Applicant User Guide

City of Tshwane e-Recruitment

1. APPLICANT USER GUIDE

The City of Tshwane's online application system (e-Recruitment) on its public website is used by external and internal applicants to register and apply for advertised posts at the City of Tshwane.

Please note that internal applicants (City of Tshwane employees) must register with their personal email addresses (for example Gmail, Yahoo or Hotmail) on this platform, and not their City of Tshwane email addresses. If they want to register via the Intranet it must be done on the ESS-MSS system under the "Shared Systems" link.

Please take note of the following:

- Always make sure that the "pop-up blocker" for your internet browser is off, as screens display in separate (pop-up) windows and "pop-ups" must be enabled.

- Compatible internet browsers to use are Google Chrome, Microsoft Edge or Firefox. Users should avoid using Internet Explorer, as it is being phased out. If any other browser is used, you may not be able to get the desired results or you may not be able to access the system.

- Complete all required fields, especially those marked with an asterisk (*), as they are mandatory.

- Always log off when using public computers in order to secure your personal details.

- There are two steps to applying for positions – the first step is to register a profile (CV) on the system, and the second is to apply for positions by clicking on the "Employment Opportunities" or "Job Search" link.

- If you have registered on the City of Tshwane's online application system before 1 February 2018, your details are no longer available on the system and you must register again.

1.1 REGISTER ON THE CITY OF TSHWANE CAREER PAGE

- Go to the City of Tshwane public website at www.tshwane.gov.za

- Click on the e-Services link · E- SERVICES ⌄ and then on e-Recruitment or alternatively click on the CAREERS link:

CAREERS

Please read the Data Privacy Statement (terms and conditions) before continuing.

Data Privacy Statement

NOTE: Please Read Instructions very carefully and scroll down to click Continue to Proceed or Exit to Cancel.

The City of Tshwane will use any personal data collected through the job opportunities section of this website for recruitment purposes only and, should your application be successful, for purposes connected with your employment.However, registering your CV and/or receipt and acknowledgement of any kind by the City of Tshwane, shall not be an indication that your application will be successful and/or lead to employment.

The City of Tshwane shall not be liable for any damage, loss or liability of whatsoever nature arising from your use of the job opportunity section of this website.You are responsible for updating your CV should any changes need to be made.

Applicants should take note that they can be required to provide proof of original documents during the selection process.

Our policy is to provide equal employment opportunities to all qualified persons without regard to race, religious belief, age, national origin, marital status, physical disability, HIV status, gender, social origin, culture, political opinion or conscience, and sexual orientation. People with disabilities are encouraged to apply.

Please ensure that you have a complete CV with updated information related to your employment, qualification(s) and contact details.

– If a candidate does not comply with the appointment requirement(s) of the specific post(s), the application will not be considered.
– No late applications will be accepted.
– If you do not receive correspondence from our office within 21 days of the closing date, please consider your application unsuccessful.
– Applicants should take note that they can be required to provide proof of original qualification documents during the selection process.

| Continue | | Exit |

- Click on **Continue** at the bottom of the Data Privacy Statement screen.

How-to	Search
For instructions on "How-to" register and apply for vacancies.	You can click on Search to search for available vacancies.
Login	**Register**
To apply for any of the advertised positions, you need to Register as an applicant first. Once you have registered; click on Login to Apply.	If you are not registered you will not be able to apply for any position. To register click on Register.

IMPORTANT NOTICE: If you have registered on the e-Recruitment system before 1 February 2018, your details are no longer available on the system, and you must register again.

- Click on **Register**.

Registration

Do you want to find out more about your career options in our company?

We are always looking for talented and motivated new employees who can contribute to the success of our company. Take a look at our career pages.
You can find important information about our company and current employment opportunities. If you are interested in a job, you can apply directly for it online.
If you cannot find a suitable job but would still like to work in our company, you can register your details with us We will contact you as soon as an employment opportunity arises that may interest you.

Name

First Name:
Second Name:
Last Name:*

User Data

User Name:*
Password:*
Repeat Password:*
E-Mail:*

⚠ Make sure that the specified e-mail address is correct. This is necessary as we will contact you via the specified e-mail address.

Repeat E-Mail:*

Data Privacy Statement

Confirm that you accept our data privacy statement
⚠ The information is displayed in a window. If the display of additional windows is currently suppressed by a pop-up blocker, you must first deactivate this setting.
Data Privacy Statement
We endeavour to ensure that the data you submit to us remains confidential and is used only for the purposes stated in the data privacy statement.

☐ Yes, I have read the data privacy statement and I accept it

- Enter the following applicant data for registration:

  o First name
  o Second name (if applicable)
  o Last name (compulsory)
  o User name
  o Password
  o Repeat password
  o Email address (make sure of the spelling)
  o Repeat email address

- Accept the Data Privacy Statement by clicking on the checkbox ☐.

