

# *Frequently Asked Questions (FAQs)*

## FOR ONLINE EMPLOYMENT PORTAL

### **1. How to register/update on online employment portal?**

- For a new registration, candidates have to click on the new registration button
- After that, the instruction page is open. Read the instruction carefully.
- Then click on the register button for new registration
- Fill all the detail carefully
- In the OTP section mobile, OTP is sent on your entered mobile number
- Email OTP is sent on your entered email id
- Click on the check box I agree to my date of birth then click on the registration button
- If the registration is successfully done then the candidate will get login credentials on his/her registered email id
- On the login page, enter your email id and password then click on the login button
- On the dashboard, page candidate will get the following option which is:-
  - Modify/updation
  - Add/delete details
  - Add preference
  - Change password
  - View registration certificate
  - Sponsorship details

## **2. How to update email id/Mobile number?**

- Candidates have apply online through “Technical Assistance” available on employment web portal with following details:-
  - Registration No-
  - Old Email Id-
  - New Email Id-
  - Old Mobile No-
  - New Mobile No-

## **3. How to check sponsorship detail?**

- The candidate has to login first.
- Click on sponsorship detail option to view all sponsorship detail.

## **4. How do create a vacancy?**

For the creation of a vacancy, the employers have to register themselves in the employment portal

For a new registration, employer has to visit this link

<https://onlineemploymentportal.delhi.gov.in>

- On vacancy notification there is an option for employer registration by clicking on it then registration form is open fill all the detail carefully In the OTP section, mobile OTP is sent on your entered mobile number
- Email OTP is sent on your entered email id
- If the registration is successfully done then the employer will get login credentials on his/her registered email id
- After login you can create a vacancy according to your requirement

## **5. What can I do if I have done multiple registrations in employment portal?**

You can keep only one registration and cancel other multiple registrations by visiting office

## **6. If the candidate lost his/her registration certificate**

If the candidate lost his/her registration certificate, then the candidate can visit the office on any working day Monday to Friday at Employment building, Data Centre, Vishwas Nagar, Delhi 110032.

## **7. If the candidate is unable to login into employment**

If the candidate is unable login then there should few reasons some are:-

- Email id is not updated
- Mobile number is not updated
- Multiple registration id from registered mobile or registered email id
- Wrong user id and password

## **8. What are the basic detail required for registration**

The basic detail required for registration is:-

- Valid Email id
- Mobile number

## **9. I have registered now it is asking for an id and password for login what should I do now?**

When you have done your registration then you will get your login credential on your registered email id . used these login credentials you can login into your account.

## **10. How can I get my password if I forgot it?**

Using forgot password option available on the employment web portal, jobseeker can reset their password immediately.

**Note: - Password should be of 8-15 characters including at least 1 special, 1 lower, 1 upper character, and 1 digit.**

## **11. How do I find my employment user ID and password?**

Forgot User ID – At the time of registration, the applicant gets the registration number in his/her registered email Id.

So if you lost your user id please send your quires at “technical assistance” available on employment portal.

## **12. How can I renew my employment registration certificate online?**

Employment registration certificate is for a lifetime. There is no process for renewing of employment registration certificate.

# *Frequently Asked Questions (FAQs)*

## FOR Mobile App

### **1. From where we can the download mobile app?**

The mobile app can be downloaded from the official website of the department by clicking on the download mobile application in the header section

### **2. How we can do registration on the mobile application?**

- By clicking on the registration button, the instruction page will be opened
- Click on the register button after that registration form opens then fill all the detail carefully.
- Enter your email otp and mobile otp then click on submit button.
- Once a successfully registration you will be get login credential on your registered email id

### **3. How we can forget our password in mobile application?**

- Click on the forget password button then:
- Enter your registration No.
- Enter your mobile No.
- After this OTP is send to your mobile No. read otp carefully and enter in the opt section
- After this enter your new password by confirming the new password.
- When all the section fill then click on the reset button

### **4. How can I view/download registration certificate in mobile app?**

- first login on mobile app
- Click on option namely "View Registration Certificate".
- After that you can click on download button for downloading the registration certificate

### **5. How can I view sponsorship detail?**

- First login on mobile app
- Click on option namely "Sponsorship Details" to view your sponsorship details.