

# JOB SEEKER'S FAQ

## TABLE OF CONTENTS

<b>SECTION 1: TOP FAQ .....</b>	<b>1</b>
❖ I Am Looking for A Job .....	1
❖ Why can't I register?.....	1
❖ Why can't I login? .....	1
❖ I can't reset my password.....	2
<b>SECTION 2: JOBSEEKER'S ONLINE RESUME.....</b>	<b>2</b>
❖ What is SarawakJobs' Online Resume? .....	2
❖ How to create my Online Resume?.....	2
<b>SECTION 3: APPLYING FOR A JOB.....</b>	<b>3</b>
❖ How to search for jobs? .....	3
❖ I can't proceed to Apply for my preferred job.....	3
❖ How to apply for WhatsApp Jobs?.....	3
❖ Do I need to upload my resume every time I apply for jobs? .....	3
❖ How can I know that I have successfully applied to the job? .....	4
❖ How can I follow-up with my job application?.....	4
❖ Can I know more information about the company I applied to?.....	4
❖ I have applied for the job but I have not yet received any reply from the company. What should I do? .....	4
❖ I have been called for an interview, any advice from SarawakJobs.com? .....	4
❖ Can SarawakJobs.com assist me in matching my resumes to any jobs on the job site? .....	4
❖ Why do I receive emails from info@SarawakJobs.com whenever I apply to a job? .....	4
❖ Avoid Scam Jobs.....	5
<b>SECTION 4: JOB SEEKER'S ACCOUNT .....</b>	<b>5</b>
❖ How do I update my email address or password?.....	5
❖ What should I do if I forget both my username and password?.....	5
❖ I mistakenly registered as an Employer. How do I change my account role? .....	5
❖ I have two registered accounts. How do I delete one of them? .....	6
❖ How to deactivate my account? .....	6
<b>SECTION 5: TECHNICAL ISSUES .....</b>	<b>6</b>
❖ Why I can't access SarawakJobs.com.....	6

# JOB SEEKER'S FAQ

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## SECTION 1: TOP FAQ

### ❖ I Am Looking for A Job

Welcome to SarawakJobs.com, your localised job platform designed especially for local Sarawak talents. Create your account for FREE on SarawakJobs.com to start looking for your dream job and enjoy these great benefits;

- New upgraded version of SarawakJobs Jobseeker Account
- Easy access to create and update your profile
- Create instant online resume with higher resume visibility
- Keep track your job applications easily
- Free access to the latest local Sarawak employment reports, Sarawak salary reports, career tips and more!

#### Register for FREE:

1. Go to <https://www.sarawakjobs.com/login/?register> to register your account as Jobseeker
2. Register yourself by creating your own Username and valid Email Address.  
*(NOTE: Invalid Email addresses will result in Automatic Disqualification)*
3. Create your Account Password and ensure to re-confirm your Password
4. Select as 'Job Seeker'
5. Verify the reCAPTCHA
6. Click select on the checkbox to confirm on our Terms & Conditions
7. Click 'Register'.
8. Your Jobseeker Account is now ready!

*NOTE: If you accidentally registered as 'Employer' do contact us at [info@SarawakJobs.com](mailto:info@SarawakJobs.com)*

Want to know more on How to Search for Jobs? Go to [Jobseeker Guide](#) and learn how you can get started

### ❖ Why can't I register?

If you fail to register, there could be 3 reasons;

1. The username you had chosen is already taken, you must choose a different username, OR;
2. Your email address could be already registered earlier by you. If you are rejected, there will be an error message, look out for it and see what is the error message, OR;
3. Invalid characters or spaces in your username

What can you do next is to try to register again with below solutions;

1. Go to <https://www.sarawakjobs.com/login/?register> to register again.
2. Ensure to include different and unique username
3. Ensure to use a new and different email address
4. Avoid invalid characters or spaces in your username

**Tips:** For a unique and different username, you can use your Full Name (ie: NurRaisabintiRamli) OR to include numeric on your username (i.e.: Raisa96)

### ❖ Why can't I login?

If you fail to login, there could be 2 reasons;

1. You've logged in using the wrong Username
2. You've logged in using the wrong Password

What you can do next; **If you forgot your Username:**

1. Drop us a message at <https://www.sarawakjobs.com/contact/> or simply email us at [info@sarawakjobs.com](mailto:info@sarawakjobs.com)
2. Please provide us with the possible Username(s) or Email(s) that could be used by you.

