



Applicant User Guide for Internal and External Applicants

City of Tshwane e-Recruitment System

1. APPLICANT USER GUIDE

General tips

- All applicants – even City of Tshwane employees – must register on the City of Tshwane public website (www.tshwane.gov.za) to apply for positions. On the website, click on **e-Services** and then **on e-Recruitment**. **Do not** use the e-Recruitment link on the intranet to apply.
- Internet browsers to use are Google Chrome, Microsoft Edge or Firefox (make sure that the “pop-up blocker” is disabled, as screens will display in separate (pop-up) windows and “pop-ups” must be enabled).
- Make sure that you are on the correct system, which is e-Recruitment (register and apply for vacant positions), and not e-Tshwane (register and pay for municipal services).
- There are two steps to applying for positions. The first step is to register a profile on the system, which will be your CV with which you will be applying, and the second step is to apply for positions.
- You must use your private email address (for example Gmail or Yahoo) to register and apply for positions. Internal applicants cannot use their City of Tshwane email addresses, as these will be flagged as “already in use”. Make sure of the spelling of your email address and that you have access to this email address, as it will be the first point of contact if the City of Tshwane wants to communicate with you.
- Make sure that you note the username and password that you selected when registering, as you will be using them a lot in future.
- Your online profile is your CV, with which you will apply for positions, so make sure that all information, especially work experience and qualifications, is captured and factually correct.
- Make sure that you complete all the required fields, especially those marked with an asterisk (*), as they are mandatory.
- You can register your profile at any time. Make sure that it is updated so that you can apply for positions as soon as they open for application. **Do not** wait until the last day on which an advertisement closes to register and/or apply.
- You cannot attach or upload a CV or any other documents, so do not complete fields with “see attached CV” or “refer to CV”. You will be asked to submit all relevant documentation, should you be called for an interview.
- Always log off properly to secure and protect your personal details.

1.1 HOW TO REGISTER ON THE CITY OF TSHWANE E-RECRUITMENT SYSTEM

- Go to the City of Tshwane public website (www.tshwane.gov.za). Do not use other links, as they might give errors.
- Click on **e-Services** * E-SERVICES ▾ and then on **e-Recruitment**. Alternatively, click on the CAREERS link:



- The following screen will appear:

Career Portal

NOTE: Please Read Instructions very carefully.

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.

<p>How to Register and Apply</p> <p>For instructions on "How-to" register and apply for vacancies.</p>	<p>Search for Vacancies</p> <p>You can click on Search to search for available vacancies.</p>
<p>Login to Apply for Vacancies</p> <p>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.</p>	<p>Register to Apply</p> <p>If you are not registered you will not be able to apply for any position. To register click on Register.</p>

- Click on **Register to Apply** (first-time users).

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 new 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 (fields marked with a red asterisk are compulsory):
 - First name
 - Second name (if applicable)
 - Last name
 - User name: Create your own username and make sure to note it, as you will need it in future to request a password reset
 - Password
 - Repeat password
 - Email address: Make sure of the spelling and that you have access to this email address, as this will be the first point of contact if the City of Tshwane wants to communicate with you
 - Repeat your email address
- Accept the Data Privacy Statement by clicking on the checkbox .
- Click on **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. (No attachments are allowed, so do not complete fields with “refer to information on CV” or “see attached CV”.)

- Click the **Candidate Profile** tab 

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

Form of Address: <input type="text" value="-- Select --"/>	Second Title: <input type="text" value="-- Select --"/>
Title: <input type="text" value="-- Select --"/>	Second Name: <input type="text"/>
Name Affix: <input type="text" value="-- Select --"/>	Name Prefix: <input type="text" value="-- Select --"/>
First Name: <input type="text" value="Esther"/>	Disability: <input type="checkbox"/>
Last Name:* <input type="text" value="Scholtz"/>	Driver's Licence Code:* <input type="text"/>
Gender: <input type="text" value="Unknown"/>	Criminal Record:* <input type="text"/>
Ethnic origin:* <input type="text" value="-- Select --"/>	Date of Birth: <input type="text" value=""/>
ID Number:* <input type="text" value="0000000000000"/>	
PrDP/PDP:* <input type="text"/>	
Cellphone:* <input type="text"/>	
Employee Number: <input type="text" value="00000000"/>	


Residential Address	
Street/House Number: <input type="text"/>	Region: <input type="text"/>
Street/House Number 2: <input type="text"/>	Postal Code: <input type="text"/>
Country: <input type="text" value="-- Select --"/>	
Location: <input type="text"/>	
Postal Address	
Street/House Number: <input type="text"/>	Region: <input type="text"/>
Street/House Number 2: <input type="text"/>	Postal Code: <input type="text"/>
Country: <input type="text" value="-- Select --"/>	
Location: <input type="text"/>	

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

Communication Data


E-Mail:* <input type="text" value="escholtz27@gmail.com"/>	Business/ Work Number: <input type="text"/>
Private/ Home Number: <input type="text"/>	
Mobile: <input type="text"/>	