- Click on **Register** Register .

  NB: An email will be sent to your email address (the address you specified on the first registration page) to confirm that you have registered.

- You can continue to complete all the relevant fields to finalise your profile. Your profile is your CV that you will use to apply for vacancies at the City of Tshwane, so make sure that you complete all fields completely, truthfully and concisely.

- Click the **Candidate Profile** tab Candidate Profile .

What is your personal data and how can we contact you?

Form of Address:	-- Select --		
Title:	-- Select --	Second Title:	-- Select --
Name Affix:	-- Select --		
First Name:	Esther	Second Name:	
Last Name:*	Scholtz	Name Prefix:	-- Select --
Gender:	Unknown		
Ethnic origin:*	-- Select --	Disablility:	☐
ID Number:*	0000000000000	Driver's Licence Code:*	
PrDP/PDP:*		Criminal Record:*	
Cellphone:*		Date of Birth:	
Employee Number:	00000000		

Residential Address

Street/House Number:			
Street/House Number 2:			
Country:	-- Select --	Region:	
Location:		Postal Code:	

Postal Address

Street/House Number:			
Street/House Number 2:			
Country:	-- Select --	Region:	
Location:		Postal Code:	

Which address would you prefer us to use to contact you?
Preferred Address: -- Select --

Communication Data

E-Mail:*	escholtz27@gmail.com		
Private/ Home Number:		Business/ Work Number:	
Mobile:			

Which telephone number would you prefer us to use to contact you?
Preferred Telephone Number: -- Select --

- Complete the **Personal Data** (applicant) fields.

- Complete **Residential Address** and **Postal Address** (if available).

- Select the **Preferred Address** to use for correspondence.

- Enter your **Communication Data**, including your email address, private and mobile number**.**

- Select your **Preferred Telephone Number.**

- Click on **Next Step** Next Step ▶ or click on the **Education/Training** tab

  2 Education/Trainin

  at the top. (The system will prompt you if you miss completing a compulsory field.)

- Click **Add** Add to add your education details (highest school grade and post-matric or post-school qualifications):
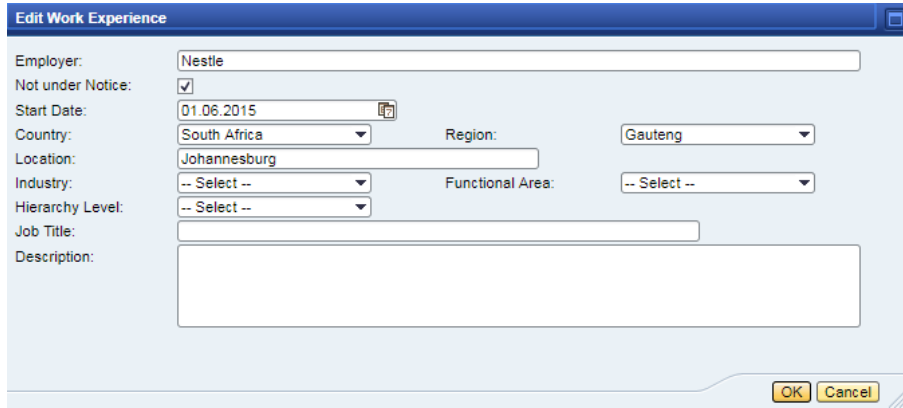
- o **Educational Institution:** Enter the name of the institution where you studied or where you went to school.

- o **Start Date** and **End Date:** Indicate the period of your studies at the above-mentioned institution.

- o **Country:** Select your country from the drop-down list.

- o **Region:** Select your region or province from the drop-down list.

- o **Location:** Enter the name of the town/area where the institution/school is situated.

- o **Education Type:** Select the type of education from the drop-down list.

- o **Education Level:** Select your level from the drop-down list.

- o **Field of Education:** Select your field of education from the drop-down list.

- o **Highest degree of education:** Click on the text box **only if** this qualification is the highest level you have achieved to date. If not, then leave it open.

- o **Subject:** Enter the subjects you studied.

- o **Grade:** If this is an entry for your highest school certificate, enter the highest school grade you have passed.

- o **Description:** Enter the precise name of your qualification as well as your major subjects if applicable (for example Bachelor of Administration, majoring in English and Communication).

- Click on **OK** OK .

  Make sure that you create a record for each of your qualifications (from your school grade to each of your post-matric or post-school qualifications).

- Click on **Next Step** Next Step or Work Experience .

- Click **Add** [Add] to add your work experience.

- **Employer:** Enter the name of your current/last employer.

- **Not Under Notice:** Click the checkbox if you are still employed at the employer indicated in the "Employer" field, that is if you have not resigned. Once the checkbox is ticked, the **End Date** field will not be displayed, meaning that you only have to fill in the employment **Start Date**.

