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# FormAZIONE LAVORO

## FAQ CITIZENS

For information on how to use it, see also [\*Tutorial for citizens\*](#)

## First access - Wizard

The **wizard** you are asked to fill in on your first access is used by the system to record the user's required minimum data, basic skills and preferences, in order to show immediately the most suitable proposals.

## Adding a new job (TAG)

If users notice that the definition of their occupation or desired occupation is not present while filling in the wizard, then they can **type the word** and press *enter* on the keyboard; the system will immediately save the new word as a **TAG** which will be available for future searches.

## Selection from drop-down menu

Most mandatory fields can be filled in by selecting an option from a **drop-down menu** that shows when you start typing the first three letters of the word; to select it, you will have to scroll down the menu using the directional arrows on your keyboard and press ENTER, without using the mouse.

## CV publication

In order to become visible to employers, you need to **publish** your completed CV. The relevant button for this operation is located on the entry page, just above the "General Information" section. Otherwise, the CV remains in a 'draft' state and is visible only to the user. You can edit the entries at any time. Of course, any changes require that the CV is published to be visible. If expired, it can be published again by clicking the Publish button at the top of the page.

## Visibility of the citizen's master data in the CV

If an employer is interested in a particular CV of a private user, he can access the **blind** version. The employer will be able to access personal contact data **only** if the citizen has granted his/her consent through the system's functionalities.

## Finding ads based on CV

When you fill in the wizard on your first access, the system learns about each new contact through the entered information; it enables the selection of the **most relevant** job vacancies for each profile. The more information you enter, the more closely the results will match the user's preferences.

## CV - Work experience

Citizens can freely enter their previous work experience; if they have worked for a company they are not obliged to enter its VAT number - which the system requires – yet they may enter **as much** information **as possible** to identify the workplace.

If the user has a varied range of work experience, during the matching step he /she can disclose only those that are most relevant to the desired job.

## CV validity

Once the user's CV has been filled in, it will be active on the portal for **90 days**; when it expires, the citizen will receive a notice in the message section of his/her page on FormAzioneLavoro and an email, as well.

Citizens may spontaneously decide to shorten or extend such time limit. Expired CVs are not visible on the personal profile, only the last updated version will be shown.

## Matching System

The portal has an internal **matching** system that pairs user profiles to job ads, based on the affinities between the TAGS resulting from a given CV and the TAGS entered by the employer recruiting staff.

The basic elements that are taken into consideration are: educational qualification, stated previous experience and specific skills required; once the data have been cross-referenced, the employer is presented with suitable user profiles and the selected citizens will receive a message from the system asking them to confirm their interest. If they confirm it, they will be included in the preliminary recruiting stage; otherwise, they will disregard the opportunity offered.

## Messaging system

The **messaging** system can be accessed by clicking on the icons on the top right corner of the user profile basic screen.

A number displayed above the first icon will indicate that there is a received message, and by clicking on the icon the user will be able to read its content and reply to it.

For the time being, any message received will be delivered both to the internal messaging system and to the personal e-mail address provided upon registration.