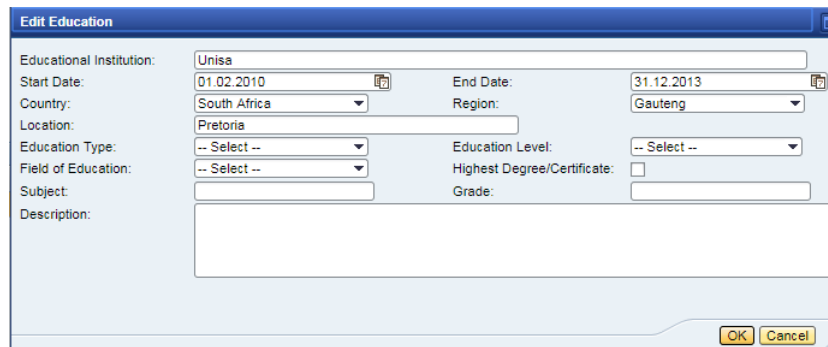
Which telephone number would you prefer us to use to contact you?
Preferred Telephone Number:


- Complete the **Personal Data** (applicant) fields.
- Complete **Residential Address** and **Postal Address** (if applicable) and indicate a postal code.
- Select the **Preferred Address** to use for correspondence.
- Enter your **Communication Data**, including your email address, home and call phone number.
- Select your **Preferred Telephone Number**.
- Click on **Next Step**  or click on the **Education/Training** tab



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


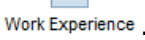

- Click **Add**  to add your education details (highest school grade and post-matric or post-school qualifications).

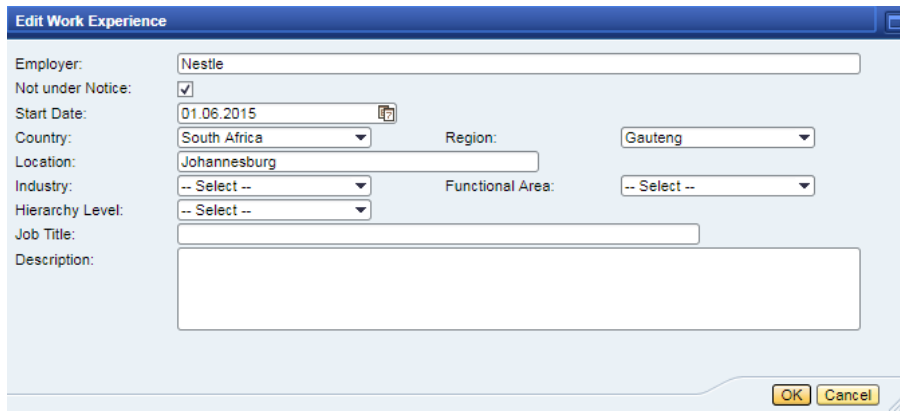


- **Educational Institution:** Enter the name of the institution where you studied or where you went to school.
 - **Start Date** and **End Date:** Indicate the period of your studies at the above-mentioned institution with a start date and an end date.
 - **Country:** Select the country from the drop-down list.
 - **Region:** Select the relevant region (province) from the drop-down list.
 - **Location:** Enter the name of the town/area where the institution/school is situated.
 - **Education Type:** Select the type of education from the drop-down list.
 - **Education Level:** Select your level from the drop-down list.
 - **Field of Education:** Select your field of education from the drop-down list.
 - **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.
 - **Subject:** Enter the subjects you studied.
 - **Grade:** If this is an entry for your highest school certificate, enter the highest school grade you have passed.
 - **Description:** Enter the complete title of your qualification as well as your major subjects, if applicable (for example Bachelor of Administration, majoring in English and Communication, Bachelor of Commerce in Internal Auditing or BTech in Environmental Management, etc).
- Click on **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).

3


- Click on **Next Step**  or on **Work Experience** .
- Click **Add**  to add your work experience.



- **Employer:** Enter the name of your current or 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 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 or previous job title**).

- **Description:** Enter a summary of the job description of your current or previous position. Make sure that you give sufficient detail and specifically indicate if the job included supervisory experience, and in what capacity.
- Click **OK** .



Overview Candidate Profile Employment Opportunities

My Profile Personal Settings Change User Name Delete Registration My Inbox

My Profile

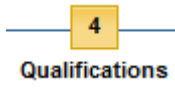
1 Personal Data 2 Education/Training 3 Work Experience 4 Qualifications 5 Preferences 6 Overview and Release 7 Completed