  For any position that you previously occupied, perform the steps below and continue with the rest.

- **Start Date** and **End Date:** Indicate your period of employment. **(Special note:** If you do not enter valid dates here, it will be very difficult for recruiters to determine the scope of your experience which in turn can limit your chances of being shortlisted.)

- **Country:** Select from the drop-down list.

- **Region:** Select from the drop-down list.

- **Location:** Enter text.

- **Industry:** Select from the drop-down list.

- **Functional Area:** Select from the drop-down list.

- **Hierarchy Level:** Select from the drop-down list.

- **Job Title:** Enter text **(make sure to enter your current/previous job title).**

- **Description:** Enter a summary of the job description of your current/previous position.

- Click **OK** [OK].
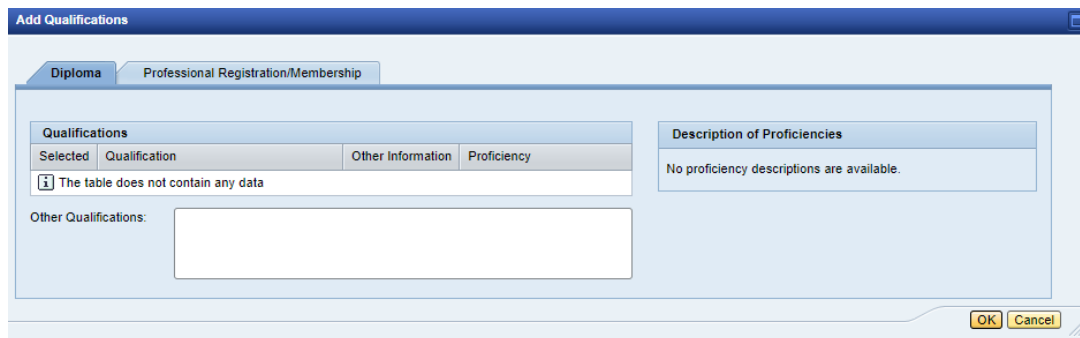
- Click **Next Step** or **Qualifications** to add your qualifications.

- Select the relevant tab to add your qualification, for example **Diploma** for your tertiary qualifications.

- **Other Qualifications**: Type the title of your qualification and any other relevant information pertaining to that qualification in this field.

  Make sure to enter your qualification under the correct qualification tab.

- Click **OK** .
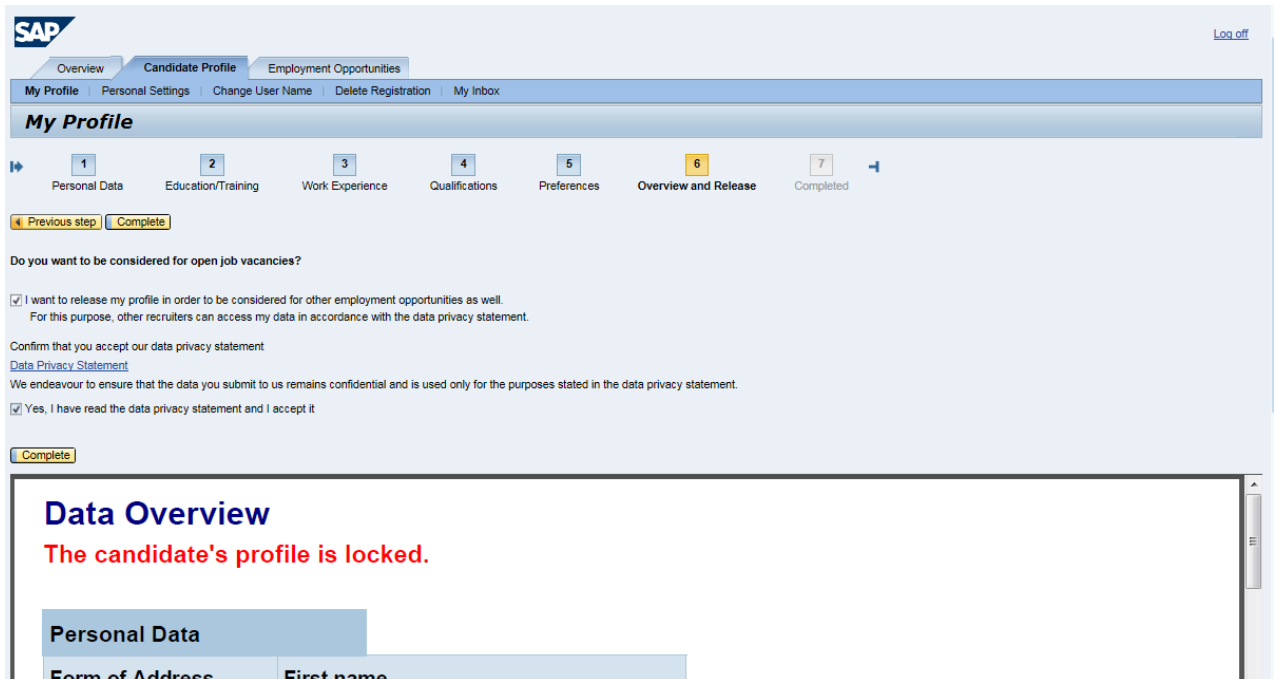
- **Professional Registration/Membership**: Include information such as Professional Body Name and Type of Membership in the "Other Qualifications" field if this is applicable to you.

