JIJIS Frequently Asked Questions

Contents

A. About JIJIS

Q1: What is Joint Institutions Job Information System (JIJIS)?

JIJIS is a web-based job information system shared by the 8 UGC-funded tertiary institutions in Hong Kong. It offers one-stop online recruitment services to current students and fresh graduates of full-time UGC-funded programmes, and employers for free.

Q2: Which 8 local tertiary institutions are included in JIJIS?

1. The Chinese University of Hong Kong
2. City University of Hong Kong
3. The Education University of Hong Kong
4. Hong Kong Baptist University
5. The Hong Kong Polytechnic University
6. The Hong Kong University of Science & Technology
7. Lingnan University
8. The University of Hong Kong

Q3: Do I have to pay for JIJIS?

JIJIS provides free online recruitment services. Student and employer users are not required to pay any service fee.

B. Registration

Q1: How do I sign up for a student account?

To sign up for a JIJIS student account, please follow the steps below:

1. Go to https://www.jijis.org.hk/site/login.
2. Click blue words "**sign up**" at the bottom.
3. Fill out the form.
4. Click **"I'm not a robot"** and follow instructions on pop-up to prove it.
5. **Read** and **agree** to the Terms & Conditions and Privacy Policy.
6. Click "**Signup**".
7. You will be logged in to the system immediately upon successful registration.

Q2: How do I register for an employer account?

To register for a JIJIS employer account, please follow the steps below:

1. Go to https://recruiter.jijis.org.hk/site/login.
2. Click the blue words "**sign up**" at the bottom.
3. Fill out the form.
4. Declare that the filled in JIJIS Login Email is the designated company/organization email, which serves the purpose of direct recruitment for the company/organization. Company registered domain email is recommended.
5. Upload a soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format.
6. Click "**I'm not a robot**" and follow instructions on pop-up to prove it.
7. **Read** and **agree** to the Terms & Conditions and Privacy Policy.
8. Click "**Register**".
9. Registration request should be processed within 3 working days. A confirmation email will be sent to your registered email address upon successful registration.
10. Set your password via the access link in the confirmation email.

Q3: I have not received the confirmation email, what should I do? (For employer users)

Please contact support@jijis.org.hk with the following details:

- Company Name
- Registered email address
- A soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format

Q4: Can I register for two employer accounts with the same email address?

Every valid email address can only be used to register for one employer account.

Q5: I am an employer of a non-commercial organization which is exempt from the obligation of business registration, how do I register for a JIJIS account?

1. Go to https://recruiter.jijis.org.hk/site/login
2. Click the blue words "**sign up**" at the bottom.
3. Fill out the form.
4. Upload a soft copy of relevant document in the BR (or equivalent) Certificate section, e.g. an official letter signed by responsible person (such as department head or person-in-charge) with company/organization letterhead AND company/organization chop, for verification purpose. (Please refer to APPENDIX for sample letter)
5. Fill in the document reference number (if applicable) in the field "BR (or equivalent) Certificate Number". Otherwise fill in "N/A".
6. Choose the date which is 2 years from the JIJIS Account Registration Date as the BR (or equivalent) Certificate Expiry Date.
7. Click "**I'm not a robot**" and follow instructions on pop-up to prove it.
8. **Read** and **agree** to the Terms & Conditions and Privacy Policy.
9. Click "**Register**".
10. Registration request should be processed within 3 working days. A confirmation email will be sent to your registered email address upon successful registration.
11. Set your password via the access link in the confirmation email.

Q6: Can I change my login email? (For employer users)

Please send the request to support@jijis.org.hk with your preferred login email and a soft copy of BR certificate.

For non-commercial organizations which are exempt from the obligation of business registration, please provide the document stated in Q5 for verification purpose.

Account activation email will be sent to your preferred email address after successfulupdate of the login email by the JIJIS Administrator. You should declare once again that the JIJIS Login Email is the designated company/organization email, which serves the purpose of direct recruitment for the company/organization when you next log in to JIJIS.

C. Log In

Q1: Why can't I log in?