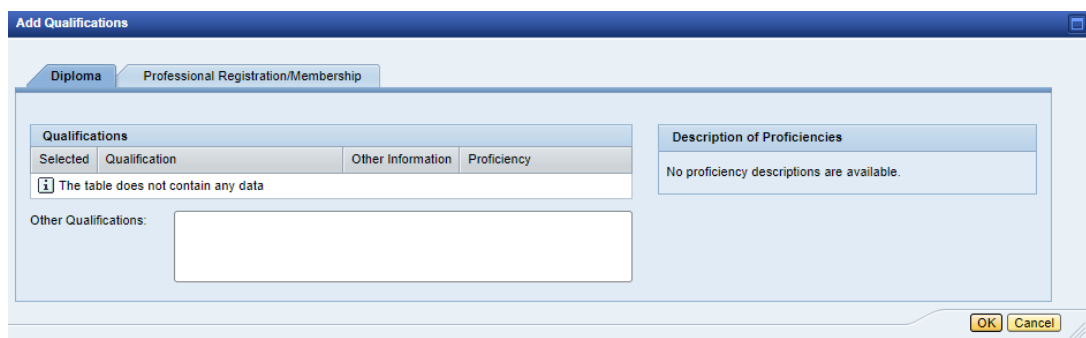
Previous step Next Step

What is your previous work experience?
List all work relationships to date individually.

Start Date	End Date	Employer	Location	Country
01.06.2015		Nestle	Johannesburg	South Africa

Add Edit Delete

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



Add Qualifications


Diploma Professional Registration/Membership

Selected	Qualification	Other Information	Proficiency
The table does not contain any data			

Other Qualifications:

Description of Proficiencies
No proficiency descriptions are available.

OK Cancel

- Select the relevant tab to add your qualification, for example **Diploma** for your tertiary qualifications.
- **Other Qualifications:** Type a summary of your qualification(s) in this field.
Make sure to enter your qualification under the correct qualification tab.
- Click **OK** .



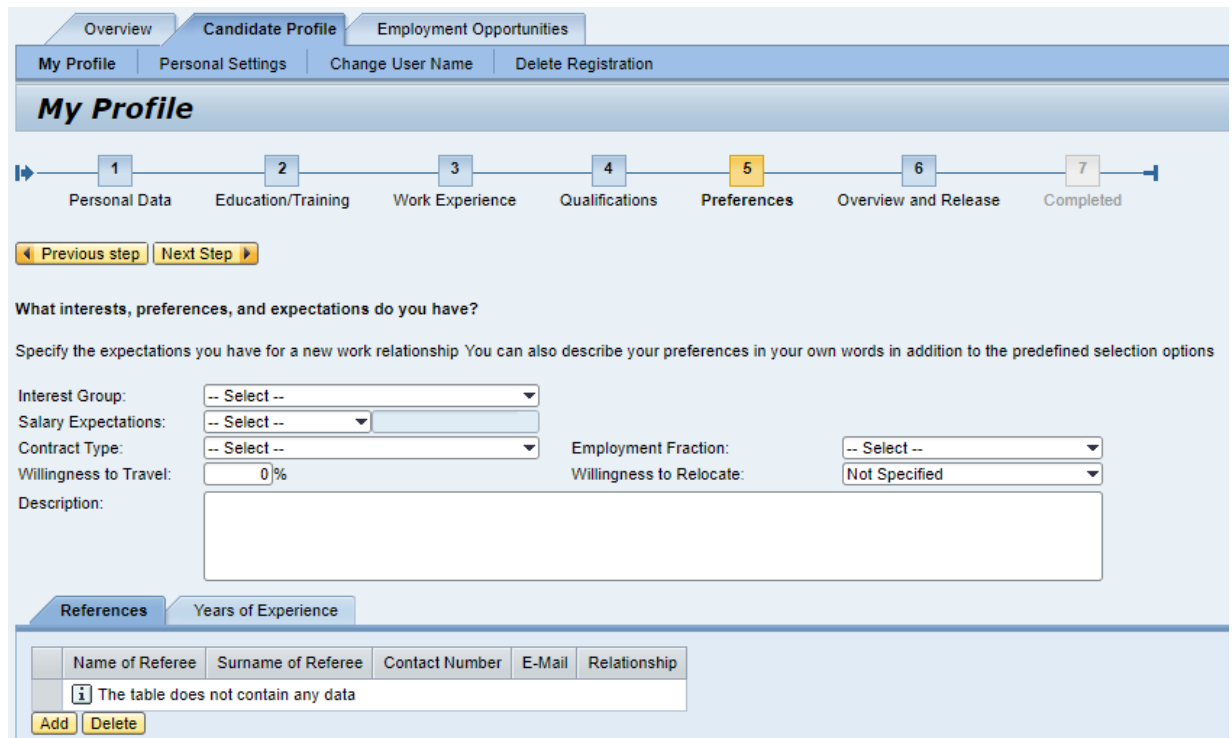
Qualifications

Qualification Group	Qualification	Proficiency
Diplomas	Diploma in Business Communications	-

Add Edit Delete

- **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**  or **Preferences** .



What interests, preferences, and expectations do you have?

Specify the expectations you have for a new work relationship. You can also describe your preferences in your own words in addition to the predefined selection options.

