

FREQUENTLY ASKED QUESTIONS FOR MYCAREERSFUTURE

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SECTION A: GENERAL QUESTIONS ON MYCAREERSFUTURE

1.	What is MyCareersFuture?
	<p>MyCareersFuture is your destination for career exploration and development. Developed by Workforce Singapore in collaboration with GovTech Singapore, our platform is more than just a job portal; it's your gateway to unlocking endless career possibilities. Designed to cater to the needs of Singapore Citizens and Permanent Residents, we empower individuals to discover opportunities that match their skills and aspirations.</p> <p>Our content hub offers a comprehensive resource brimming with expert insights, strategies, and tools to supercharge your career journey. From optimising job search techniques to mastering talent acquisition strategies, we've got you covered.</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">• Advanced Matching Algorithm: Our latest Job-to-Skills job matching algorithm connects you with opportunities tailored to your skills and experience.• CareersFinder — Tailored Career Recommendations: Utilise CareersFinder and discover personalised upskilling and career recommendations based on your unique profile.• Government Support Eligibility: Filter jobs eligible for Government support such as Career Conversion Programmes and Mid-Career Pathways Programmes.• Professional Development Resources: Elevate your skills with our curated articles, webinars, and courses designed for your professional growth.• User-Centric Approach: Your satisfaction is our priority. We continually gather feedback to evolve our platform to meet the ever-changing needs of the job market
3.	Who is MyCareersFuture's target audience?
	<p>MyCareersFuture aims to help all Singapore Citizens and Permanent Residents (PRs) who are looking to discover career options, make career transitions, or search for jobs.</p>

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4.	Do I need to pay to use MyCareersFuture?
	No. MyCareersFuture is a free service provided for Singapore Citizens and PRs.
5.	Do I need Singpass to access MyCareersFuture?
	<p>MyCareersFuture offers open access for job browsing and searching without requiring a SingPass login. This allows anyone to explore available job opportunities freely.</p> <p>SingPass login is mandatory for applying to jobs, and this feature is only available to Singapore Citizens and Permanent Residents.</p>
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?
	<p>The skills match score on MyCareersFuture serves as a guide, but it doesn't restrict your ability to apply for jobs. However, if you encounter a low score, it may indicate a skills gap.</p> <p>In such cases, you have two primary options to enhance your employability: firstly, you could consider upgrading your skills through relevant courses or training programmes. Alternatively, you might explore jobs offered under government schemes like the Career Conversion Programme, which provides on-the-job training and skills upgrading opportunities.</p> <p>These approaches can help you acquire the necessary skills for your desired role, potentially improving your future match scores and job prospects.</p>
9.	What are 'Job roles that need more applicant' and 'Job roles with many applications' jobs in MyCareersFuture?

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	<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>
10.	Will MyCareersFuture compete against other job portals?
	<p>MyCareersFuture is not designed to replace existing job portals, but rather to complement them as an additional resource in the job market ecosystem. Its primary aim is to provide jobseekers with an extra platform to explore career options and apply for positions that align with their current skillsets.</p> <p>This approach offers users more avenues for job discovery and application. Importantly, employers retain the flexibility to post their job openings on MyCareersFuture, other job portals, or both, depending on their recruitment strategy. This multi-platform approach ensures a diverse and comprehensive job market, benefiting both jobseekers and employers by increasing visibility and opportunities.</p>
11.	How does MyCareersFuture complement the other career matching services provided by Workforce Singapore (WSG)?
	<p>MyCareersFuture is part of WSG’s suite of Career Matching Services.</p> <p>MyCareersFuture is an online portal that empowers jobseekers to discover career options, develop their careers and 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 Careers Connect where you are able to get professional advice and assistance that can help you achieve your career goals.</p>
12.	Will there be new technologies brought on-board MyCareersFuture in the near future?
	<p>MyCareersFuture’s design approach allows new features to be constantly added, and existing features to be enhanced based on users’ feedback.</p>
13.	Who is responsible for creating and managing MyCareersFuture?
	<p>MyCareersFuture is managed by WSG, in partnership with GovTech.</p>
14.	What are the web browsers supported by MyCareersFuture? Why do the images and visuals appear misaligned on my browser?
	<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>

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	<ul style="list-style-type: none"> • Google Chrome • Apple Safari <p><u>For Mobile Devices</u></p> <p>You can use:</p> <ul style="list-style-type: none"> • (Android) Google Chrome • (Apple iOS) Safari
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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>Application has been received by employer</td></tr> <tr> <td style="text-align: center;">Under review</td><td>Application is being reviewed by employer</td></tr> <tr> <td style="text-align: center;">Successful</td><td>Application is successful</td></tr> <tr> <td style="text-align: center;">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.	Are the job postings tagged to a government support only open to those interested in joining the government scheme?										
	<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.	What are the government schemes available for the job position tagged under government support?										

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	The government support tags allow jobseekers to search and identify jobs that are eligible for government support under Workforce Singapore (WSG) such as the Career Conversion Programme (CCP) and Mid-Career Pathways Programme.
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 and it should be in pdf or doc format.
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.
8.	I noticed there is a ‘Key Skill Practised’ section in every work experience. What is the purpose of declaring my key skills?
	<p>The ‘Key Skills Practised’ section is a new feature designed to help you showcase the primary skills you’ve developed and utilised in each of your work experiences. This addition serves several important purposes:</p> <ol style="list-style-type: none"> 1. Highlight core competencies: It allows you to emphasise the most valuable and relevant skills you’ve gained in each role. 2. Enhanced visibility: By clearly stating your key skills, you increase the visibility of your competencies to potential employers