If you can't log in to your JIJIS account, please make sure that:

- you have entered your Username (For student users)/JIJIS Login Email (For employer users) and password correctly.
- you do not have caps lock on.
- your keyboard is in the correct language.
- you have updated a valid BR Certificate with JIJIS before the registered one expires (For employer users).

Q2: What can I do if an error message "Incorrect username or password" is shown when I tried to log in to JIJIS? (For student users)

Please make sure you have entered your Username and Password correctly. If you still cannot log in, please contact support@jijis.org.hk with the following details:

- Full Name
- Student ID
- University
- Year of graduation

Q3: What can I do if an error message "Incorrect email or password" is shown when I tried to log in to JIJIS? (For employer users)

Please make sure you have entered your Email Address and Password correctly.

If you still cannot log in, it may be due to the BR Certificate you registered with JIJIS has already expired and your account is being deactivated. In this case, please send your renewed BR Certificate to support@jijis.org.hk to request for an account reactivation. Your request will be processed within 3 working days.

Q4: I have forgotten my password. What should I do?

You can reset your password by clicking the words "**reset it here**" in blue. Fill out your email and click "**I'm not a robot**". A link to reset password will be sent to your registered email address.

Q5: I have forgotten my username. What should I do? (For student users)

You can click "**reset it here**" to reset your password first. An email with your username and a link to reset password will be sent to your registered email address.

Q6: I know my username/login email and password, but I can't log in. What should I do?

For employer users, please contact support@jijis.org.hk with the following details:

- Company Name
- Registered email address
- BR Certificate number or A soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format

For student users, please contact support@jijis.org.hk with the following details:

- Full Name
- Student ID
- University
- Year of graduation

D. Setting

Q1: How do I change my password? (For student users)

1. Log in to your account.
2. Click the icon → "**My Account**" on the upper right corner.
3. Click "**Change Password**".
4. Type your original password and new password.
5. Click "**Update**".

Q2: How do I change my password? (For employer users)

1. Log in to your account.
2. Click the icon → "**My Account**" on the upper right corner.
3. Click "**Change Password**".
4. Type your original password and new password.
5. Click "**Change Password**".

Q3: How do I change my student account details?

Please note that all registered information including username, registered email, university or student ID can only be changed by JIJIS. If you want to update the registered information, please contact support@jijis.org.hk.

Q4: How do I change my employer account details?

Please note that certain registered information such as login email, name of business/corporation, nature of business, BR (or equivalent) Certificate number and its expiry date can only be changed by JIJIS. If you want to update the information, please contact support@jijis.org.hk.
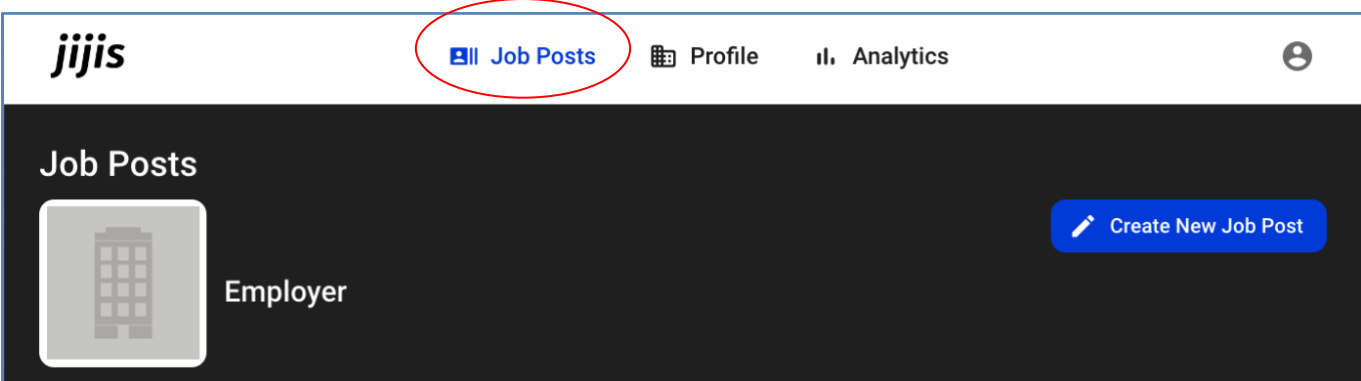
Other general information such as contact person can be changed by yourself. Please follow the steps below:

1. Log in to your account.
2. Click "**JIJIS**" → "**Profile**" on the upper left corner.
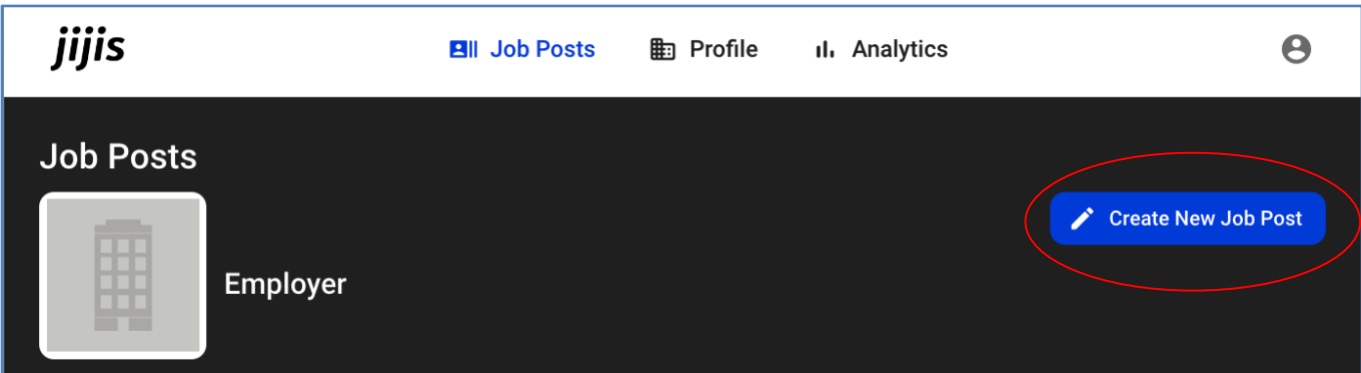3. Click "**Update**".

E. Job Posting (For Employer Users)

Q1: How do I post a new job?

1. Click "**Job Posts**".

2. Click "**Create New Job Post**".

3. Fill out the form, read the declaration and tick the declaration box, then click "**Create Draft**".

☑ By checking this box, we declare that the recruited person(s) for the position advertised in this job post is/are to be directly employed by our company / organization. Contract of employment is to be made between our company / organization and the employee(s) DIRECTLY. Personal data collected will be used for our company's / organization's recruitment purpose only.

Note: JIJIS may provide related additional information to students regarding this job post, after this job post is being approved and published on JIJIS:

○ Additional information include (i) alternate application deadline of this job post of specific university (ii) campus career-related activities of specific university.

○ No amendments will be made to the original content of the submitted and approved job post.

Create Draft

4. You will be directed to the page of Job Posts and the message "**Job Post is created with current status as "DRAFT" only**" will be shown.

jijis   📃|| Job Posts   ⊞ Profile   �ɪ|ɪ Analytics   👤

✅ Job Post is created with current status as "**DRAFT**" only, you should :   ✕
   - click the icon "**Submit**" for submitting job posting request to JIJIS
   - click the icon "**Actions**" to update and view details of job posting

5. The draft job post will be shown in the page of Job Posts. Before you submit the job posting request to JIJIS, you are still allowed to edit and delete the draft.

6. If you want to post the job, click "**Submit**" on the right hand side. The job post will then be submitted to JIJIS for review. A JIJIS reference no. will be assigned.

Q2: How do I edit/repost an approved job posting?

You are not allowed to edit the job post once it is submitted/approved. If you want to update the information of the approved job post, you have to repost the job. Click "**Actions**" icon and then click "**Copy Job Post**", edit and submit the post again.

Q3: How do I close an approved job posting?

