

# FREQUENTLY ASKED QUESTIONS FOR MYCAREERSFUTURE

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## SECTION A: GENERAL QUESTIONS ON MYCAREERSFUTURE

<b>1.</b>	<b>What is MyCareersFuture?</b>
	<p>MyCareersFuture is a portal that aims to provide Singapore Citizens and Permanent Residents with a fast and smart job search service to match them with relevant jobs, based on their skills and competencies. The portal was developed by Workforce Singapore, in partnership with Government Technology Agency.</p> <p>The portal enables jobseekers to be more aware of the skills they possess, and connects them to relevant jobs based on their current skills and competencies. It also highlights jobs which are eligible for Government support through WSG’s Adapt and Grow Initiative.</p> <p>Jobseekers can also find career-related content on MyCareersFuture through the Career Toolkit, including career insights and career guidance to help facilitate their career planning process.</p>
<b>2.</b>	<b>What are the features available in MyCareersFuture?</b>
	<p>MyCareersFuture is a comprehensive, technology-driven and user-centric portal, with the following features:</p> <ul style="list-style-type: none"> <li>• Latest Job-to-Skills job matching technology that matches jobseekers to jobs based on their skills</li> <li>• Recommends adjacent jobs based on jobseeker’s current skills</li> <li>• Ability to filter jobs that are eligible for Government support from programmes under WSG’s Adapt and Grow Initiative, such as Professional Conversion Programmes, Career Support Programme and Career Trial</li> <li>• Resource articles on career-related tips, human capital development and industry insights, to help jobseekers and employers in their respective talent-related needs.</li> </ul>
<b>3.</b>	<b>Who is MyCareersFuture’s target audience?</b>
	<p>MyCareersFuture aims to help all Singapore Citizens and Permanent Residents who are looking to plan their careers, make career transitions, or search for jobs.</p>
<b>4.</b>	<b>Do I need to pay to use MyCareersFuture?</b>
	<p>No. MyCareersFuture is a free service provided for Singapore Citizens and PRs.</p>

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<b>5.</b>	<b>Do I need Singpass to access MyCareersFuture?</b>
	You do not have to login with your Singpass to browse and search for jobs. However, Singpass login is required to apply for the jobs. All job applications are open to Singapore Citizens and Permanent Residents only.
<b>6.</b>	<b>Why are the skills listed in MyCareersFuture different from those on MySkillsFuture?</b>
	<p>The skills displayed on MyCareersFuture and MySkillsFuture are different because of the difference in developmental approaches. The skills displayed on MyCareersFuture are identified based on machine learning technology. The job fit scores are a result of comparing the match between the skills keyed in by users and their resumes, with the skills identified from the job descriptions provided by hiring employers.</p> <p>On the other hand, MySkillsFuture taps on the Singapore Skills Frameworks which are identified based on occupation groups with inputs from industries.</p>
<b>7.</b>	<b>What do the skills match scores in MyCareersFuture mean?</b>
	<p>The skills match scores aim to inform users of the estimated match, in percentage terms, of their listed skills in relation to the skills required for the job role they are interested in.</p> <p>It also provides users with a guide to the key skills required in jobs and areas of improvement. Individuals may use their skills match scores for self-assessment. This score will not be seen by employers.</p>
<b>8.</b>	<b>If I have a low skills match score, can I still apply for jobs?</b>
	You can apply for any job, regardless of the skills match score. However, should the skills match score be low, you may wish to consider skills upgrading or taking on a job with a Professional Conversion Programme that will provide you with the required skills for the job.
<b>9.</b>	<b>What are ‘Job roles that need more applicant’ and ‘Job roles with many applications’ jobs in MyCareersFuture?</b>
	<p>‘Job roles that need more applicants’ jobs are vacancies that employers are actively seeking to fill, and for which there is strong demand for the right skills and talents.</p> <p>‘Job roles with many applications’ jobs are those which receive high numbers of applications. Jobseekers may face more competition when applying for these jobs.</p>
<b>10.</b>	<b>Will MyCareersFuture compete against other job portals?</b>
	No, MyCareersFuture is not here to replace any job portal, but aims to offer an additional platform for jobseekers to apply for jobs based on their available skillsets. Employers can choose to post jobs on MyCareersFuture or any job portals.
<b>11.</b>	<b>How does MyCareersFuture complement the other career matching services provided by WSG?</b>