- Click **Next Step** Next Step ▶ or **Preferences** Preferences .

- **Interest Group:** Select from the drop-down list *(not compulsory).*

- **Salary expectations:** Select the currency and amount from the drop-down list *(not compulsory).*

- **Contract Type:** Select from the drop-down list *(not compulsory).*

- **Employment Fraction:** Select from the drop-down list *(not compulsory).*

- **Willingness to Travel:** Enter the travel percentage of your preference *(not compulsory).*

- **Willingness to Relocate:** Select from the drop-down list *(not compulsory).*

- **References:** Enter the references that may be contacted by the City of Tshwane, relevant to your working environment, together with their contact details and the working relationship you have with each (for example colleague, direct supervisor, manager, etc). This information may be utilised by the City of Tshwane to do reference checks during the screening process.

- Click **Next Step** Next Step or **Overview and Release** Overview and Release .

Read the information next to the checkboxes and make sure that they are all ticked.

- Select the "**I want to release my profile**" checkbox ☐.

- Click **Complete** Complete .

- A message that indicates that your profile is released will be displayed.

Please note:

Applicants are not required to attach any documentation, such as CVs, qualifications, etc to their profiles. Candidates will be contacted and requested to submit documents during the selection process (shortlisting) or when invited for interviews.
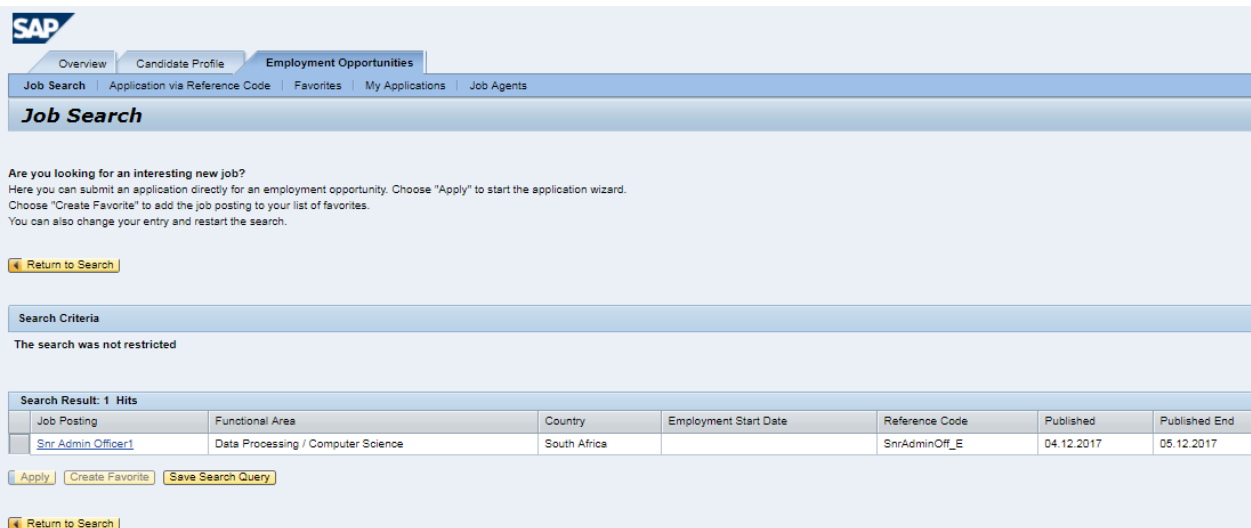
1.2 SEARCH FOR VACANCIES (ONCE YOU HAVE COMPLETED YOUR REGISTRATION AND RELEASED YOUR PROFILE)

Before you can apply for any positions, please make sure that you have completed your profile (that is, all fields have been completed) and you are logged onto your profile.

- Click on **Employment Opportunities** Employment Opportunities .

- Click **Start** Start and a list of available positions will be displayed.

- Select **Vacancy** ☐ next to the advertisement to apply or click on the job title.

1.3 SEARCH FOR VACANCIES (UNREGISTERED CANDIDATE)

Unregistered candidates will only be able to view advertised positions. To be able to apply for any position, a candidate needs to register first and log onto his/her profile.

- Go to the City of Tshwane website (www.tshwane.gov.za).

