

Recruiter Frequently Asked Questions

For some instant help, here's our most frequently asked questions.

If your query is urgent, please call us on **0207 348 5010**.

▶ I have forgotten my password or am having trouble logging in



To reset your password, simply click on the 'Sign in' button on any page and then select 'Forgotten password'. Once you provide your registered email address, we'll email you with instructions for resetting your password.

▶ I'm getting a message saying "We just need to activate your subscription so you have full access to your account"



If you are a recruiter with an existing account, please contact customer services on 0207 348 5010. Alternatively, jobseekers seeing this message can simply return to the main site by clicking on the 'Jobseekers' button in the top right corner of the page.

▶ Do you offer packages for job posting and CV Database?



Please get in touch with our sales team on 0207 348 5010 to find out about the bespoke packages and upgrades we offer.

▶ Why is my advert 'awaiting approval'?



Any advert containing discriminatory or offensive words, as well as those that include contact details, will be held in a queue while awaiting content approval. Quality checks and amendments will be carried out by our admin team before these jobs are published to site.

▶ Where can I set up a new user on our account?



Please contact our customer services team on 0207 348 5010 who will be happy to help set up a new user on your account.

▶ I purchased credits online -how do I obtain a copy of my invoice/receipt?



When signed into your account, click 'Orders' on the top right hand corner of the page and navigate to the relevant order number. Click on the order number to print or download a copy of your receipt.

▶ Why are names withheld on the CV Database?

Please get in touch with your account manager as your CV Database access may have expired. Alternatively, contact customer services on 0207 348 5010 who will be able to add access rights to your user account.

▶ I need help with my CV search string



Customer services can assist in setting up searches or provide full CV Database training. Contact 0207 348 5010 to find out more.

Hopefully the above answers have helped. If your enquiry is not listed here and you still require assistance, please contact your Account Manager or call us on **0207 348 5010**.