

FREQUENTLY ASKED QUESTIONS FOR MYCAREERSFUTURE

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SECTION A: GENERAL QUESTIONS ON MYCAREERSFUTURE

1.	What is MyCareersFuture?
	<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>
2.	What are the features available in MyCareersFuture?
	<p>MyCareersFuture is a comprehensive, technology-driven and user-centric portal, with the following features:</p> <ul style="list-style-type: none"> • Latest Job-to-Skills job matching technology that matches jobseekers to jobs based on their skills • Recommends adjacent jobs based on jobseeker’s current skills • 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 • Resource articles on career-related tips, human capital development and industry insights, to help jobseekers and employers in their respective talent-related needs.
3.	Who is MyCareersFuture’s target audience?
	<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>
4.	Do I need to pay to use MyCareersFuture?
	<p>No. MyCareersFuture is a free service provided for Singapore Citizens and PRs.</p>

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5.	Do I need SingPass to access MyCareersFuture?
	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.
6.	Why are the skills listed in MyCareersFuture different from those on MySkillsFuture?
	<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>
7.	What do the skills match scores in MyCareersFuture mean?
	<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>
8.	If I have a low skills match score, can I still apply for jobs?
	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.
9.	What are 'in demand' and 'popular' jobs in MyCareersFuture?
	<p>'In demand' 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>'Popular' jobs are those which receive high numbers of applications. Jobseekers may face more competition when applying for these jobs.</p>
10.	Will MyCareersFuture compete against other job portals?
	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 Jobs Bank or any job portal.
12.	How does MyCareersFuture complement the other career matching services provided by WSG?
	<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 searches and career development process. MyCareersFuture complements our other Career Matching Services, including our physical Careers Connect career centres which provide career guidance and advisory services.</p>

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13.	Will there be new technologies brought on-board MyCareersFuture in the near future?
	Yes, MyCareersFuture’s design approach allows new features to be constantly added, and existing features to be enhanced based on user feedback.
14.	Who is responsible for creating and managing MyCareersFuture?
	MyCareersFuture is managed by WSG, in partnership with GovTech.

SECTION B: JOBSEEKERS FEATURES

1.	I can’t seem to find my job applications on MyCareersFuture. Where can I view all my job applications?										
	<p>You can log in, and follow these instructions –</p> <ol style="list-style-type: none"> 1. Click on the button with your name to display a drop-down list of the account features. 2. Click on the “Applied Jobs” link in the top navigation menu. Your most recent job application will be listed first. 										
2.	What are the job application statuses and what do they mean?										
	<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" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #008080; color: white;"> <th style="text-align: center;">Jobs Application Status</th> <th style="text-align: center;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Received</td> <td style="text-align: center;">Application has been received by employer</td> </tr> <tr> <td style="text-align: center;">Under review</td> <td style="text-align: center;">Application is being reviewed by employer</td> </tr> <tr> <td style="text-align: center;">Successful</td> <td style="text-align: center;">Application is successful</td> </tr> <tr> <td style="text-align: center;">Unsuccessful</td> <td style="text-align: center;">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.	Are the job postings tagged to a programme only open to those interested in joining the programme?										
	If you are interested and qualified for the job tagged to a government support programme, you can apply for it even if you do not intend to join the programme.										
4.	What are the programmes available for the job position tagged under government support?										
	The government support tags allow jobseekers to search and identify jobs that are eligible for support through programmes under Workforce Singapore (WSG)’s Adapt and Grow Initiative, such as the Professional Conversion Programmes (PCP), Career Trial, as well as the Career Support Programme (CSP).										

