed 3950 characters**. Construct the cover letter in a Word document and copy and paste it in the corresponding window on E-recruit. Do not use lines to separate paragraphs. Type in one paragraph and only use a full-stop between sentences.