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	<p>MyCareersFuture is part of WSG’s suite of Career Matching Services.</p> <p>MyCareersFuture is an online portal that empowers jobseekers to find jobs that match their skillsets at their own convenience. They can also use the portal to seek career guidance, such as resume writing to further aid their job search and career development process.</p> <p>MyCareersFuture complements our other Career Matching Services, including our physical Careers Connect which provide career guidance and advisory services.</p>
<b>12.</b>	<b>Will there be new technologies brought on-board MyCareersFuture in the near future?</b>
	Yes, MyCareersFuture’s design approach allows new features to be constantly added, and existing features to be enhanced based on user feedback.
<b>13.</b>	<b>Who is responsible for creating and managing MyCareersFuture?</b>
	MyCareersFuture is managed by WSG, in partnership with GovTech.
<b>14.</b>	<b>What are the web browsers supported by MyCareersFuture? Why do the images and visuals appear misaligned on my browser?</b>
	<p>MyCareersFuture has been tested to work well on the following browsers and platforms. Due to the large range of browsers, devices and screen sizes available, we seek your understanding that the experience will vary according to the technical capabilities of your device platform and browser.</p> <p><u>For Desktop</u> You can use:</p> <ul style="list-style-type: none"> <li>• Google Chrome</li> <li>• Apple Safari</li> </ul> <p><u>For Mobile Devices</u> You can use:</p> <ul style="list-style-type: none"> <li>• (Android) Google Chrome</li> <li>• (Apple iOS) Safari</li> </ul>

### SECTION B: JOBSEEKERS FEATURES

<b>1.</b>	<b>I can’t seem to find my job applications on MyCareersFuture. Where can I view all my job applications?</b>
	<p>You can log in, and follow these instructions –</p> <ol style="list-style-type: none"> <li>1. Click on the button with your name to display a drop-down list of the account features.</li> <li>2. Click on the “Applied Jobs” link in the top navigation menu. Your most recent job application will be listed first.</li> </ol>
<b>2.</b>	<b>What are the job application statuses and what do they mean?</b>

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	<p>The status of your job application is reflected under “Applied Jobs”. You can find descriptions of the different job application statuses below:</p> <table border="1" data-bbox="293 333 908 526"> <thead> <tr> <th style="background-color: #008080; color: white;">Jobs Application Status</th> <th style="background-color: #008080; color: white;">Description</th> </tr> </thead> <tbody> <tr> <td>Received</td> <td>Application has been received by employer</td> </tr> <tr> <td>Under review</td> <td>Application is being reviewed by employer</td> </tr> <tr> <td>Successful</td> <td>Application is successful</td> </tr> <tr> <td>Unsuccessful</td> <td>Application is unsuccessful</td> </tr> </tbody> </table> <p>Note: Once the employer downloads your resume, the job application status will be updated as “Under Review”.</p>	Jobs Application Status	Description	Received	Application has been received by employer	Under review	Application is being reviewed by employer	Successful	Application is successful	Unsuccessful	Application is unsuccessful
Jobs Application Status	Description										
Received	Application has been received by employer										
Under review	Application is being reviewed by employer										
Successful	Application is successful										
Unsuccessful	Application is unsuccessful										
3.	<p><b>Are the job postings tagged to a government support only open to those interested in joining the government scheme?</b></p>										
	<p>If you are interested and qualified for the job tagged to a government support scheme, you can apply for it even if you do not intend to join the scheme.</p>										
4.	<p><b>What are the government schemes available for the job position tagged under government support?</b></p>										
	<p>The government support tags allow jobseekers to search and identify jobs that are eligible for government support under Workforce Singapore (WSG) such as the Professional Conversion Programmes (PCP), Career Trial, P-Max, SGUnited Traineeships and SGUnited Mid-Career Pathways Programmes.</p>										
5.	<p><b>How do I apply for a job on MyCareersFuture?</b></p>										
	<p>You can log in, and follow these instructions –</p> <p><b>If you are a new user,</b></p> <ol style="list-style-type: none"> <li>1. Click on the button with your name to display a drop-down list of the account features.</li> <li>2. Click on the “Profile” link in the top navigation menu and complete your profile.</li> <li>3. Navigate through the page to ‘Resume’ and upload your resume.</li> <li>4. You may now proceed to apply for jobs, by searching for a job and clicking on the “Apply” button.</li> <li>5. Follow the steps to process the application.</li> </ol> <p><b>If you are an existing user,</b></p> <ol style="list-style-type: none"> <li>1. Simply log in to your account, and search for the job you are interested in.</li> <li>2. Click on the “Apply” button.</li> <li>3. Follow the steps to process the application.</li> </ol>										
6.	<p><b>How do I upload my resume in MyCareersFuture?</b></p>										
	<p>You can log in, and follow these instructions –</p> <ol style="list-style-type: none"> <li>1. Click on the button with your name to display a drop-down list of the account features.</li> <li>2. Click on the “Profile” link in the top navigation menu. Navigate through the page to ‘Resume’, you can upload your resume there.</li> <li>3. Do note that your resume file size should not exceed 2MB and it should be in pdf or doc format.</li> </ol>										