Interest Group:

Salary Expectations:

Contract Type:

Willingness to Travel:

Description:

Employment Fraction:



Willingness to Relocate:

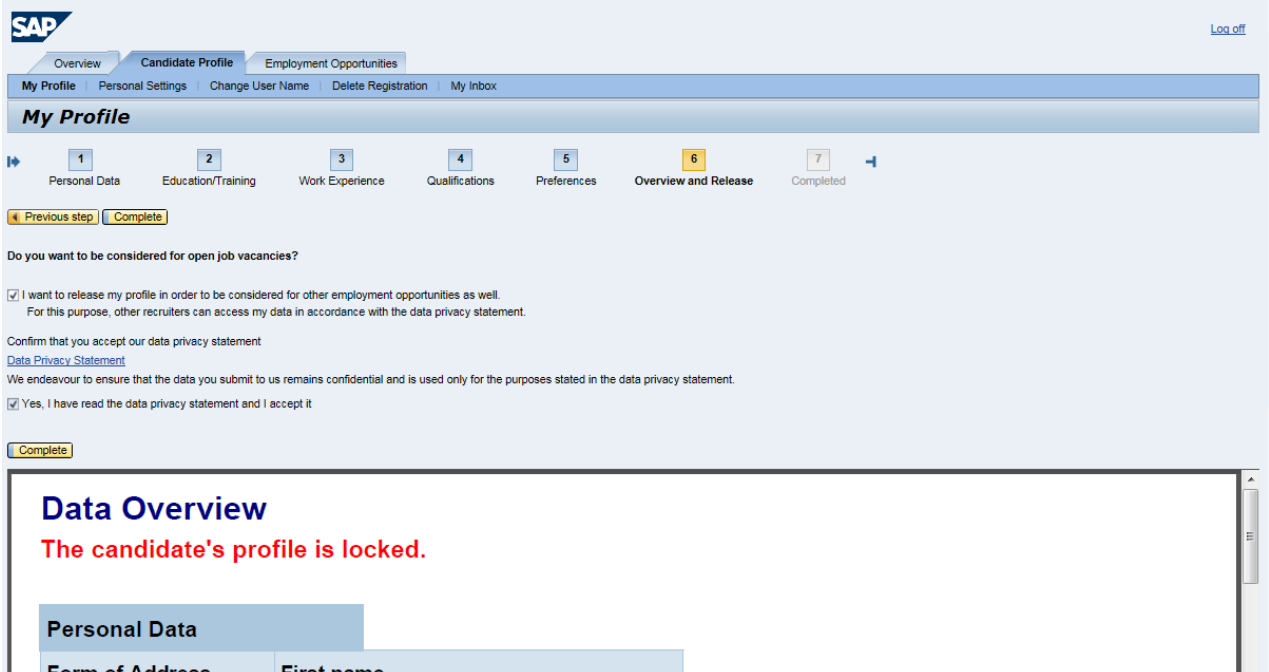
References | Years of Experience

Name of Referee	Surname of Referee	Contact Number	E-Mail	Relationship
The table does not contain any data				

Add Delete

- **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 that are 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**  or **Overview and Release** .



My Profile

1 Personal Data 2 Education/Training 3 Work Experience 4 Qualifications 5 Preferences 6 Overview and Release 7 Completed

Do you want to be considered for open job vacancies?

I want to release my profile in order to be considered for other employment opportunities as well.
For this purpose, other recruiters can access my data in accordance with the data privacy statement.

Confirm that you accept our data privacy statement
[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

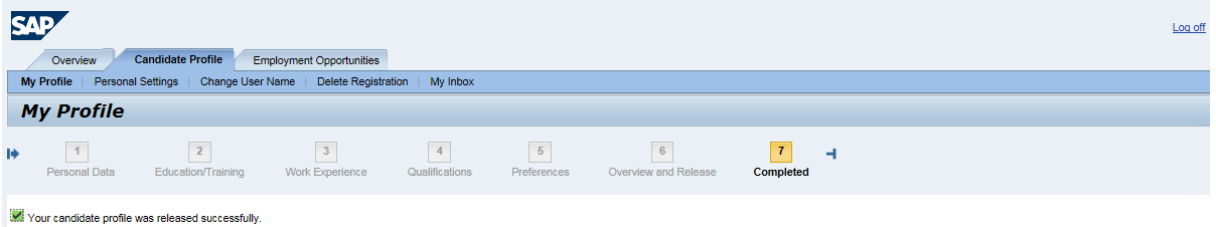
Data Overview
The candidate's profile is locked.

Form of Address	First name

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** .

1.27 cm



My Profile

1 Personal Data 2 Education/Training 3 Work Experience 4 Qualifications 5 Preferences 6 Overview and Release 7 Completed

 Your candidate profile was released successfully.

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

Please note again:

Applicants cannot 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.



