Account & Profile FAQs

1. **How do I reset my password?**
   - Go to *Login* > Click *"Forgot Password"* > Enter your email > Check your inbox for a reset link.
2. **Can I change my email address?**
   - Yes! Go to *Account Settings* > *Edit Profile* > Update your email and verify it.
3. **How do I delete my account?**
   - Visit *Account Settings* > *Delete Account* > Confirm. (Note: This action is irreversible.)
4. **How do I update my profile information?**
   - Navigate to *Profile* > *Edit* > Make changes > *Save*.
5. **Can I have multiple profiles under one account?**
   - No, but you can create multiple CVs tailored for different jobs within a single profile.

CV & Job Matching FAQs

6. **How do I create a new CV for a specific job?**
   - Go to *My CVs* > *Create New* > Select relevant skills/experience > Save with a custom name (e.g., "Marketing CV").
7. **How does AI match me with jobs?**
   - Our AI analyzes your skills, experience, and preferences to recommend the best-fit jobs. Keep your profile updated for better matches!
8. **Can I upload multiple CVs?**
   - Yes! You can save different versions under *My CVs* and select the best one when applying.
9. **Why am I not getting job matches?**
   - Ensure your profile is complete, including skills, work history, and job preferences.

Payments & Subscriptions FAQs

10. **What payment methods do you accept?**
    - We accept credit/debit cards (Visa, Mastercard), PayPal, and bank transfers.
11. **How can I cancel my subscription?**

- ○ email us at *support@jobyourportal.com*.
12. **Is there a free trial?**
    - ○ Yes! New users get a 7-day free trial for premium features.
13. **Will I be charged after the free trial?**
    - ○ Only if you don't cancel before the trial ends. You'll be notified 48 hours beforehand.

Security & Privacy FAQs

14. **Is my data secure?**
    - ○ Absolutely! We use encryption and comply with GDPR. Your data is never shared without consent.
15. **Who can see my profile/CV?**
    - ○ Employers only see your CV when you apply or enable *"Visible to Recruiters"* in settings.
16. **How do I report a scam job posting?**
    - ○ Click *"Report an issue"* on support & help or email us at *support@yourportal.com*.

Job Application FAQs

17. **How do I apply for a job?**
    - ○ Find a job > Click *Apply* > Select a CV > Submit. You'll get a confirmation email.
18. **Can I track my applications?**
    - ○ Yes! Check *Application History* in your dashboard for status updates.
19. **Why was my application rejected?**
    - ○ Employers decide based on fit. Improve your CV or use our *AI Feedback* tool for tips.

AI & Chatbot FAQs

20. **Can the chatbot review my CV?**
    - ○ Yes! Ask: *"Review my CV for [job title]"*, and our AI will suggest improvements.
21. **How do I contact human support?**
    - ○ Help & support -> Contact support or email *support@jobportal.com*.