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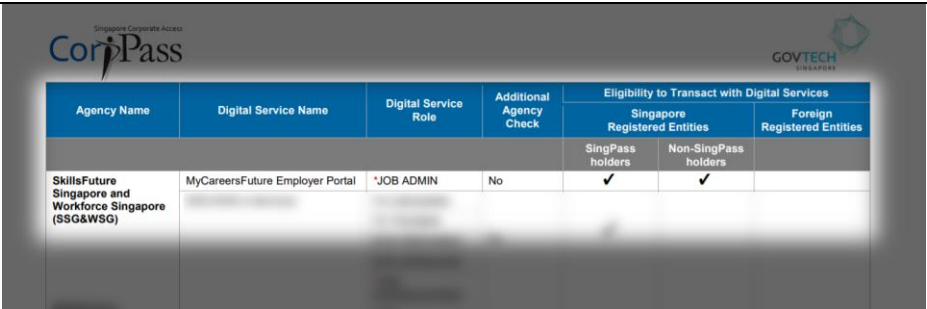
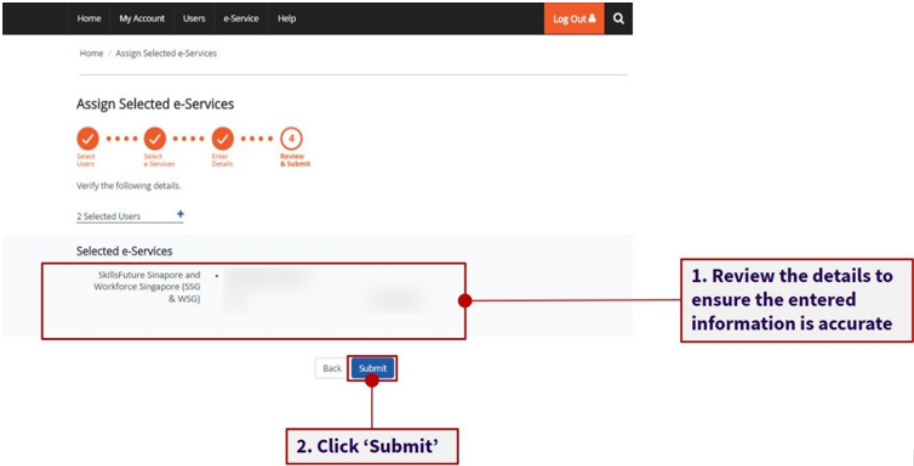
5.	How do I apply for a job on MyCareersFuture?
	<p>You can log in, and follow these instructions –</p> <p>If you are a new user,</p> <ol style="list-style-type: none">1. Click on the button with your name to display a drop-down list of the account features.2. Click on the “Profile” link in the top navigation menu and complete your profile.3. Navigate through the page to ‘Resume’ and upload your resume.4. You may now proceed to apply for jobs, by searching for a job and clicking on the “Apply” button.5. Follow the steps to process the application. <p>If you are an existing user,</p> <ol style="list-style-type: none">1. Simply log in to your account, and search for the job you are interested in.2. Click on the “Apply” button.3. Follow the steps to process the application.
6.	How do I upload my resume in MyCareersFuture?
	<p>You can log in, and follow these instructions –</p> <ol style="list-style-type: none">1. Click on the button with your name to display a drop-down list of the account features.2. Click on the “Profile” link in the top navigation menu. Navigate through the page to ‘Resume’, you can upload your resume there.3. Do note that your resume file size should not exceed 2MB.
7.	How do I delete/edit my resume in MyCareersFuture?
	<p>You can log in, and follow these steps:</p> <ol style="list-style-type: none">1. Click on the button with your name to display a drop-down list of the account features.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.3. Click on the “Bin/ Trash” button on the right side of the file to delete the resume.

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SECTION C: EMPLOYERS FEATURES

1.	<p>Can my company use MyCareersFuture?</p> <p>You are eligible to register for an account in MyCareersFuture to post job vacancies if your company is registered in Singapore and has a valid CorpPass ID.</p>
2.	<p>What is CorpPass?</p> <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>CorpPass will be required for all local entities with a Unique Entity Number (UEN) and for foreign entities who wish to access Government-to-Business (G2B) digital services in Singapore. Individuals and local entities without a UEN will continue using their SingPass to transact with the Government.</p> <p>In order to post a job or have access to MyCareersFuture. You would need the following:</p> <ol style="list-style-type: none"> 1. A registered CorpPass ID. 2. To be authorised and have access for this particular “e-Service” for your entity. <p>Steps</p> <ol style="list-style-type: none"> 1. Register for CorpPass and create CorpPass user accounts for your organisation. <ul style="list-style-type: none"> ○ For more information on CorpPass registration, please click here. 2. Assign the relevant e-Services roles for MyCareersFuture <ul style="list-style-type: none"> ○ The CorpPass Admin will need to assign the e-Service roles for CorpPass users to authorise them to transact on behalf of the entity. <div data-bbox="475 1211 1401 1675" data-label="Image"> </div> <ul style="list-style-type: none"> ○ Select the relevant e-Service for CorpPass users Digital Service Name – MyCareersFuture Employer Portal Digital Service Role – JOB ADMIN