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<b>7.</b>	<b>How do I delete/edit my resume in MyCareersFuture?</b>
	<p>You can log in, and follow these steps:</p> <ol style="list-style-type: none"> <li>1. Click on the button with your name to display a drop-down list of the account features.</li> <li>2. Click on the "Profile" link in the top navigation menu. Navigate through the page to 'Resume', you will see your resume files listed there.</li> <li>3. Click on the "Bin/ Trash" button on the right side of the file to delete the resume.</li> </ol>
<b>8.</b>	<b>After selecting/uploading a resume while applying for a job, I noticed there's a prompt, 'Check resume'. What is this?</b>
	<p>This is a new feature that helps to analyse your resume, comparing it against the job description, and returns a list of suggested improvements that you may wish to make to your resume. With that, you can have a better tailored resume for your job application.</p>
<b>9.</b>	<b>Do I need to pay for my resume to be checked?</b>
	<p>No, this service is complimentary for all Singaporeans and PRs.</p>
<b>10.</b>	<b>Is it mandatory for me to check my resume before submitting the job application?</b>
	<p>No, it is not mandatory. However, you are encouraged to do so if you would like to find out how you can improve your resume for the job application.</p>
<b>11.</b>	<b>I do not want any employers to view my profile. What should I do?</b>
	<p>You may access MyCareersFuture profile page and indicate that you are not open to job opportunities anymore. By doing so, your profile will not be surfaced to employers based on any position opening suitability.</p>
<b>12.</b>	<b>How do I report a discriminatory job posting?</b>
	<p>If you would like to file a report on a discriminatory job posting, you may click on "Report discriminatory job ad to TAFEP" on the job posting to contact TAFEP regarding the discriminatory job posting.</p> <p>Alternatively, you may click on this <a href="#">link</a> directly or contact TAFEP via 6838 0969.</p>
<b>13.</b>	<b>Why are the screening questions mandatory during application?</b>
	<p>Screening questions serve as a mean for employers to better assess the suitability of a jobseeker beyond what is normally provided in an application.</p>
<b>14.</b>	<b>Why do I only see screening questions for certain job postings?</b>
	<p>It is not mandatory for employers to add screening questions for every job posting.</p>
<b>15.</b>	<b>How will the screening questions help me in my job search process?</b>
	<p>The responses to the screening questions will help you stand out among other applicants if you meet the screening criteria of the job posting.</p>

### SECTION C: EMPLOYERS FEATURES

<b>1.</b>	<b>Can my company use MyCareersFuture and how do I register for an account?</b>
	<p>Click <a href="#">here</a> to understand on setting up access for MyCareersFuture Employer Portal.</p>