## JOB SEEKER'S FAQ

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### If you forgot your password;

1. Click on "Forgot Your Password?" on the [Login](#) page. Or alternatively, go to <https://www.sarawakjobs.com/login/?action=lostpassword>
2. Key in your Username or Email Address (email address that you have used to register before)
3. Check your email (Inbox and SPAM/JUNK), you will receive an email from [info@SarawakJobs.com](mailto:info@SarawakJobs.com) the Reset Password URL Link.
4. Click on the Reset Password URL link provided in the email to reset your new password.

### Few steps to consider:

- If the link provided is not clickable, proceed to Copy the URL Link and Paste it in your web browser (*i.e. Mozilla Firefox, Internet Explorer, Google Chrome, etc*).
- The Password should be at least seven characters long and should not contain any spaces in-between.
- To make it stronger, use upper and lower case letters, numbers, and symbols like ! " ? \$ % ^ & ) and Click on Reset Password.

### ❖ I can't reset my password

You are probably experiencing below problems;

1. You did not receive the reset password link from [info@SarawakJobs.com](mailto:info@SarawakJobs.com)
2. The reset password link that was sent was not clickable

### To solve the above problems;

1. Click 'Forgot your password' on the [Login/Register](#) page. Or alternatively, go to <https://www.sarawakjobs.com/login/?action=lostpassword>
2. You will receive a new reset password link. Click on the link again to reset your password one more time  
**Tips: Check SPAM/ Junk/ Promotions folder on your email should you do not receive the reset password link**
2. If the reset password link is not clickable, do copy the whole link manually and paste it on your browser (*i.e. Mozilla Firefox, Internet Explorer, Google Chrome, etc*). From there, proceed to reset your password.

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## SECTION 2: JOBSEEKER'S ONLINE RESUME

**Tips: So you are already registered with your Jobseeker Account. To start applying for any jobs on SarawakJobs.com, you must create your Online Resume.**

### ❖ What is SarawakJobs' Online Resume?

Your Online Resume includes your personal summary, career history, skills, education qualifications and other certificates. It is required for your job application via SarawakJobs.com.

Need help with your Online Resume? Head to [Jobseeker's Guide](#)

### ❖ How to create my Online Resume?

1. From your Jobseeker Account, go to "Add Online Resume"
2. Fill in all your details that include; Professional Information, Work Experiences & Education Qualifications.
3. Click 'Save' to complete your Online Resume
4. Learn more on how you can create your own Online Resume on [Jobseeker's Guide](#)

# JOB SEEKER'S FAQ

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## SECTION 3: APPLYING FOR A JOB

### ❖ How to search for jobs?

1. Ensure you have already Login
2. Go to the Latest Jobs page: <https://www.sarawakjobs.com/latest-jobs/>
3. Browse Jobs and Select:
  - Job Type (full-time, internship, part-time, etc)
  - Job Category (ie: Accounting | Auditing (m) / Admin | Clerical | HR (n), etc)
  - Job Salary
  - Date posted
4. Search using 'Keywords' and Select preferred 'location'

**Tips:** Need guidance on how to search for jobs? Check out our Job Seekers' Guide for more tips and guidance or contact SarawakJobs Talent Specialist team at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) and we are happy to assist you.