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	<div style="text-align: center;">  </div> <p>○ Review and Submit</p> <div style="text-align: center;">  </div>
<p>3.</p>	<p>How will WSG assist companies who are unable to fill their job vacancies despite advertising on MyCareersFuture?</p>
	<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 our Feedback Portal for assistance.</p>
<p>4.</p>	<p>Is it compulsory for all employers to use MyCareersFuture?</p>
	<p>From 1 Aug 2014, under the Fair Consideration Framework (FCF) by the Ministry of Manpower (MOM), companies seeking to hire Employment Pass (EP) holders are required to post their job vacancies on MyCareersFuture for at least 14 calendar days before an EP application is submitted to MOM. For more information on FCF, click here.</p>
<p>5.</p>	<p>How is MyCareersFuture different from other local job search sites?</p>
	<p>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.</p>
<p>6</p>	<p>What is ‘Applicant Listing’ function?</p>
	<p>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.</p>

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7	What is 'Suggested Talents' function?
	The "Suggested Talent" 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.
8	How do I register for MyCareersFuture?
	A CorpPass account is required to register MyCareersFuture. After registering with CorpPass, you can log in to MyCareersFuture and perform a first-time registration to set up your profile.
9	How do I create a job posting?
	You can create a job posting using the following steps: <ol style="list-style-type: none"> 1. Click on Create Job Posting. 2. Key in the following information: <ol style="list-style-type: none"> a. Job Description b. Skills c. Key Information d. Workplace Details 3. Review Job Post. 4. Click "Submit".
10	What is the validity period of a job posting on MyCareersFuture?
	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.
11	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?
	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.
12	What is the purpose of tagging job postings to WSG programmes?
	Tagging a job posting to a programme indicates that the position is eligible for the specific programme, subject to the applicant meeting the respective programme eligibility criteria. This will help candidates who are interested in participating in these programmes to apply directly for the job.
13	How does an employer retrieve the resumes-of job applicants?
	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.

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14	How do I extend a Job Posting?
	<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"> 1. Click on the relevant Job Posting under the Open Job Posting tab. 2. Click on the “Manage Job” collapse menu located on the top right. 3. Click on the “Extend Posting Duration”. 4. Select the new Duration and Click on Extend button.
15	How do I edit a Job Posting?
	<p>A Job Posting can be edited if it is currently still Open/Active.</p> <p>You can edit a Job Posting using the following steps:</p> <ol style="list-style-type: none"> 1. Click on the relevant Job Posting under the Open Job Posting tab. 2. Click on the “Manage Job” collapse menu located on the top right. 3. Click on the “View/Edit Job Posting”. 4. Click on the “Edit Job Posting” button located on the top right. 5. Key in the following information: <ol style="list-style-type: none"> a. Job Description b. Skills c. Key Information d. Workplace Details 6. Review the Job Post. 7. Click “Edit Job Post” to publish the finalised post.
16	How do I view a previous Jobs Bank Job Posting details?
	<p>A Job Posting from the previous Jobs Bank can be viewed using the following steps:</p> <ol style="list-style-type: none"> 1. Click on the relevant Job Posting. 2. Click on the “View Job Posting” button.

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SECTION D: RELATIONSHIP BETWEEN MYCAREERSFUTURE AND MYSKILLSFUTURE

1.	Why are there two Government portals to help Singaporeans find jobs using skills? Can't we just have one overall portal?
	<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>
2.	How does MyCareersFuture work in tandem with MySkillsFuture, and vice versa?
	<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>
3.	Will MyCareersFuture be integrated with MySkillsFuture?
	<p>There are currently no plans to integrate MyCareersFuture with MySkillsFuture to become one portal. Nevertheless, to provide a more seamless experience to users of both platforms, the two systems make use of common datasets such as personal profile, organisations' profile and jobs at the back end. 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>

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SECTION E: FOR MORE ASSISTANCE AND FEEDBACK

1.	How do I provide my feedback for MyCareersFuture?
	You may submit your feedback or query here .
2.	Who should I contact if I encounter issues with my SingPass?
	You can send an email to SingPass at support@singpass.gov.sg , call the SingPass Helpdesk at 6643 0555 or visit SingPass to find out more.
3.	I do not have a CorpPass account. Can I use MyCareersFuture?
	Logging in lets you perform transactional services. You will need a CorpPass account to access MyCareersFuture. Click here to register for a CorpPass account.
4.	Are there any stipulated operating hours or downtime for MyCareersFuture?
	MyCareersFuture is accessible 24 hours a day, seven days a week. We will inform users of service disruptions during system maintenance of the Portal.