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The City of Tshwane shall not be liable for any damage, loss or liability of whatsoever nature arising from your use of the job opportunity section of this website. You are responsible for updating your CV should any changes need to be made.

Applicants should take note that they can be required to provide proof of original documents during the selection process.

Our policy is to provide equal employment opportunities to all qualified persons without regard to race, religious belief, age, national origin, marital status, physical disability, HIV status, gender, social origin, culture, political opinion or conscience, and sexual orientation. People with disabilities are encouraged to apply.

Please ensure that you have a complete CV with updated information related to your employment, qualification(s) and contact details.

– If a candidate does not comply with the appointment requirement(s) of the specific post(s), the application will not be considered.
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– Applicants should take note that they can be required to provide proof of original qualification documents during the selection process.
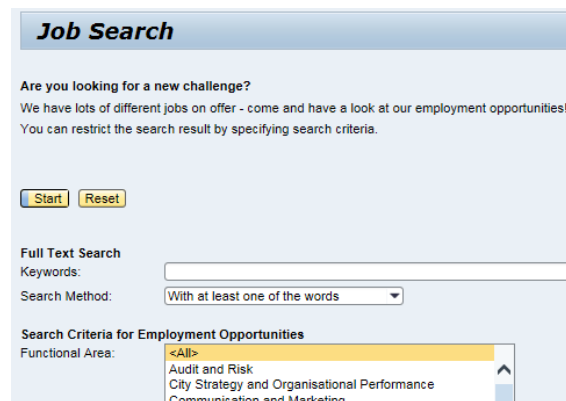
| Continue | Exit |

- Click **Continue** at the bottom of the *Data Privacy Statement* screen.

How-to	Search
For instructions on "How-to" register and apply for vacancies.	You can click on Search to search for available vacancies.

Login	Register
To apply for any of the advertised positions, you need to Register as an applicant first. Once you have registered; click on Login to Apply.	If you are not registered you will not be able to apply for any position. To register click on Register.

- Click on **Search**.

Job Search

Are you looking for a new challenge?
We have lots of different jobs on offer - come and have a look at our employment opportunities!
You can restrict the search result by specifying search criteria.
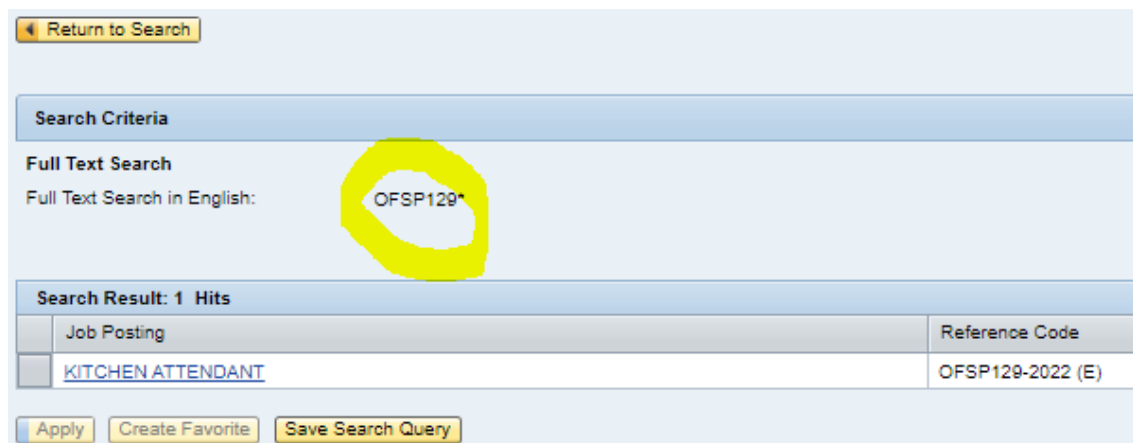
Start   Reset

Full Text Search
Keywords:
Search Method: With at least one of the words

Search Criteria for Employment Opportunities
Functional Area: <All>
Audit and Risk
City Strategy and Organisational Performance
Communication and Marketing

- Click on the **Start** button to access a list of all advertised positions.

You can also use the *Keywords* field to type a search word and scale down the display. However, if you want to use the "Keywords" search field, type the specific reference number of the position with an asterisk (*) and then it will only display that specific position. If you do not include the asterisk the position will not display.

Return to Search

Search Criteria

Full Text Search
Full Text Search in English: OFSP129*

Search Result: 1 Hits

Job Posting	Reference Code
KITCHEN ATTENDANT	OFSP129-2022 (E)

Apply   Create Favorite   Save Search Query

Important note: Please register first before trying to apply for a position.

1.4 LOGGING IN AND APPLYING FOR JOBS

Once registered, you can log in and apply for jobs.

- Go to the City of Tshwane website (www.tshwane.gov.za).

- Click **Continue** at the bottom of the *Data Privacy Statement* screen.