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	<ol style="list-style-type: none"> 3. Improve searchability: Employers searching for specific skills can more easily find your profile. 4. Demonstrate growth: It helps illustrate how you've developed professionally across different roles. 5. Aid in job matching: It can help match you with positions that align with your skill set. <p>We recommend updating this section regularly, especially when you acquire new significant skills or when applying for new positions. By effectively communicating your key skills, you can stand out to employers and increase your visibility for relevant opportunities.</p>
9.	I do not want any employers to view my profile. What should I do?
	You may access MyCareersFuture profile page and select the option 'Not seeking opportunities' in your Profile Preferences. By doing so, your profile will not be surfaced to employers based on any position opening suitability.
10.	How do I report a discriminatory job posting?
	<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 link directly or contact TAFEP via 6838 0969.</p>
11.	Why are the screening questions mandatory during application?
	Screening questions serve as a mean for employers to better assess the suitability of a jobseeker beyond what is normally provided in an application.
12.	Why do I only see screening questions for certain job postings?
	It is not mandatory for employers to add screening questions for every job posting.
13.	How will the screening questions help me in my job search process?
	The responses to the screening questions will help you stand out among other applicants if you meet the screening criteria of the job posting.
14.	What is CareersFinder and how can it benefit my career development?
	<p>CareersFinder is a tool that provides personalized upskilling and career recommendations by analysing your unique profile. After answering a few simple questions, CareersFinder offer the following benefit:</p> <ol style="list-style-type: none"> 1. Occupation matching: Generates a list of suitable occupations that complement your existing skills and experience. 2. Job Opportunities: Curates a list of available positions on MyCareersFuture that match your profile. 3. Targeted skills development: Recommends relevant courses from MySkillsFuture to help you acquire the necessary skills for your preferred occupations. <p>By using CareersFinder, you can explore careers options aligned with your skills, discover current job openings, and identify learning opportunities to enhance your employability in your chosen field.</p>

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SECTION C: EMPLOYERS FEATURES

1.	Can my company use MyCareersFuture and how do I register for an account?
	Click here to understand on setting up access for MyCareersFuture Employer Portal.
2.	What is Corppass?
	<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>
3.	Why is there a change in the Corppass login process?
	<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 Corppass - FAQ</p>
4.	I have issue regarding Singpass login as an employer, who can I contact?
	<p>For queries related to SingPass login for employer, you may contact the SingPass Helpdesk at +65 6031 3199 or 6335 3533 or email support@singpass.gov.sg 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>
5.	How will WSG assist companies who are unable to fill their job vacancies despite advertising on MyCareersFuture?
	<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>
6.	Is it compulsory for all employers to use MyCareersFuture?

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	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 14 calendar days before an EP/S Pass application is submitted to MOM. For more information on FCF, click here .
7.	How is MyCareersFuture different from other local job search sites?
	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.
8.	What is 'Applicant Listing' function?
	The 'Applicant Listing' function provide employers by sorting job applicants based on their skills and experiences in relation to employer's job post, using job matching technology.
9.	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 have indicated they are open to job opportunities.
10.	How do I create a job posting?
	<p>You can create a job posting using the following steps:</p> <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 e. Screening questions 3. Review Job Post. 4. Click "Submit".
11.	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.
12.	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.

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13.	What is the purpose of tagging job postings to the Government Schemes?
	<p>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.</p> <p>This will help candidates who are interested in participating in these Government Schemes to apply directly for the job.</p> <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 Career Conversion Programme (CCP), a further dropdown selection of which CCP that the Job Post is associated to must be indicated.</p>
14.	How does an employer retrieve the resumes of job applicants?
	<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>
15.	How do I extend my 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.
16.	How do I edit my Job Posting?

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	<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"> 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.
17.	What are screening questions?
	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.
18.	What are the possible responses from the applicants?
	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.
19.	Can I edit the screening questions after the job is successfully published?
	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. However, you may remove the screening questions by clicking on the ‘Manage Job’ and select ‘Remove Screening Questions’.
20.	What happens when I remove the screening questions from my job posting?
	After removing the screening questions from the job posting, employers are not allowed to add back any screening questions, 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.
21.	Who are in the talent pool that I’m searching against for Talent Search?
	They are MyCareersFuture registered users who have their profiles set to ‘open to job opportunities’.
22.	Do the talents know that I am looking at their profile?
	No, the talents do not know who is looking at their profile through Talent Search.
23.	Are the talents currently unemployed and immediately available?
	The talents are open to job opportunities and they should be considered fairly regardless of employment status.

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24.	Can I use terms like 'AND', 'OR', 'NOT' in Talent Search?
	Yes, the search engine supports Boolean searches.

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.</p> <p>MyCareersFuture is designed to cater to the needs of Singapore Citizens and Permanent Residents for career exploration and development. MyCareersFuture empower individuals to discover opportunities that match their skills and aspirations.</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>MyCareersFuture serves as a primary resource for jobseekers, offering both career exploration and job search functionalities. Jobseekers can browse and apply for positions that align with their current skillsets. Jobseekers can also identify roles that interest them but may require additional skills, and transit to MySkillsFuture to explore relevant upskilling courses when they encounter skill gaps.</p>
3.	Will MyCareersFuture be integrated with MySkillsFuture?
	<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>

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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?
	<p>You can contact the SingPass Helpdesk at + 65 6335 3533 or visit https://www.singpass.gov.sg/home/ui/contact-us to find out more.</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>
3.	Who should I contact if I encounter issues with my Corppass?
	<p>You can contact the Corppass Helpdesk at +65 6335 3530 or email support@corppass.gov.sg 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>
4.	Are there any stipulated operating hours or downtime for MyCareersFuture?
	MyCareersFuture is accessible 24 hours a day, 7 days a week. We will inform users of service disruptions during system maintenance of the Portal.