

Q1: How do I sign up for MyCvConnect?

A1: Go to the sign-up screen, enter your first name, last name, email, password, select your country, agree to terms, and tap "Create Account". You can also sign up with Google or Facebook.

Q2: What countries can I select during registration?

A2: You can select countries like Bangladesh, India, and Pakistan during sign-up.

Q3: How do I log in if I already have an account?

A3: On the login screen, enter your email and password, or use Google or Facebook login. Check "Remember Me" for easier access next time.

Q4: What happens after I create an account?

A4: You'll see a success message like "Congratulations, your account has been created," and then you'll be prompted to verify your identity.

Q5: Can I switch between applicant and employer roles?

A5: Yes, in your settings, you can switch roles via a popup that asks if you want to switch to the other account type.

Q6: What is the splash screen about?

A6: The splash screen shows the app logo and messages like "Build Your Future, Together" or "Hire Smarter, Hire Faster" with illustrations and a continue button.

Q7: How do I recover a forgotten password?

A7: On the login screen, tap "Forgot Password" and follow the prompts to reset it via email.

Q8: Do I need to agree to terms during sign-up?

A8: Yes, there's a checkbox to agree to the terms and privacy policy before creating an account.

Q9: What if I'm already registered but get a duplicate error?

A9: You'll be prompted to log in instead, or contact support if it's an error.

Q10: How do I start as an employer during registration?

A10: During sign-up, you can choose to register as an employer and provide company details like name, location, and logo.

Q11: What is identity verification in the app?

A11: It's a process to verify your account using document scan, face recognition, or phone OTP to ensure security and prevent duplicates.

Q12: How do I verify with a document?

A12: Select document verification, scan the front and back of your National ID using the camera overlay, and submit.

Q13: What tips are there for face verification?

A13: Hold your phone upright in a well-lit area, don't cover your face, and follow the circular scanner prompt.

Q14: What if face verification detects a duplicate?

A14: You'll see a red popup saying "Duplicate Face Detected" and be directed to contact support or log in.

Q15: How does phone verification work?

A15: Enter your phone number, receive an OTP code, enter it, and tap to verify. You can resend the code if needed.

Q16: What happens if verification succeeds?

A16: You'll get a green checkmark and message like "Your account is ready" or "Phone verified successfully," then proceed to profile setup.

Q17: Is verification mandatory?

A17: Yes, it's required for full access to features like job applications and communication.

Q18: What if I have camera problems during verification?

A18: There's a link for camera issues; follow it for troubleshooting or alternative methods.

Q19: Can employers verify their accounts too?

A19: Yes, employers go through similar verification steps, including company document uploads if needed.

Q20: What error might I see for duplicate accounts?

A20: A popup saying "Duplicate Account Detected" with an option to log in or contact support.

Q21: How do I access the resume builder?

A21: After verification, go to your profile and tap the resume section, or find it in the main menu.

Q22: What tabs are in the resume builder?

A22: There are tabs for "Create New" resume or "Improve Existing" one.

Q23: How do I add education to my resume?

A23: In the education section, enter school, location, degree, dates, and tap "Add More" for additional entries.

Q24: Can I add custom skills?

A24: Yes, search for suggested skills or tap to add custom ones via checkboxes.

Q25: How do I upload a photo to my resume?

A25: In the photo section, tap the dashed circle to upload from your device; supports PDF, DOC, JPG.

Q26: What AI features are in the resume builder?

A26: It uses AI to generate or improve your resume based on your profile info.

Q27: How do I save my resume?

A27: After filling sections, tap "Continue" or "Save" to store it in your profile.

Q28: Can I import an existing resume file?

A28: Yes, in the "Improve Existing" tab, upload your file and let AI enhance it.

Q29: What sections are in the resume form?

A29: Personal info (name, phone, email, gender, DOB, summary), address, education, experience, skills, and photo.

Q30: How do I add work experience?

A30: Enter job title, company, location, dates, description, and tap "Add More" for more jobs.

Q31: Where can I view my profile?

A31: Tap the profile icon in the bottom navigation bar.

Q32: What is the profile strength meter?

A32: It's a bar showing completion percentage, like 70%, to encourage filling all sections.