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<b>2.</b>	<b>What is Corppass?</b>
	<p>Singapore Corporate Access (or Corppass) is a one-stop authentication and authorisation service, for corporate users to transact with government agencies online on behalf of their organisations.</p> <p>From 11 April 2021, the login process for Corppass will be changed to verify the user's identity via Singpass first, before the user can proceed to access and transact with government digital services.</p>
<b>3.</b>	<b>Why is there a change in the Corppass login process?</b>
	<p>Singpass is re-introduced as the login mechanism for businesses to access digital services to simplify the user experience of managing multiple sets of login credentials of corporate transactions.</p> <p>While Singpass is used for logins, Corppass will continue to be the authorisation system for corporate transactions. The Corppass portal enables company administrators to specify the digital services that each employee can transact on the company's behalf.</p> <p>Having a single Singpass login system, instead of maintaining two separate modes of identity authentication, not only improves convenience for users but also streamlines system operations.</p> <p>For more information, please refer to <a href="https://www.ifaq.gov.sg/Corppass/apps/Fcd_faqlmain.aspx">https://www.ifaq.gov.sg/Corppass/apps/Fcd_faqlmain.aspx</a></p>
<b>4.</b>	<b>I have issue regarding Singpass login as an employer, who can I contact?</b>
	<p>For queries related to Singpass login for employer, you may contact the Singpass Helpdesk at +65 6643 0555 or email <a href="mailto:support@singpass.gov.sg">support@singpass.gov.sg</a> for assistance.</p> <p>Operating Hours:  Mondays to Fridays: 8 am to 8 pm  Saturdays: 8 am to 2 pm  Closed on Sundays and Public Holidays</p>
<b>4.</b>	<b>How will WSG assist companies who are unable to fill their job vacancies despite advertising on MyCareersFuture?</b>
	<p>MyCareersFuture is not intended to guarantee hiring or job outcomes. Instead, it is a self-help online platform to facilitate employment of local job seekers by local employers. Companies that require further assistance for their hiring needs may wish to tap on WSG's recruitment services. Interested companies can call us at 6883 5885 or through our Feedback Portal for assistance.</p>
<b>5.</b>	<b>Is it compulsory for all employers to use MyCareersFuture?</b>
	<p>From 1 Oct 2020, under the Fair Consideration Framework (FCF) by the Ministry of Manpower (MOM), companies seeking to hire Employment Pass (EP) or S Pass holders are required to post their job vacancies on MyCareersFuture for at least 28 calendar days before an EP/S Pass application is submitted to MOM. For more information on FCF, click <a href="#">here</a>.</p>
<b>6.</b>	<b>How is MyCareersFuture different from other local job search sites?</b>

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	Unlike other local job portals, MyCareersFuture provides employers greater visibility of and an avenue to suitable local talent. In addition, it supports the Fair Consideration Framework (FCF) by the Ministry of Manpower (MOM), which aims to set out clear expectations for companies to consider all jobseekers fairly for job opportunities.
<b>7.</b>	<b>What is 'Applicant Listing' function?</b>
	The 'Applicant Listing' function support employers by sorting job applicants based on their skills and experience in relation to employers' job post, using job matching technology.
<b>8.</b>	<b>What is 'Suggested Talents' function?</b>
	The "Suggested Talents" function provide employers with a suggested list of candidates that have relevant skills to match the job. These candidates did not apply for the role, but are open for career opportunities.
<b>9.</b>	<b>How do I create a job posting?</b>
	You can create a job posting using the following steps: <ol style="list-style-type: none"> <li>1. Click on Create Job Posting.</li> <li>2. Key in the following information: <ol style="list-style-type: none"> <li>a. Job Description</li> <li>b. Skills</li> <li>c. Key Information</li> <li>d. Workplace Details</li> </ol> </li> <li>3. Review Job Post.</li> <li>4. Click "Submit".</li> </ol>
<b>10.</b>	<b>What is the validity period of a job posting on MyCareersFuture?</b>
	Each job posting is valid for up to 30 calendar days. Users have the option to set a job posting to expire in less than 30 days. A job posting that has expired will not be available for public viewing (i.e. Search, Apply) in MyCareersFuture.
<b>11.</b>	<b>I represent a third-party entity that may need to post job vacancies on behalf of other companies on MyCareersFuture. Will I be able to do so?</b>
	Third-party entities such as employment agencies (EA), private job portals and companies which offer outsourced human resource services are allowed to advertise job vacancies on behalf of their clients. These third-party entities will have to declare their third-party identities when registering for an account on MyCareersFuture, and the companies which they are advertising for when posting job(s) on MyCareersFuture.
<b>12.</b>	<b>What is the purpose of tagging job postings to the Government Schemes?</b>
	Tagging a job posting to a Government Scheme indicates that the position is eligible for the specific Government Scheme, subject to the applicant meeting the respective Government Scheme eligibility criteria.  This will help candidates who are interested in participating in these Government Schemes to apply directly for the job.