### ❖ I can't proceed to Apply for my preferred job.

1. Ensure you have already Register/Login.
2. When you do not have an Online Resume under your account, you will not be able to apply to a job.
3. Hence, you are required to create an online resume first. Refer to how to Create an Online Resume, found on [Jobseeker's Guide](#)
4. Click on the button that reads '**APPLY FOR JOB Click to Create Online Resume**'

### ❖ How to apply for WhatsApp Jobs?

Some job ads on the job site require you to contact the employer directly via WhatsApp. Here's how you can proceed;

1. Step 1: Click on button below that reads "APPLY FOR JOB: Live Chat with Employer"
2. Step 2: Message the employer through WhatsApp Chat.

Message Example:

- Hi, my name is ( ). I like to apply to this job ( ). Here's my CV, kindly advise if I am selected for an interview.  
OR;
- Hi, my name is ( ). I like to apply to this job ( ). Here's my CV, kindly advise if I am selected for an interview.

### ❖ Do I need to upload my resume every time I apply for jobs?

No. Once you have created your Online Resume, it is not necessary to upload additional documents every time you apply to a Job.

You may upload your own CV or any supporting documents (ie: Certificates, etc) by clicking 'Upload CV (Optional)' button under the 'How to Apply' section

**Note:** Word doc or PDF are acceptable, Make sure the attachment size does not exceed 2MB.  
Please ensure that you have created your Online Resume to apply for any jobs on the job site.

## JOB SEEKER'S FAQ

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### ❖ How can I know that I have successfully applied to the job?

Each time you have submitted your job application, there will be a pop-up message appear on the top area of the individual job ad page and at the same time you will receive an email notification from [info@SarawakJobs.com](mailto:info@SarawakJobs.com) to your registered email (i.e. *Gmail, Yahoo, Hotmail, Outlook*, etc.)

### ❖ How can I follow-up with my job application?

Refer to the notification email from [info@SarawakJobs.com](mailto:info@SarawakJobs.com) that you have received prior to applying for any jobs on the job site. You will be provided with the employer's email under the 'Summary' section.

**Tips:** For a successful job application, follow-up with the employer prior to 2 weeks after application

### ❖ Can I know more information about the company I applied to?

For all job advertisements, there will be company information provided in the Company Profile, available on the right corner section of the individual job advertisement page (DESKTOP VIEW).

You will be provided with detailed company information which includes;

- Company background details
- Business Industry
- Company Address
- Contact details

### ❖ I have applied for the job but I have not yet received any reply from the company. What should I do?

It is recommended to always follow-up with your job application 2 weeks after your application. You will be able to contact the company via the email address provided to you in the notification email that you received from [info@SarawakJobs.com](mailto:info@SarawakJobs.com) (prior to applying for any jobs on the job site) or you can refer to the contact details provided under the Company Profile section (of the individual job advertisement page).

### ❖ I have been called for an interview, any advice from SarawakJobs.com?

Congratulations for the successful job application! For a better preparation on your upcoming job interview, refer to our Job Interview Tips available on our [Career Tools: Tips & Resources](#).

### ❖ Can SarawakJobs.com assist me in matching my resumes to any jobs on the job site?

As we are a job advertisement portal, thus we do not handle job matching services or any of the recruitment activity for any employers advertised on our job site. Each employer on our website will handle their own recruitment activity, this includes contacting job seekers for job interviews or application acceptance or any other recruitment activity; hence it is advisable that you follow-up with the hiring company within 2 weeks once you have submitted your job application.

### ❖ Why do I receive emails from [info@SarawakJobs.com](mailto:info@SarawakJobs.com) whenever I apply to a job?

For every job that you apply on SarawakJobs.com, you will receive a notification that basically informs you that your job application has been sent to the employer.

We suggest that you can follow the **TIPS** stated in the notification, that is:

1. Follow up with employer (after 2 weeks) to secure an interview or job opportunity.
2. Mention to employer that you have applied the job on SarawakJobs.com
3. Read more information on our [Job Seekers' Guide](#)
4. Search the [Latest Jobs](#) on SarawakJobs.com

## JOB SEEKER'S FAQ

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**Note:** Kindly take note that the email was sent via SarawakJobs' System Email to notify successful job application submission. We do not handle the recruitment activity for any employers advertised on our job site. Each employer on our website will handle their own recruitment activity, this includes contacting job seekers for job interviews or application acceptance or any other recruitment activity.