Q33: How do I edit my about section?

A33: In profile edit mode, tap the pencil icon next to "About" and enter your description.

Q34: Can I add achievements to my profile?

A34: Yes, there's an "Add More" option for sections like achievements, certificates, and links.

Q35: What demographics can I add?

A35: In preferences, optionally add age, gender, ethnicity, marital status for better matching.

Q36: How do I see reviews on my profile?  
A36: Scroll to the reviews section to view starred comments from others.

Q37: What settings are available?  
A37: Preferences, notifications, privacy, support, and logout options.

Q38: How do I upgrade my profile visibility?  
A38: Tap the "Upgrade to Platinum" button for premium features.

Q39: Can I delete a section from my profile?  
A39: Use the trash icon next to editable sections like education or experience.

Q40: How do I switch to company profile as employer?  
A40: In settings, switch roles, then edit company details like description and logo.

Q41: How do I search for jobs?  
A41: On the home screen, use the search bar or browse personalized job feeds.

Q42: What filters can I apply to job search?  
A42: Location, category, salary range, job type (full-time, remote), skills, and company.

Q43: What details are in a job listing?  
A43: Title, company, location, salary, responsibilities, requirements, benefits, and apply button.

Q44: How do I view company pages?  
A44: From job cards or search, tap to see tabs like about, posts, and jobs.

Q45: What does "Easy Apply" mean?  
A45: It means you can apply quickly with your profile resume without extra forms.

Q46: How do employers search for talent?  
A46: In their home, use talent search to browse profiles and tap "Connect".

Q47: What is job match percentage?  
A47: It's a score like 50% showing how well the job fits your profile.

Q48: How do I save a job?  
A48: On the job details, tap the save icon to add it to your "Saved" tab.

Q49: Are there promoted jobs?  
A49: Yes, highlighted in feeds with tags like "Promoted".

Q50: How do I follow a company?  
A50: On the company page, tap the follow button for updates.

Q51: How do I apply for a job?  
A51: On job details, fill the form with name, email, phone, upload CV, and tap "Submit".

Q52: What happens after submitting an application?  
A52: You'll see a success checkmark popup, and it goes to your "Applied" tab.

Q53: How do I track application status?  
A53: In "My Job" section, view tabs for saved/applied, with progress circles for stages like submitted or interviewed.

Q54: What is in an offer letter?  
A54: Details like salary, join date, and an "Accept" button.

Q55: How do I leave a review after a job?  
A55: In the reviews section, add stars and comments, or dispute if needed.

Q56: What reasons can I select for disputing a review?  
A56: Options like inappropriate, harassment, or fake.

Q57: How do I flag something in applications?

A57: Select radio options like spam and submit with details.

Q58: Can I upload files in applications?

A58: Yes, upload your CV or other documents in the apply form.

Q59: What if I decline an offer?

A59: Tap decline, and it updates your tracking status.

Q60: How do I see saved jobs?

A60: Go to "My Job" and switch to the "Saved" tab.

Q61: How do I access messages?

A61: Tap the messages icon in the bottom nav to see your inbox.

Q62: What filters are in the inbox?

A62: All, unread, starred, archived, spam.

Q63: How do I start a new chat?

A63: Tap "Create Message" and select a contact or search.

Q64: Can I attach files in chats?

A64: Yes, attach CVs or other files in the chat interface.

Q65: How do I make a video call?

A65: In chat, tap the video icon; accept or reject incoming calls.

Q66: What if video calls are limited on mobile?

A66: You'll be prompted to continue on desktop for full features.

Q67: How do employers schedule interviews?

A67: Via chat, send interview invites with time slots.

Q68: What colors are chat bubbles?

A68: Purple for sent messages, orange for received.

Q69: How do I end a call?

A69: Tap the red end button during the call.

Q70: Is there a message digest?

A70: Yes, summaries of conversations are available in chats.

Q71: How do I find courses?

A71: Go to the courses section from profile or home to browse categories.

Q72: What details are in a course card?

A72: Title, rating, price, duration, and enroll button.

Q73: How do I enroll in a course?

A73: On course details, tap "Enroll" and apply any coupon if available.

Q74: What is in course details?