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	<p>At Step 3 of the Create Job Posting process, employers can find the list of approved Government Schemes that their companies have applied for. For PCP, a further dropdown selection of which PCP that the Job Post is associated to must be indicated.</p>
<b>13.</b>	<b>How does an employer retrieve the resumes of job applicants?</b>
	<p>Only a company's authorised users can access the resumes of job applicants in MyCareersFuture. Users will have to log into the MyCareersFuture's employer section, select the job posting to view the job applications made to each posting, and choose to download the resume of each job applicant.</p>
<b>14.</b>	<b>How do I extend my Job Posting?</b>
	<p>A Job Posting can be extended if it is currently still Open/Active and the current selected duration is below the maximum 30 days.</p> <p>You can extend a Job Posting using the following steps:</p> <ol style="list-style-type: none"> <li>1. Click on the relevant Job Posting under the Open Job Posting tab.</li> <li>2. Click on the "Manage Job" collapse menu located on the top right.</li> <li>3. Click on the "Extend Posting Duration".</li> <li>4. Select the new Duration and Click on Extend button.</li> </ol>
<b>15.</b>	<b>How do I edit my Job Posting?</b>
	<p>A Job Posting can be edited if it is currently still Open/Active and have yet to exhaust the 2 counts of edit.</p> <p>You can edit a Job Posting using the following steps:</p> <ol style="list-style-type: none"> <li>1. Click on the relevant Job Posting under the Open Job Posting tab.</li> <li>2. Click on the "Manage Job" collapse menu located on the top right.</li> <li>3. Click on the "View/Edit Job Posting".</li> <li>4. Click on the "Edit Job Posting" button located on the top right.</li> <li>5. Key in the following information:             <ol style="list-style-type: none"> <li>a. Job Description</li> <li>b. Skills</li> <li>c. Key Information</li> <li>d. Workplace Details</li> </ol> </li> <li>6. Review the Job Post.</li> <li>7. Click "Edit Job Post" to publish the finalised post.</li> </ol>
<b>16.</b>	<b>What are screening questions?</b>
	<p>Employers are now able to add up to 3 screening questions to better assess the suitability of the applicants. All jobseekers must provide response to the screening questions in order to submit the job application.</p>
<b>17.</b>	<b>What are the possible responses from the applicants?</b>