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– If you do not receive correspondence from our office within 21 days of the closing date, please consider your application unsuccessful.
– Applicants should take note that they can be required to provide proof of original qualification documents during the selection process.

Continue   Exit

- Click on **Login**.

How-to	Search
For instructions on "How-to" register and apply for vacancies.	You can click on Search to search for available vacancies.
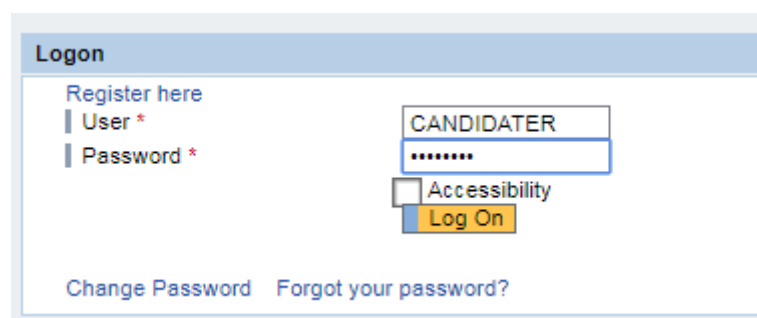
Login	Register
To apply for any of the advertised positions, you need to Register as an applicant first. Once you have registered; click on Login to Apply.	If you are not registered you will not be able to apply for any position. To register click on Register.

Logon

Register here
| User *   CANDIDATER
| Password *   ••••••••
                           ☐ Accessibility
                           Log On

Change Password   Forgot your password?

- Enter your username.

- Enter your password.

- Click on **Log On** Log On .

- Click **Employment Opportunities** Employment Opportunities or **Job Search**.

- Click **Start** to view all advertised positions.

You can also use the *Keywords* field to type a search word and scale down the display. However, if you want to use the "Keywords" search field, type the specific reference number of the position with an asterisk (*) and then it will only display that specific position. If you do not include the asterisk the position will not display.
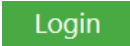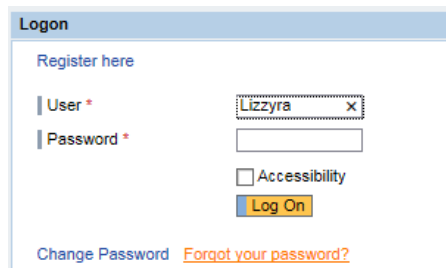

- Select on the position's title under the **Job Posting** link to view details of the advertisement and to apply; or

- Click [ ] next to the advertisement of the position for which you want to apply.

- Click **Apply** Apply .

- The **Application Wizard** will start, taking you back to your profile (to ensure that you have completed all the relevant fields), and you will notice that an additional step has been added, namely **Questionnaire**. Make sure that you fill in all the fields in the questionnaire and that you tick all relevant tick boxes, and then continue to the last step to submit your application.

- **Important note:** The questionnaire is very particular – you need to complete every field, even if it is not applicable to you. Make sure that you make a tick mark everywhere where a tick mark is needed and that you type something in all the empty fields. If a field is not applicable to you, just type "Not applicable" or "N/A", otherwise the questionnaire will keep on popping up as incomplete.

- Once you have completed the questionnaire, continue to the last step and submit your application. **Please note** that the cover letter is not compulsory. Once you have submitted your application the system will automatically email you a letter of confirmation that you have applied.

FREQUENTLY ASKED QUESTIONS (FAQs)

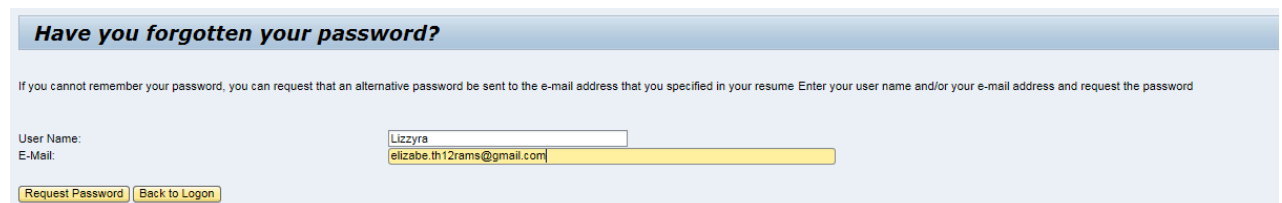**1.   I forgot my password. What now?**

You can request a new password by following these steps:

- Go to the City of Tshwane website (www.tshwane.gov.za).

- Click on the e-Services link.

- Click on e-Recruitment.