A74: Video preview, curriculum weeks, mentors, and progress bar.

Q75: How do I track course progress?

A75: View the progress bar like 65%, and completed modules.

Q76: Can I get certificates?

A76: Yes, download or share certificates after completion.

Q77: Are there free courses?

A77: Yes, some are free; others are premium with locks.

Q78: How do I access mentorship?

A78: In courses, view mentors and connect, but it's locked for platinum users.

Q79: What categories are courses in?

A79: Examples include UI/UX Design and Product Management.

Q80: How do I continue learning?

A80: Tap "Continue Learning" on in-progress courses.

Q81: How do I join a community?

A81: From home, go to community feed and tap to join groups like Spirituality or Art.

Q82: How do I create a post?

A82: Tap "Add Your Post", enter title, text, hashtags, add photo/video, and publish.

Q83: What can I do on posts?

A83: Like, comment, share, or view comments section.

Q84: How do I view my communities?

A84: Scroll the feed to see joined communities and their posts.

Q85: Are there company communities?

A85: Yes, company pages have community tabs with about and posts.

Q86: How do I add hashtags?

A86: In the post creation modal, enter them in the hashtag field.

Q87: Can I share videos in posts?

A87: Yes, upload videos along with photos in posts.

Q88: How do I comment on a post?

A88: Tap the comment icon and enter your reply.

Q89: What icons are used in community?

A89: Heart for likes, speech bubble for comments, arrow for shares.

Q90: How do recommendations work in community?

A90: Based on your profile demographics for better suggestions.

Q91: What subscription tiers are there?

A91: Free, Premium, and Platinum with varying features.

Q92: How do I upgrade?

A92: Tap upgrade buttons in profile or courses, select plan, and pay.

Q93: What features does Premium have?

A93: Advanced search, more visibility, and some premium courses.

Q94: How do I apply a coupon?

A94: During enrollment or upgrade, enter the coupon code in the field.

Q95: What payment methods?

A95: Card payments, with confirmation after.

Q96: Is there a success message for payments?

A96: Yes, a green checkmark saying payment complete.

Q97: How do I access employer dashboard?

A97: As employer, log in on web or get prompted from mobile to switch to desktop.

Q98: What is in the employer overview?

A98: Metrics like jobs posted, applications, interviews, with graphs and tables.

Q99: How do employers post a job?

A99: In dashboard, fill form with title, description, skills, responsibilities, and submit.

Q100: How do employers view candidates?

A100: In candidates table, see names, status, and actions like view profile or chat.

Q1: What illustration is shown on the verification intro screen?  
A1: An illustration of a person holding an ID card with a shield icon for security.

Q2: How do I contact support if verification fails?  
A2: Tap the "Support Us" button in the error popup or go to settings and select support.

Q3: Can I use the app without verifying my phone?  
A3: No, full verification including phone OTP is required for account activation.

Q4: What if my National ID scan is blurry?  
A4: Retake the scan following the camera overlay tips, or try in better lighting.

Q5: How does the app prevent fake accounts?  
A5: Through biometric face scans and duplicate detection during verification.

Q6: What message appears after successful document verification?  
A6: A green checkmark with "Your document has been verified successfully!"

Q7: Can I skip biometric verification?  
A7: No, it's part of the multi-step process, but you can choose the order of methods.

Q8: How long does OTP resend take?  
A8: You can tap "Resend code" immediately if you don't receive it.

Q9: What if I get a "Camera Problem" error?  
A9: Follow the linked troubleshooting guide or switch to another verification method.

Q10: Is verification different for employers?  
A10: Employers may need additional company document uploads, but the process is similar.

Q11: How do I generate a resume from my profile?  
A11: In the resume builder, select "Create New" and it auto-fills from your profile data.

Q12: What file types can I upload for resume improvement?  
A12: PDF, DOC, or JPG files are supported for uploading existing resumes.

Q13: Can I add multiple photos to my resume?  
A13: No, only one profile photo is allowed in the dashed circle upload area.

Q14: How does AI improve an existing resume?  
A14: It suggests enhancements to sections like summary, skills, and descriptions.