The screenshot shows the SAP Job Search interface. At the top, there are navigation tabs: Overview, Candidate Profile, and Employment Opportunities. Below these are sub-tabs: Job Search, Application via Reference Code, Favorites, My Applications, and Job Agents. The main heading is 'Job Search'. Below this, there is a message: 'Are you looking for an interesting new job? We are constantly looking for talented and motivated new employees who can contribute to the success of our company. Take a look at our employment opportunities! You can restrict the search result by specifying search criteria.' Below the message are five buttons: Start, Reset, Save Search Query, Delete Search Query, and Save as Job Agent. The 'Start' button is highlighted in yellow. Below the buttons, there is a section for saving search criteria: 'You can save your search criteria for later reuse' with a search query dropdown menu showing '-- No search query saved --'. At the bottom, there is a 'Full Text Search' section with a 'Keywords:' input field.

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



This screenshot is identical to the previous one, showing the SAP Job Search interface. The 'Start' button is circled in yellow, indicating the action to be taken.



The screenshot shows the SAP Job Search interface. At the top, there are navigation tabs: Overview, Candidate Profile, and Employment Opportunities. Below these are sub-tabs: Job Search, Application via Reference Code, Favorites, My Applications, and Job Agents. The main heading is "Job Search".

Text below the heading: "Are you looking for an interesting new job? Here you can submit an application directly for an employment opportunity. Choose 'Apply' to start the application wizard. Choose 'Create Favorite' to add the job posting to your list of favorites. You can also change your entry and restart the search."

Buttons: "Return to Search" (with a magnifying glass icon).

Section: "Search Criteria" with the text "The search was not restricted".

Section: "Search Result: 1 Hits" with a table:

Job Posting	Functional Area	Country	Employment Start Date	Reference Code	Published	Published End
Snr Admin Officer	Data Processing / Computer Science	South Africa		SnrAdminOff_E	04.12.2017	05.12.2017

Buttons below the table: "Apply", "Create Favorite", "Save Search Query".

Button: "Return to Search" (with a magnifying glass icon).

- 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) and click on **e-Services** and then on **e-Recruitment**.

Career Portal

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

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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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- 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.

[How to Register and Apply](#)

For instructions on "How-to" register and apply for vacancies.

[Search for Vacancies](#)

You can click on Search to search for available vacancies.

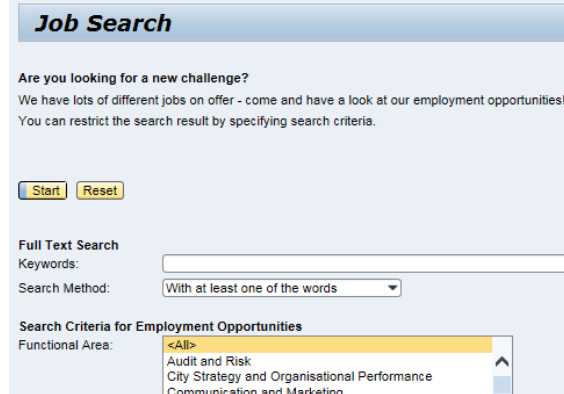
[Login to Apply for Vacancies](#)

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.

[Register 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.

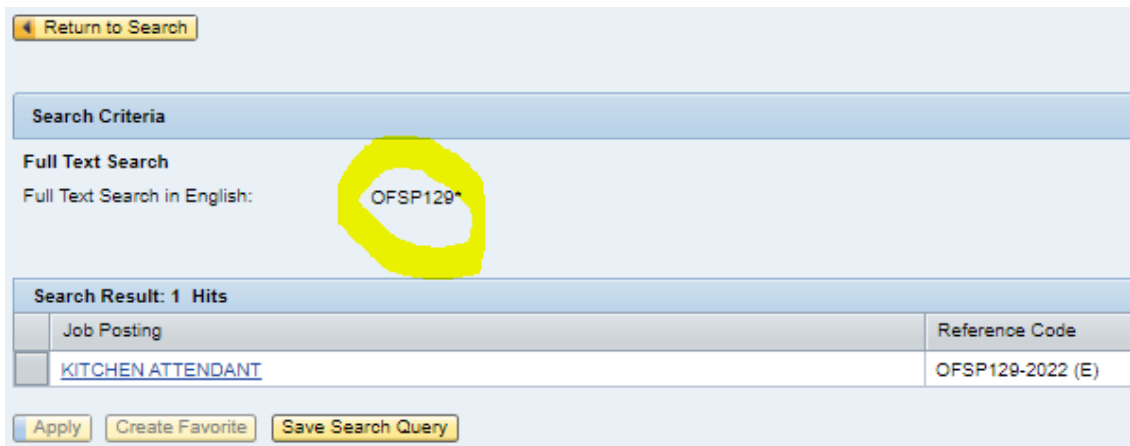
[Start](#) [Reset](#)

Full Text Search
Keywords:
Search Method:

Search Criteria for Employment Opportunities
Functional Area:
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 (*) at the end so that it only displays that one 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:

Search Result: 1 Hits

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

[Apply](#) [Create Favorite](#) [Save Search Query](#)

Important note:

Please register first and log onto your profile 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) and click on **e-Services** and then on **e-Recruitment**.

Career Portal

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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.