- Click **Continue** at the bottom of the *Data Privacy Statement* screen.
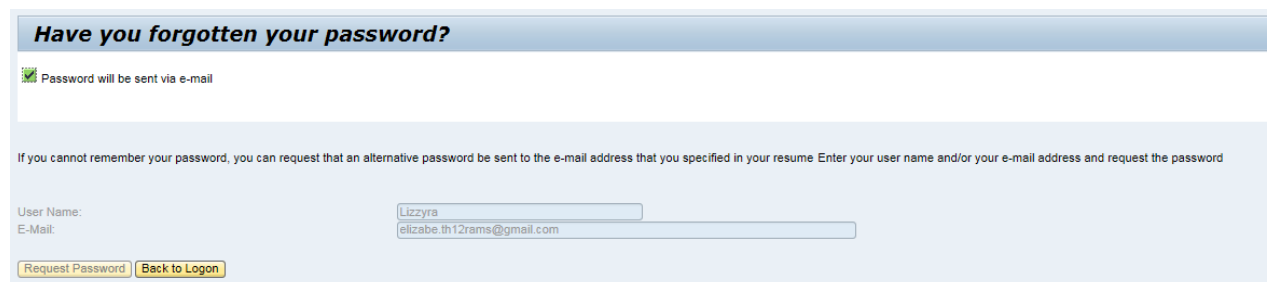
- Click on the **Login** | Login | button.

- Enter your username.

- Click on **Forgot your password?** Forgot your password?

- Enter your username and email address (the username and address you chose when you registered your profile).
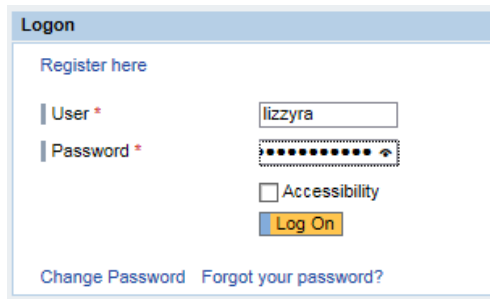
- Click the **Back to Logon** button | Back to Logon |.

NB: A temporary password will be emailed to you, so please check you emails for a letter with the relevant information (make sure that it has not gone to your junk mail folder.)

Example of such a letter:
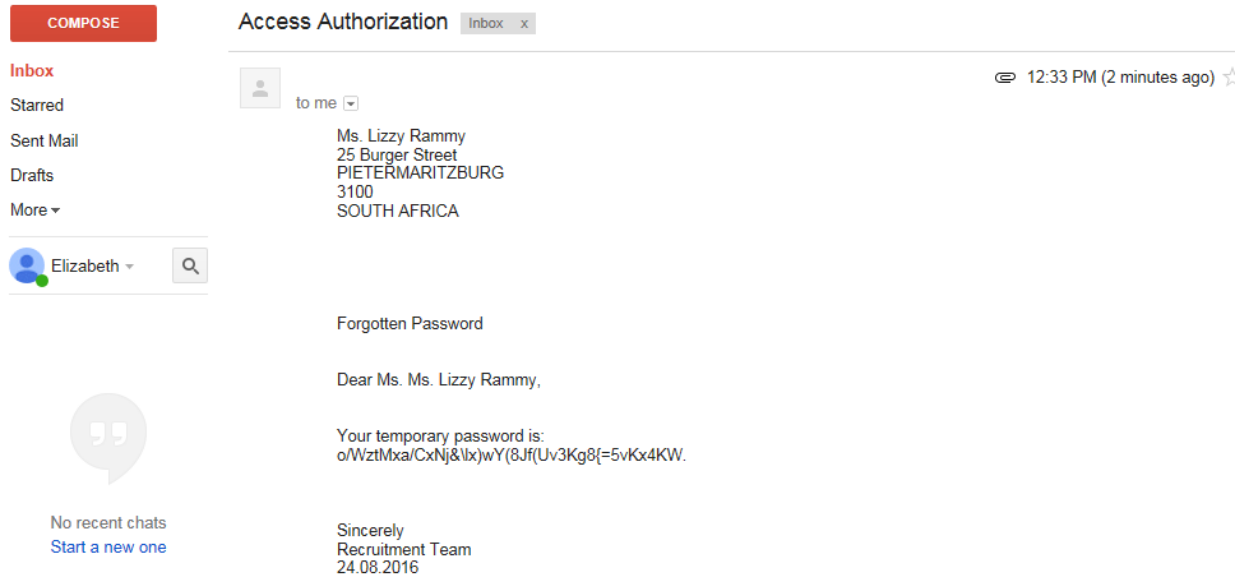
- Copy the temporary password in the email message and paste it in the *Password* field. (The temporary password contains a lot of strange characters, so do not attempt to re-type it – rather copy and paste.)

- Click on the **Change Password** link Change Password .

- Copy and paste the temporary password into the **Current Password** field.

- Type in a new password and confirm it in the **Repeat Password** field.

