



## Employer FAQ Sheet

- How long does it take for my job posting to be seen on the website?

Ads appear online within 20-30 minutes of their completion unless approval is necessary. If ads require approval then they will appear once they are approved and released. If it has been more than 48 hours, call career center support at 888-491-8833.

- What credit cards does the site accept?

The site accepts Visa, MasterCard, and American Express.

- How do I post a job while keeping the employer name and information confidential?

To create a confidential job posting, click "Edit Employer Profile" and enter "Confidential" in the "Employer Name" and "Employer Profile" fields and leave the "Homepage" field blank. Additionally, when you are posting the job, enter "Confidential" in the "Display Company As" field. Note that all applications are routed through the system so job seekers will not see your contact information unless you provide it in the text of the ad.

- How can I edit a current job posting?

From the "My Account" tab, click the "Active Jobs" link. Click the edit icon (which looks like a pencil) on the same line as the job you wish to edit. Once the changes have been made, click "Preview Job" at the bottom of the form. If satisfied with the changes, you can then click "Post Job Now" to complete the posting process.

- Can I use a co-worker's login to post a job?

A company can share a single login, but you must receive the login directly from the user who registered. Note that you should specify the "Reply-to E-mail" with your e-mail address if you do not want the main user on the account to receive the applications.

- Why is my job posting marked “Pending”?

A job appears with pending status if you have previewed your job posting online, but have not submitted the posting or payment information. Click on the “Pending Jobs” link on the “My Account” tab to edit, preview and complete the posting process.

- Is the site safe for me to enter my credit card information?

Yes, the site is secure. The credit card information is submitted through an encrypted server.

- How can I obtain a receipt?

A receipt is e-mailed immediately to the billing contact when a credit card payment is processed. You may also print or email a copy of the receipt from the confirmation page that is displayed when you complete a posting.

- What if my company requires applicants to apply online on our website and I do not want to include an e-mail in the “Reply to” field?

Some sites require that an e-mail address be provided on the job posting form. On these sites, we encourage you to specifically state in the text of your job posting how applications will be accepted. For example, you may wish to enter “ONLY APPLICATIONS SUBMITTED AT [your web address] WILL BE ACCEPTED” to discourage applicants from submitting their applications incorrectly.

- Is my password case sensitive?

Neither the login nor the password is case sensitive.

- Why was I able to access “My Account” without entering a login name or password?

The last time you used the system you did not logout. Your “cookies,” the internal memory on your computer, remembered your login name and password. For security purposes, you should always click the logout link in the upper menu bar of the “My Account” page before leaving the site.

- What is a cookie?

A cookie is information that a web site writes on your hard disk so that it can remember something about you at a later time. (More technically, it is information for future use that is stored by the server on the client side of a client/server communication.) Typically, a cookie records your preferences when using a particular site. Using the web's Hypertext Transfer Protocol (HTTP), each request for a web page is independent of all other requests. For this reason, the web page server has no memory of what pages it has previously sent you, or anything about your previous visits. A cookie is a mechanism that allows the server to store its own information about you on your computer. You can view the cookies that have been stored on your hard disk. The location of the cookies depends on the browser. Internet Explorer stores each cookie as a separate file under a Windows subdirectory. Netscape stores all cookies in a single cookies.txt file.

- How can I edit my employer profile?

From the "My Account" tab, click "Edit Employer Profile." Make any changes, then click the "Save & Continue" button located at the bottom of the form. Once the changes are made and submitted, they will appear online within 24 hours.

- Is there a limit to the length of the job posting?

There is usually no limit to the length of the posting, but please view the rates page for more information for all applicable charges.

- How can I add another user to my account?

After logging in, go to the "My Account" tab. Click the link for "Create a New User". This will prompt you for First Name, Last Name, E-mail, Phone, and Password for the user you wish to add. Once access has been created for a new user, they can begin using that login information to access the account.

- What products do you offer and how much do they cost?

Please click on the Products and Rates tab.

- Can I use HTML in my job posting?

You may use HTML in your job posting, but please note that our customer service does not offer HTML technical support.

- How can I obtain a copy of the job posting?

To view a previously run job posting, login to your account, then click on the "Inactive Jobs" link from the "My Account" tab. Then click on the job title to copy or print your previously run job posting.

- I am searching for my job posting online and it does not appear.

Please note that you must search using the exact criteria that you entered on the job posting form. For example, to search using the job category menu, you must have specified your category on the job posting form. If you believe all criteria matches, please contact customer service for further assistance.

- How can I remove a user from our company account?

To remove a user from your account, you will need to contact our online customer service online with the user's e-mail address that is to be removed. Please provide your contact information so the removal may be verified.

- How can I change my password?

You can change your password from the "My Account" tab of your account. Once there, click the link titled "Change My Password". You will be able to use this page to create a new password for your account.

- How can I use the professional profile/resume search?

Once you have purchased a package with resume access, click on the "Search Profiles" tab. After you have entered the search criteria, a list of qualified candidates will display. From this list, click on the highlighted line to view a person's professional profile and attachments.

- What should I do if I am receiving applications to an ad and shouldn't be?

You can edit the ad through your account. Change the reply to email field (near the bottom of the posting form) so that the field contains the email address of the person who should be receiving applications. This will cause all future applications to go to that person.

- How can I renew a posting that is about to expire?

There is no way to actually renew the current job; however, you can copy it to keep it running. From the "My Account" page, click the "Active Jobs" link, then select the copy icon on the line of the job you wish to copy. From here you can make any changes to the ad, preview it, and post the job immediately.

- I can only see an abbreviated version of the professional profile. How do I view the entire profile?

If your professional profile access is enabled, move your cursor over the person whose profile you wish to view and click. The complete professional profile will be displayed in a separate window. In order to be able to use the professional profile database, you must have purchased a package that includes resume access.

- I forgot the password for my account. Do I have to start over?

No, you can reset your password by using the "Did you forget your password?" link on the employer login page. Through this link, you can have a password reset email sent to you so you can select a new password and begin accessing your account again.

- Where can I change the web address for my company?

To update the web address, log into your employer account and click on "Edit Company Profile" on the "My Account" tab. The web address field will appear on all job postings, but may also be left blank.

- How can I renew an expired posting?

From the "My Account" tab, click the "Inactive Jobs" link. From here you can copy your expired job. To do so, select the copy icon on the line of the job you wish to copy. From here you can make any changes to the ad, preview it, and post the job immediately.

- What are Professional Profile search agents?

Our key word searching technology allows you to quickly narrow your search to find the candidates you need. To help you continue to identify candidates, you have the ability to create an unlimited number of profile search agents based on criteria you establish. Matching professional profiles are emailed directly to you each day. On your "My Account" page, click on the search profiles tab. You can then enter your search criteria. To receive the e-mails, be sure to check the box beside "Automatically email me results from this search daily."

Still Stuck?

If you need help and would like to contact us via phone, please call 1-888-491-8833 Ext. 2622, Monday through Friday, 8:30 am EDT to 5:30 PM EDT or shoot us an email at: [customerservice+995149@support.boxwoodtech.com](mailto:customerservice+995149@support.boxwoodtech.com)