Click "**Actions**" icon and then click "**Close Job Posting**" on the right hand side. Please note that once you close the job post, it will be removed from the Student Portal and cannot be reopened.
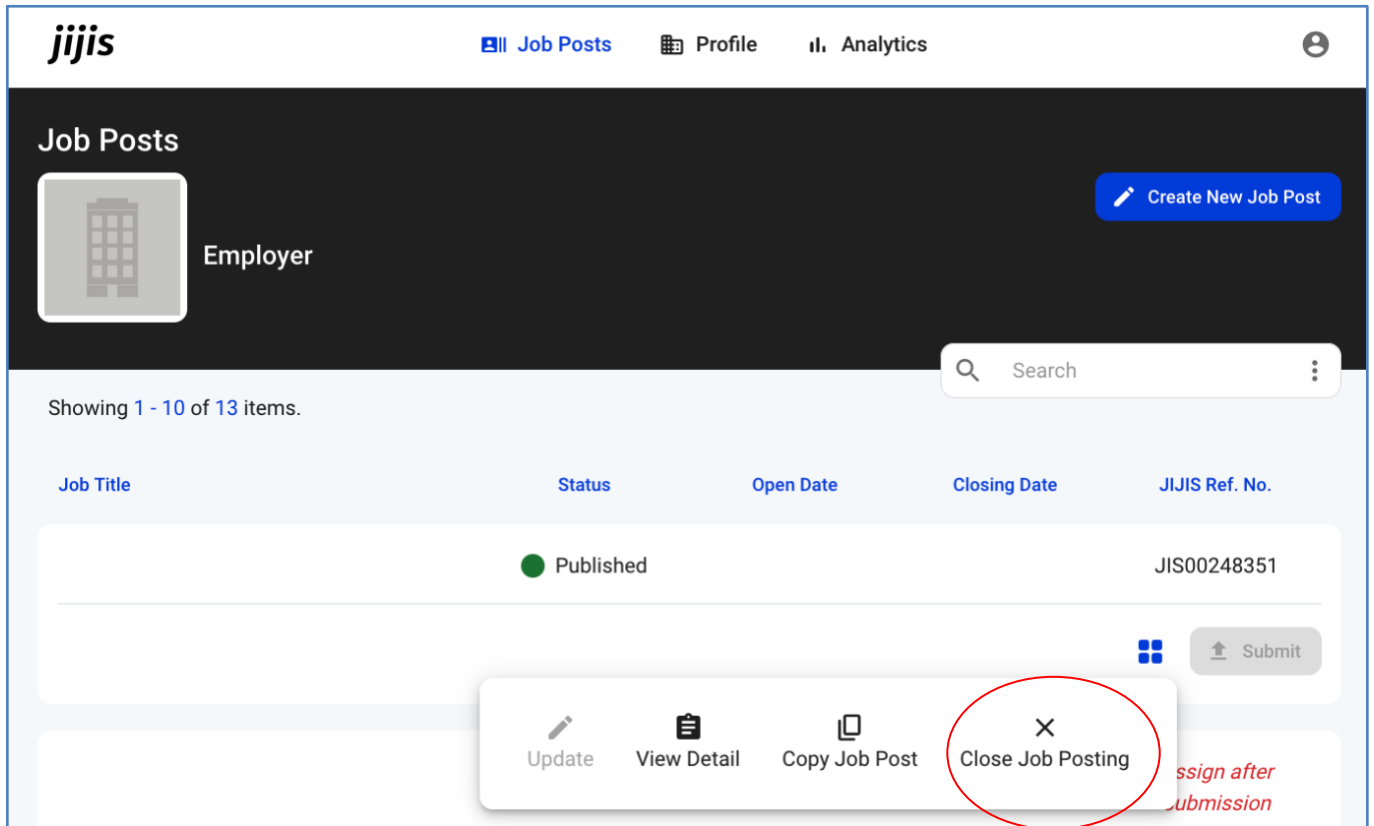
Q4: How long does JIJIS take to handle the job posting request?

JIJIS will handle the job posting request in 3 working days.