<p style="text-align: center;">How to Register and Apply</p> <p style="text-align: center;">For instructions on "How-to" register and apply for vacancies.</p>	<p style="text-align: center;">Search for Vacancies</p> <p style="text-align: center;">You can click on Search to search for available vacancies.</p>
<p style="text-align: center;">Login to Apply for Vacancies</p> <p style="text-align: center;">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.</p>	<p style="text-align: center;">Register to Apply</p> <p style="text-align: center;">If you are not registered you will not be able to apply for any position. To register click on Register.</p>

- Click on **Login to Apply for Vacancies**.

Lagon

[Register here](#)

User *

Password *

CANDIDATER

Accessibility

Log On

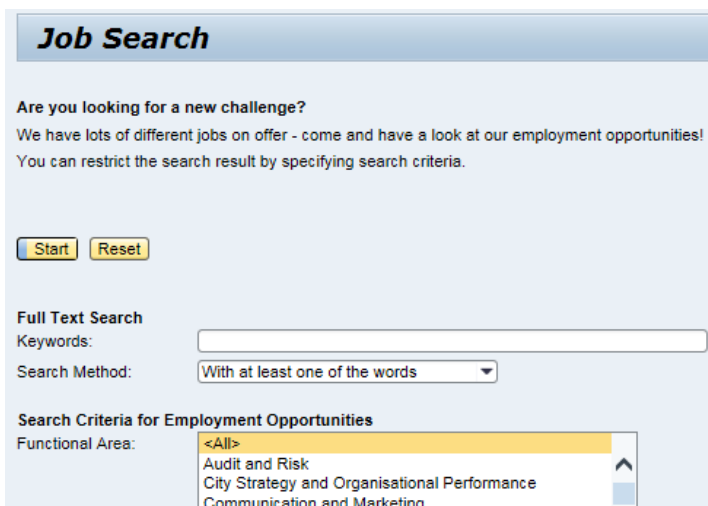
[Change Password](#) [Forgot your password?](#)

- Enter your username.
- Enter your password.
- Click on **Log On** **Log On**.



The screenshot shows the SAP Job Search interface with three main tabs: Overview, Candidate Profile, and Employment Opportunities. The Employment Opportunities tab is active. Below the tabs, there are two columns of links. The left column, under 'Candidate Profile', includes: My Profile, Personal Settings, Change User Name, Delete Registration, and My Inbox. The right column, under 'Employment Opportunities', includes: Job Search, Application via Reference Code, Favorites, My Applications, and Job Agents.

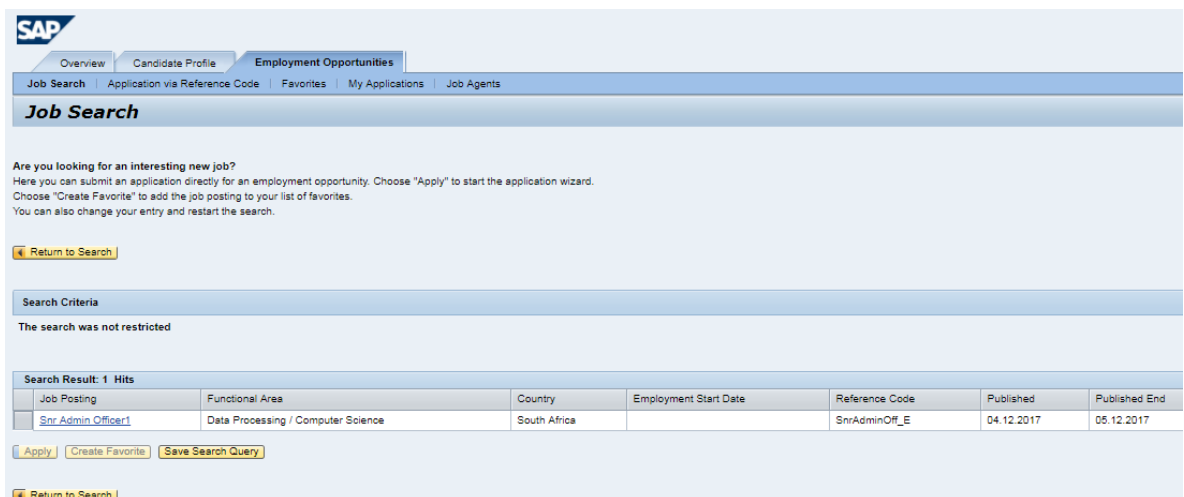
- Click **Employment Opportunities** **Employment Opportunities** or **Job Search**.