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	For the initial launch of the Screening Questions feature, only Yes/No responses can be accepted from the jobseekers. We will progressively review the need to include more response options based on collective feedback from employers.
<b>18.</b>	<b>Can I edit the screening questions after the job is successfully published?</b>
	No, you cannot edit the screening questions once the job posting is successfully published. This is to ensure fair screening of applicants through the same set of screening questions.
<b>19.</b>	<b>What happens when I remove the screening questions from my job posting?</b>
	After removing the screening questions from the job posting, employers are not allowed to add back any screening question, and all screening questions responses captured will be removed as well. This is to ensure that all applicants are assessed equally, either with screening questions responses or without screening questions responses.
<b>20.</b>	<b>Who are in the talent pool that I'm searching against for Talent Search?</b>
	They are MyCareersFuture registered users who have their profiles set to 'open to job opportunities'.
<b>21.</b>	<b>Do the talents know that I am looking at their profile?</b>
	No, the talents do not know who is looking at their profile through Talent Search.
<b>22.</b>	<b>Are the talents currently unemployed and immediately available?</b>
	The talents are open to job opportunities and they should be considered fairly regardless of employment status.
<b>23.</b>	<b>Can I use terms like 'AND', 'OR', 'NOT' in Talent Search?</b>
	Yes, the search engine supports Boolean searches.

## SECTION D: RELATIONSHIP BETWEEN MYCAREERSFUTURE AND MYSKILLSFUTURE

<b>1.</b>	<b>Why are there two Government portals to help Singaporeans find jobs using skills? Can't we just have one overall portal?</b>
	<p>MyCareersFuture and MySkillsFuture support the needs of Singaporeans at different stages of their life and career journey. As jobs and skills are closely inter-linked, the two portals are therefore built to complement each other to ensure varied needs are met.</p> <p>MySkillsFuture is designed to serve individuals who would like to understand their skills needs, and develop the skills that will enable them to achieve their learning and career aspirations. MyCareersFuture serves those who are actively searching for jobs to apply to and those who want to review existing career directions and explore new job opportunities.</p> <p>Collectively, the two portals reflect the Government's Smart Nation objectives, and deliver a customised, user-friendly and technology-driven experience for citizens and employers who are seeking skills training and employment/manpower solutions.</p>
<b>2.</b>	<b>How does MyCareersFuture work in tandem with MySkillsFuture, and vice versa?</b>

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	<p>Individuals can identify their skills and skills gaps for jobs that they wish to apply for, and browse relevant available courses and skills development options on MySkillsFuture and get advice on the relevant course providers for them to approach and to enrol with.</p> <p>Jobseekers currently visit MyCareersFuture mainly for job search purposes. They can browse and apply for jobs that best fit their current and ready skills. If the jobs they are interested to apply for do not match their current skills sets, they can then check out MySkillsFuture to browse for courses that would help them upskill.</p>
<b>3.</b>	<b>Will MyCareersFuture be integrated with MySkillsFuture?</b>
	<p>There are currently no plans to integrate MyCareersFuture with MySkillsFuture to become one portal. WSG and SSG will continue to enhance the two portals, working closely with the skills-to-job matching tech providers to better harmonise the skills listed on both portals and ensure they are kept current and relevant to the labour market and industry needs, and through the adoption of skills defined in the Skills Frameworks.</p>

### SECTION E: FOR MORE ASSISTANCE AND FEEDBACK

<b>1.</b>	<b>How do I provide my feedback for MyCareersFuture?</b>
	<p>You may submit your feedback or query <a href="#">here</a>.</p>
<b>2.</b>	<b>Who should I contact if I encounter issues with my Singpass?</b>
	<p>For queries related to Singpass login, you may contact the Singpass Helpdesk at +65 6643 0555 or email <a href="mailto:support@singpass.gov.sg">support@singpass.gov.sg</a> for assistance.</p> <p>Operating Hours: Mondays to Fridays: 8 am to 8 pm Saturdays: 8 am to 2 pm Closed on Sundays and Public Holidays</p>
<b>3.</b>	<b>Who should I contact if I encounter issues with my Corppass?</b>
	<p>For queries related to Corppass, you may contact the Corppass Helpdesk at +65 6643 0577 or email <a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a> for assistance.</p> <p>Operating Hours: Mondays to Fridays: 8 am to 8 pm Saturdays: 8 am to 2 pm Closed on Sundays and Public Holidays</p>
<b>4.</b>	<b>Are there any stipulated operating hours or downtime for MyCareersFuture?</b>
	<p>MyCareersFuture is accessible 24 hours a day, seven days a week. We will inform users of service disruptions during system maintenance of the Portal.</p>