- Click on the **Change** button Change.
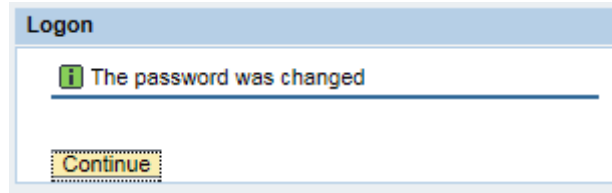
- Click **Continue** to log in and continue applying for advertised posts.

2.   **Can I attach my CV and certificates to my application?**

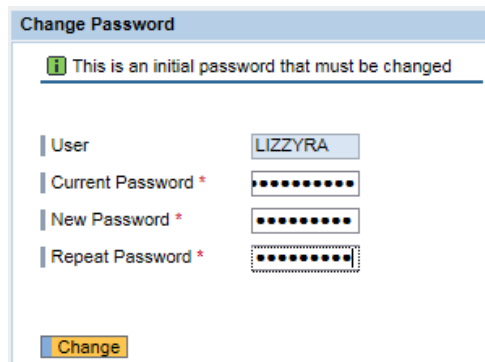No, this function has been disabled. The reason is simply that candidates tend to attach high-resolution documents that take up a lot of unnecessary space on the City of Tshwane servers. Your profile constitutes your CV and therefore you must make sure that it contains the same information as reflected on your CV. Applicants will be contacted and requested to submit documents such as qualifications, proof of identity, driving licences, etc, during the selection process (shortlisting) or when invited for interviews.

3.   **I have managed to get to the Application Wizard, and I am trying to complete the steps to submit my application, but the system keeps giving an error related to the cover letter**

Some users have complained about the cover letter that causes errors. It seems to be a connectivity issue. Try to delete the content of the cover letter and then submit your application. Please note that it will in no way hamper your application if you do not complete the cover letter.

4.   **I have managed to get to the Application Wizard, and I am trying to submit my application, but the system keeps giving an error related to the questionnaire**

The questionnaire is very particular – you need to complete every field, even if it is not applicable to you. Make sure that you have made a tick mark everywhere where a tick mark is needed and that you have typed something in all the fields. If a field is not applicable to you, just type "Not applicable" or "N/A", otherwise the questionnaire will keep on popping up as incomplete.

5.   **What can I do if I forgot my username?**

- The system automatically emails you a letter of confirmation when you register your profile. The username you have chosen will be included in that letter, so please make sure that you save it somewhere where you can easily retrieve it.

- Alternatively, you can contact the person whose details are displayed on the advertisement or the Recruitment Centre (Middestad Building, Pretoria CBD) at 012 358 4346 for assistance.

6. The system is not displaying correctly, or I am getting many errors when I try to register and/or apply

Compatible internet browsers to use are Google Chrome, Microsoft Edge or Firefox, when accessing the e-Recruitment system. Users should avoid using Internet Explorer, as it is being phased out. It also needs to be noted that there are peak internet times when any connection can be slower than usual (from 10:00 or 11:00 in the morning to about 15:00 in the afternoon).

7. I am trying to complete all the fields, but the system gives errors or kicks me out

The system has a time-out function, as with any other internet site, which prevents users from taking too much time per session by automatically kicking them off if they take too long. Make sure that you do not take up too much time completing fields. It is advised that you log off after you have completed a step in registering your profile, and then log in again to start a new session for the following step – especially during peak internet times (from 10:00 or 11:00 in the morning to about 15:00 in the afternoon).

8. I do not understand what "not under notice" means when completing the work experience fields

Not under notice means you are still working at the employer that you specified in the work experience field, and you are not serving any notice period at that employer.

9. I want to delete my current profile and start a new one

You can delete your profile at any time by logging onto the e-Recruitment system, going to "Overview" and then clicking on "Delete Registration".

Alternatively you can contact the person whose details are displayed on the advertisement, or the Recruitment Centre (Middestad Building, Pretoria CBD) at 012 358 4346 for assistance.

10. When I try to create a profile it gives a message that my email address is already in use

The system uses your email address as main identifier for your profile. It will pick up if you try to register a new profile with an email address already in use, and you will not be able to create another profile with the same address. You will have to delete your profile completely to utilise the same email address or create a new profile with a different email address – see question 9 above.

Internal applicants (City of Tshwane employees) must register with their personal email addresses (for example Gmail, Yahoo or Hotmail) on this platform, and not their City of Tshwane email addresses. The system is SAP-based and will indicate that the Tshwane email address is already in use. If they want to register via the Intranet it must be done on the ESS-MSS system under the "Shared Systems" link.

11. Can I change the email address on my profile?

You can change or delete information on your profile at any time by logging onto the e-Recruitment system, going to "Overview" or "Candidate Profile" and then clicking on the relevant option, namely My Profile (change email address or contact details), Personal Settings, Change User Name and Delete Registration.