The screenshot shows the 'Job Search' page with the following elements:

- Job Search** header
- Text: "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."
- Buttons: **Start** and **Reset**
- Full Text Search** section:
 - Keywords:
 - Search Method: **With at least one of the words** (dropdown menu)
- Search Criteria for Employment Opportunities** section:
 - Functional Area: **<All>** (dropdown menu with options: Audit and Risk, City Strategy and Organisational Performance, Communication and Marketing)

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



The screenshot shows the SAP Job Search results page with the following elements:

- Job Search** header
- Text: "Are you looking for an interesting new job? Here you can submit an application directly for an employment opportunity. Choose 'Apply' to start the application wizard. Choose 'Create Favorite' to add the job posting to your list of favorites. You can also change your entry and restart the search."
- Buttons: **Return to Search**
- Search Criteria** section:
 - The search was not restricted
- Search Result: 1 Hits** section:

Job Posting	Functional Area	Country	Employment Start Date	Reference Code	Published	Published End
Snr Admin Officer1	Data Processing / Computer Science	South Africa		SnrAdminOff_E	04.12.2017	05.12.2017
- Buttons: **Apply**, **Create Favorite**, **Save Search Query**
- Buttons: **Return to Search**

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:

Search Result: 1 Hits

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

[Apply](#) [Create Favorite](#) [Save Search Query](#)

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


OR

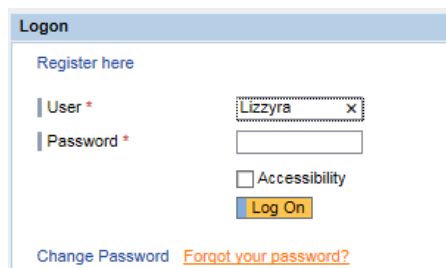
- Click next to the advertisement of the position for which you want to apply.
- Click **Apply** [Apply](#).
- The **Application Wizard** will start, taking you back to your profile (to ensure that you have completed all the relevant fields), and you will notice that an additional step has been added, namely a **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 and that some users have indicated that it gives errors.**
- Once you have submitted your application, the system will automatically email you a letter of confirmation that you have applied, and the position will appear under "My Applications" in your profile.

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 **e-Services**.
- Click on **e-Recruitment**.
- Click on the **Login**  button.

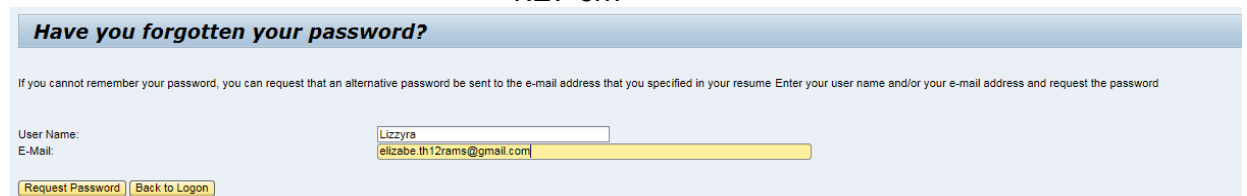


The screenshot shows a 'Logon' form with the following elements:

- A 'Register here' link at the top.
- A 'User *' field containing the text 'Lizzyra'.
- A 'Password *' field which is currently empty.
- An 'Accessibility' checkbox which is unchecked.
- A yellow 'Log On' button.
- Links for 'Change Password' and 'Forgot your password?' at the bottom.

- Enter your username.
- Click on **Forgot your password?** [Forgot your password?](#)

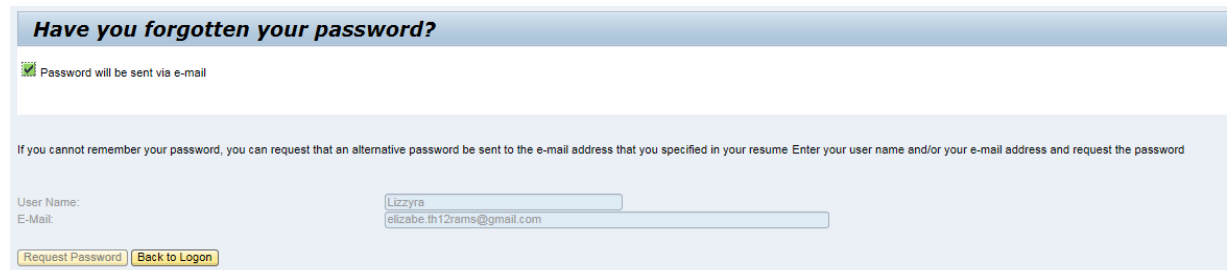
1.27 cm



The screenshot shows a form titled 'Have you forgotten your password?'. It includes:

- A header bar with the title.
- Instructional text: 'If you cannot remember your password, you can request that an alternative password be sent to the e-mail address that you specified in your resume. Enter your user name and/or your e-mail address and request the password.'
- Input fields for 'User Name' (containing 'Lizzyra') and 'E-Mail' (containing 'elizabe.th12rams@gmail.com').
- 'Request Password' and 'Back to Logon' buttons.

- Enter your username and email address (the username and address you chose when you registered your profile).
- Click on **Request Password**.



