

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.