Q15: What if I don't have a DOB to enter?  
A15: DOB is optional in personal info, but recommended for profile completeness.

Q16: How do I reorder experience entries?  
A16: Use the edit mode to drag or delete/re-add entries in the desired order.

Q17: Are there suggested summaries in the builder?  
A17: Yes, AI provides lorem ipsum placeholders or generates based on your inputs.

Q18: Can I export my built resume?  
A18: Yes, after saving, download it from your profile as PDF.

Q19: What happens if I leave a section blank?  
A19: It lowers your profile strength, but you can save and edit later.

Q20: How do I add certificates to resume?  
A20: In the additional sections, tap "Add More" and upload or describe them.

Q21: What rating system is used in profiles?  
A21: A 5-star system, like 4.3/5, based on reviews from interactions.

Q22: How do I make my profile private?  
A22: In privacy settings, toggle options to hide from searches or limit visibility.

Q23: Can I add social links to my profile?  
A23: Yes, in the links section, add URLs for LinkedIn or other platforms.

Q24: What notifications can I customize?  
A24: Job matches, messages, application updates, and course reminders.

Q25: How do I logout from the app?  
A25: Go to settings and tap the logout option at the bottom.

Q26: What if my profile strength is low?  
A26: You'll get prompts to complete sections for better job recommendations.

Q27: Can employers see my demographics?  
A27: Only anonymized data is used for matching; personal details are private.

Q28: How do I edit my company size as employer?  
A28: In company profile edit, select from dropdowns like small, medium, large.

Q29: What is the "Career Boost" ad on home?  
A29: It's a promotional banner encouraging profile upgrades and courses.

Q30: How do I delete a review on my profile?  
A30: You can't delete, but you can dispute it with reasons like inappropriate.

Q31: How do I sort job feeds?  
A31: Use filters or switch between personalized matches and latest postings.

Q32: What does "Promoted" tag mean on jobs?  
A32: It's a paid ad by employers for higher visibility in feeds.

Q33: Can I search jobs by salary range?  
A33: Yes, in filters, enter min/max salary to narrow results.

Q34: How do I view benefits in job details?  
A34: Scroll to the benefits section listing perks like health insurance.

Q35: What if a job requires specific skills?  
A35: The app highlights matches based on your profile skills.

Q36: How do employers filter talent?  
A36: By location, skills, experience, and profile strength.

Q37: Can I connect without applying?  
A37: Yes, tap "Connect" on talent profiles for networking.

Q38: What tabs are on company pages?  
A38: About, Posts, and Jobs for company info and updates.

Q39: How do I report a job listing?  
A39: On job details, tap flag and select reasons like spam.

Q40: Are remote jobs highlighted?  
A40: Yes, with tags like "Remote" in filters and cards.

Q41: What form fields are in job applications?  
A41: Name, email, phone, and CV upload; some jobs add custom questions.

Q42: How do I see interviewed status?  
A42: In tracking, the progress circle highlights "Interviewed" stage.

Q43: Can I withdraw an application?  
A43: Yes, in the applied tab, tap withdraw next to the job.

Q44: What if I get no offer after interview?  
A44: Status updates to "Rejected" or stays in "Interviewed"; you can review the employer.

Q45: How do I accept an offer?  
A45: On the offer letter screen, tap "Accept" and confirm.

Q46: Can I negotiate salary in-app?  
A46: Use chat with the employer to discuss before accepting.

Q47: What is dispute in reviews?  
A47: A way to flag unfair reviews with evidence like screenshots.

Q48: How many stages in application tracking?  
A48: Typically submitted, reviewed, interviewed, and offered.

Q49: Can I save application drafts?  
A49: No, but you can pause and resume before submitting.

Q50: How do I see all my offers?  
A50: In the "My Job" section, filter by offered status.

Q51: What is "Message Digest" in chats?  
A51: A summary of key points from the conversation thread.

Q52: How do I archive messages?  
A52: In inbox filters, move to archived or swipe on the message.

Q53: Can I search within chats?  
A53: Yes, use the search bar in the messages section.

Q54: What if a call drops?  
A54: Reconnect via the chat invite or redial button.

Q55: How do I mute notifications for a chat?  
A55: In chat settings, toggle mute for that conversation.