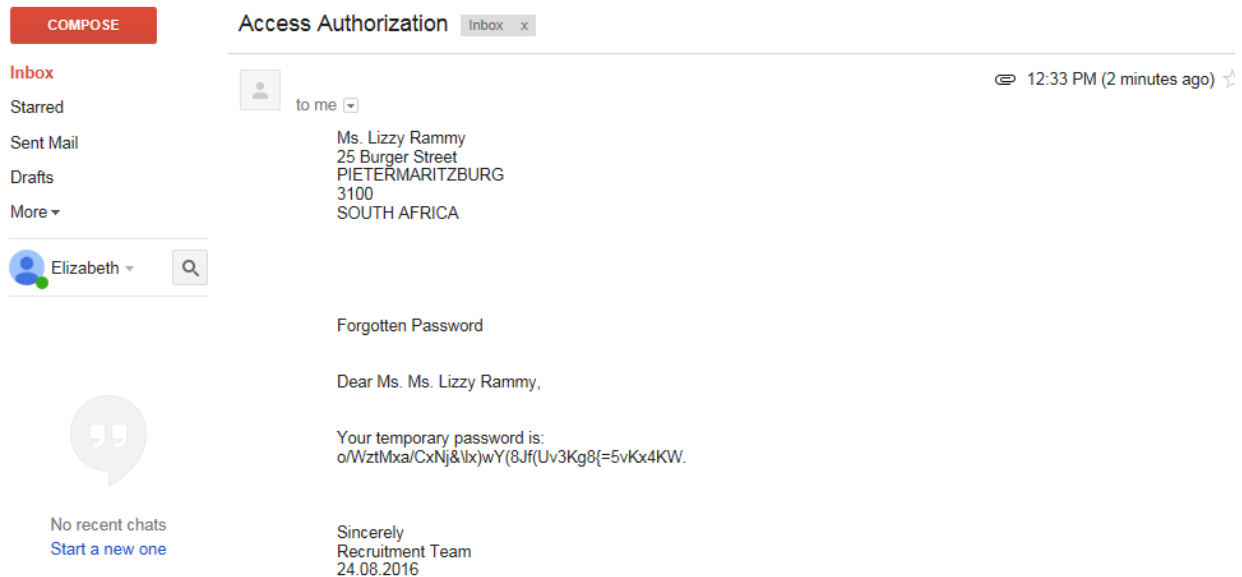
This screenshot shows the same form as above, but with a confirmation message:

- A green checkmark icon followed by the text 'Password will be sent via e-mail'.
- The same instructional text and input fields as the previous screenshot.
- The 'Request Password' and 'Back to Logon' buttons.

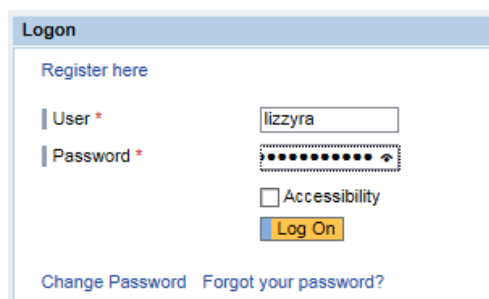
- Click the **Back to Logon** button .

NB: A temporary password will be emailed to you, so please check you email 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 characters, so do not attempt to re-type it. Rather copy and paste.)



Logon

[Register here](#)

User *

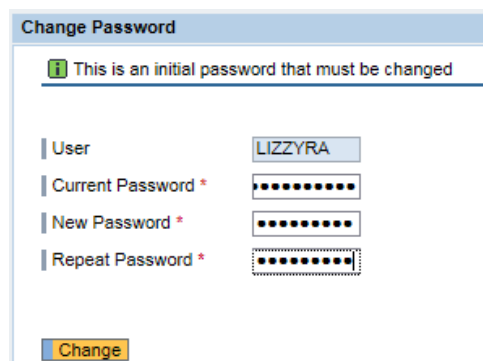
Password *

Accessibility

Log On

[Change Password](#) [Forgot your password?](#)

- Click on the **Change Password** link [Change Password](#).



Change Password

i This is an initial password that must be changed

User


Current Password *

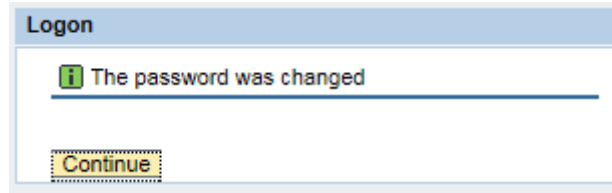
New Password *

Repeat Password *

Change

- 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 .



- 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 that candidates tend to attach high-resolution documents that take up a lot of unnecessary space on the City of Tshwane servers. Your profile is 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 negatively influence 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 all fields marked with a red asterisk, even if they are 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 should be included in that letter, so please make sure that you save it somewhere where you can easily retrieve it.

- Alternatively, you can send an email to eRecruitHelp@tshwane.gov.za 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 has been phased out. It should be noted that there are peak internet times when any connection to an internet site is slower than usual (usually from around 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 to 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 that 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 create 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 send an email to eRecruitHelp@tshwane.gov.za 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 the main identifier for your profile. It will pick up if you try to register a new profile with an email address that is already in use or if you had tried to register a profile and were interrupted without finalising the registration process, and you will not be able to create another profile with the same address. You 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 City of Tshwane email address is already in use.

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 your profile on 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”.