Q5: How do I know if the job posting is being approved?

Once the job posting is being approved, the status of the post will be changed from "**Submitted**" to "**Published**". If the job posting is being rejected, the job status will be changed to "**Rejected**".

Q6: What does the status mean?

Status:	Meaning:
Draft	Your job posting has been created but not yet submitted to JIJIS for approval.
Submitted	Your job posting request has been submitted to JIJIS.
Published	Your submitted job posting has been approved by JIJIS and will be published on Student Portal within the application period.
Rejected	Your job posting has been rejected by JIJIS.
Expired	Your job posting is expired (Application Closing Date has already passed).
Closed	Your job posting has been closed before the Application Closing Date.

Q7: Why is my job posting request being rejected?

JIJIS will handle the submitted requests based on the guidelines of job postings. Once your job posting is being rejected by JIJIS, an email indicating the reason will be sent to your registered email. For more details, please refer to Terms and Conditions – Guidelines for Job Postings on JIJIS.

F. BR Certificate (For Employer Users)

Q1: The BR Certificate of my company will expire soon. How can I update the renewed BR Certificate with JIJIS?

1. Log in to your account.
2. Click "**Profile**" on the upper left corner.
3. Click "**Update**" in the column of "Business Registration".
4. Click "**Submit New Request**".
5. Enter the expiry date and upload the renewed certificate in JPG/PNG/PDF format.
6. Click "**Submit Request**".
7. The request of BR Certificate update will be handled by JIJIS within 3 working days.

Q2: I didn't upload the renewed BR Certificate soft copy before the one registered with JIJIS expires. I can't log in to my account now. What should I do?

A notification email will be sent to employers one month before the current BR Certificate expires. If you are not able to upload the renewed BR Certificate in time, your account will be deactivated. To activate your account, please send an email to support@jijis.org.hk with the following details:
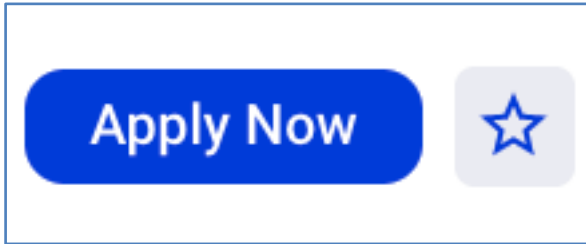
- Company Name
- Registered email address
- A soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format

JIJIS will handle your request in 3 working days. A notification email will be sent to your registered email once your account is being activated.

G. Applying Job via JIJIS (For Student Users)

Q1: How do I apply a job online?

1. Click "**Apply now**".

2. Draft your email subject and covering letter.
3. Choose attachments from **My Résumé** or upload new attachment(s).

4. Click "**Apply Job**".

Q2: How do I bookmark a job post?

1. Click the star.
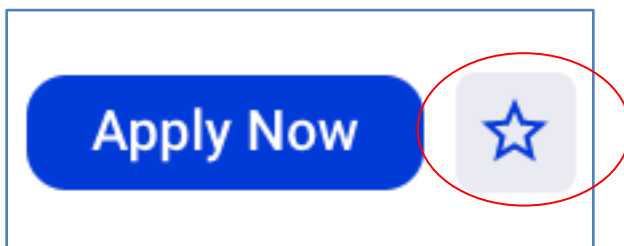
2. The job is being saved and the star will be highlighted in blue colour.
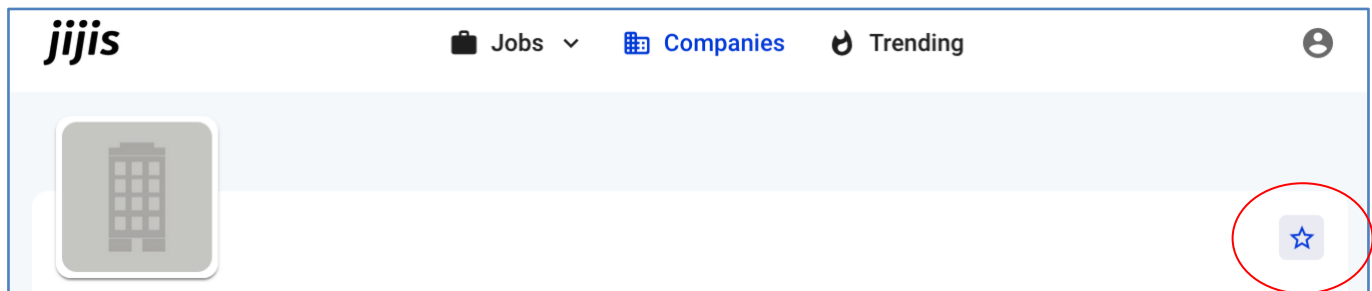