Q56: Are chats end-to-end encrypted?  
A56: The app emphasizes security, but check privacy policy for details.

Q57: How do I share my CV in chat?  
A57: Tap attach and select from your profile resumes.

Q58: What colors indicate online status?  
A58: Green dot for online users in the messages list.

Q59: Can I schedule calls?  
A59: Yes, send time slots via chat for audio/video interviews.

Q60: How do I block a user in messages?  
A60: In chat options, tap block to prevent further contact.

Q61: What if a course is locked?  
A61: It's premium; upgrade to access or check for free alternatives.

Q62: How do I rate a course?  
A62: After enrollment, add stars and comments in the details.

Q63: Can I download course videos?  
A63: Some allow offline download; check the preview options.



Q64: What is curriculum in courses?  
A64: A week-by-week breakdown of modules and topics.  
Q65: How do I contact a mentor?  
A65: Tap "Connect" on their profile, but requires platinum subscription.  
Q66: Are certificates shareable?  
A66: Yes, download and share via social or email.  
Q67: How do I unenroll from a course?  
A67: In progress screen, tap unenroll or contact support.  
Q68: What prices are for premium courses?  
A68: Vary, like \$10-50, shown on cards with duration.  
Q69: Can I preview courses before enrolling?  
A69: Yes, watch intro videos and see sample curriculum.  
Q70: How does progress bar work?  
A70: It fills as you complete modules, e.g., 65% for halfway.  
Q71: How do I search for communities?  
A71: Use the search bar in the community feed for topics.  
Q72: Can I create my own community?  
A72: Yes, tap create and set name, description, and privacy.  
Q73: What if a post is inappropriate?  
A73: Flag it with reasons like harassment for moderation.  
Q74: How do I edit a post?  
A74: Tap the edit icon on your own posts within a time limit.  
Q75: Are hashtags searchable?  
A75: Yes, tap a hashtag to see related posts.  
Q76: How do I leave a community?  
A76: In the community page, tap leave or unfollow.  
Q77: Can I post anonymously?  
A77: No, posts show your profile name and photo.  
Q78: What media can I add to posts?  
A78: Photos, videos, and links for richer content.  
Q79: How do shares work?  
A79: Tap share to repost or send to external apps.  
Q80: Are community recommendations personalized?  
A80: Yes, based on your interests and demographics.  
Q81: What features does Platinum have over Premium?  
A81: Mentorship access, unlimited searches, and priority support.  
Q82: How do I cancel a subscription?  
A82: In settings, go to subscriptions and tap cancel.  
Q83: Are there trial periods?  
A83: Some plans offer free trials; check during upgrade.  
Q84: What if payment fails?  
A84: Retry with another card or contact support.  
Q85: How do I see my subscription status?  
A85: In profile or settings, view current plan and expiry.

Q86: Can I downgrade?

A86: Yes, from Platinum to Premium or Free at renewal.

Q87: Are coupons one-time use?

A87: Yes, apply during checkout for discounts.

Q88: What currency are prices in?

A88: USD, like \$5.77 for Premium monthly.

Q89: How do ads appear in the app?

A89: As banners in feeds or promoted jobs/courses.

Q90: Is subscription required for basic use?

A90: No, Free tier allows core features like searching.

Q91: What graphs are in employer overview?

A91: Line graphs for applications over time and metrics.

Q92: How do employers edit job postings?

A92: In dashboard, select the job from table and edit form.

Q93: Can employers schedule bulk interviews?

A93: Yes, select multiple candidates and set times.

Q94: What actions are in candidate tables?

A94: View profile, chat, schedule, or reject.

Q95: How do I add skills to job postings?

A95: In the form, enter tags like UI/UX in the skills field.

Q96: Are analytics real-time?

A96: Yes, dashboard updates with live data on interactions.

Q97: How do employers promote jobs?

A97: During posting, opt for promotion with payment.

Q98: Can I export candidate data?

A98: Yes, download tables as CSV from dashboard.

Q99: What if mobile redirects to web?

A99: For complex tasks like dashboard, continue on desktop browser.

Q100: How do employers view chat history?

A100: In the chat sidebar, select conversations for full logs.