### ❖ **Avoid Scam Jobs**

At SarawakJobs.com, all of the job advertisements are vetted through vigorously by our Talent Specialist Team and verified as legitimate before appearing online. Our team will remove any ambiguous advertisement and those that contravene our Advertising Policy. Should you encounter dubious job advertisements on SarawakJobs.com, kindly email us at [info@SarawakJobs.com](mailto:info@SarawakJobs.com). For more tips on how to search jobs online and to detect a scam job, refer to [Avoid Scam Jobs](#)

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### SECTION 4: JOB SEEKER'S ACCOUNT

#### ❖ **How do I update my email address or password?**

From your DASHBOARD, go to "Account Settings", you will be able to update your email address or password under the Email and Password section respectively.

#### ❖ **What should I do if I forget both my username and password?**

Contact our Talent Specialist Team at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) to address your inquiry by providing us with below email message;

- Inquiry: Request username and reset password
- Full name:
- Contact details:
- Registered email:

#### **Forgot your password only?**

On the login page, click "Forgot your password". Key in your registered email address and you will be receiving the Reset Password link from our system email [info@SarawakJobs.com](mailto:info@SarawakJobs.com) to your email.

**Note:** If the reset password link is not clickable, copy the whole link manually and paste it on your browser (*ie Mozilla Firefox, Internet Explorer, Google Chrome, etc*). From there, proceed to reset your password.

#### ❖ **I mistakenly registered as an Employer. How do I change my account role?**

Once your login, on your DASHBOARD, click 'Change Role' or alternatively address your inquiry directly to our Talent Specialist Team at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) along with below email message;

- Inquiry: Request to change role to Job Seeker
- Full name:
- Contact details:
- Registered email / username:

## JOB SEEKER'S FAQ

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### ❖ I have two registered accounts. How do I delete one of them?

Email our Talent Specialist Team at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) and provide us with below email message;

- Inquiry: Request to delete duplicate account
- Full name:
- Contact details:
- Account to delete (provide us the registered email / username):

**Note:** Before you proceed to delete the duplicate account, do take note that your information submitted under the account (this includes your profile information & Online Resume) will be deleted. Kindly ensure that the assigned account to be deleted do not contain your latest information or Online Resume.

### ❖ How to deactivate my account?

Email our Talent Specialist Team at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) and provide us with below email message;

- Inquiry: Request to deactivate account
- Full name:
- Contact details:
- Registered email / username:

**Note:** By deactivating your account, take note that your information submitted under the account (this includes your profile information & Online Resume) will be deleted. Once your account deactivated, you will not be able to apply for any jobs on this job site thereafter. Should you wish to apply for any jobs, kindly register your account via <https://www.sarawakjobs.com/login/?register>

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## SECTION 5: TECHNICAL ISSUES

### ❖ Why I can't access SarawakJobs.com

Please conduct below troubleshooting steps should you come across any problem in accessing SarawakJobs.com;

1. Please ensure that your Internet connection is stable
2. Do access SarawakJobs.com using the latest browser
3. Should you still having the same problem after Step 1 and 2, do try again using a different browser or another computer
4. Clear your Internet browser cookies and caches, please find the instruction below on how to configure your browser;

Google Chrome ([instruction](#)) | Mozilla Firefox ([instruction](#)) | Safari Mac ([instruction](#)) | Microsoft Edge ([instruction](#)) | Opera ([instruction](#))

If you still having any issues to access our job site after performing the above basic troubleshooting steps, do contact us at [info@SarawakJobs.com](mailto:info@SarawakJobs.com) and provide us with below information;

- Technical issues faced
- Screenshot image of the issue