3. Bookmarked jobs can be found in page "**My Favourite Jobs**" on the upper right corner.
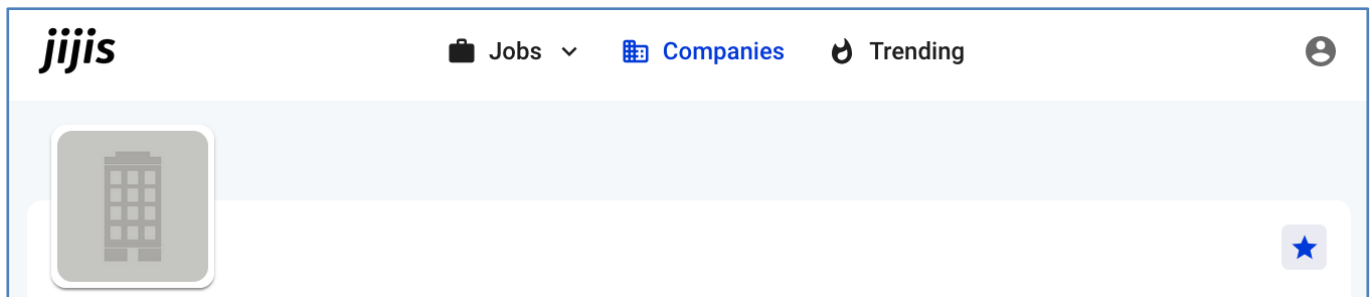
Q3: How do I bookmark a company?

1. Click the company name in a job post or click "**Companies**" on the top.

2. Choose your favourite company.

3. Click the star on the upper right corner.

4. The company is being saved and the star will be highlighted in blue colour.

5. Bookmarked companies can be found in page "**My Favourite Companies**" on the upper right corner.

H. Others

Q1: Why can't I access JIJIS by using MS Internet Explorer browser?

After the system migration, our platform supports MS Internet Explorer 10 or above. You may also access our platform by other browsers like Google Chrome and Mozilla Firefox.

If you still cannot access our website, please contact support@jijis.org.hk and provide the following information:

- A screen-capture of the failure
- Your OS version (e.g. MS Windows 8.1)
- Your Browser name and version (e.g. MS Internet Explorer 10)

Q2: I have entered email addresses in company information and contact person columns, which are different from my registered email address. Which email address will JIJIS use to contact me?

We will always contact you through your registered email address. Therefore, please ensure that your registered email address is able to receive emails from JIJIS.

Q3: I cannot find an answer to my question, what should I do now?

Please feel free to contact support@jijis.org.hk with the following details:

- Full Name/Company Name
- Registered email address
- University (student users only)
- Student ID (student users only)
- Year of Graduation (graduates only)
- BR Certificate number or a soft copy of your BR (or equivalent) Certificate in JPG/PNG/PDF format (employer users only)

<Sample letter for non-commercial organization>

(Please use an organization Letterhead)

Date: DD-MMM-YYYY

Dear JIJIS Support Team,

We are writing to apply for an employer account in JIJIS for our organization/ department. Please understand that our (organization/ department) is exempt from the obligation of business registration/ we are a department under (organization name) which does not hold a business registration certificate. Please kindly approve our request. Thank you for your arrangement.

Best Regards,

X_____

(Name of Responsible Person)
(Title of Responsible Person)