

## Frequently Asked Questions (FAQs)

### 1. What is the myWorkPac app?

The myWorkPac app is a jobs app from WorkPac for Australian workers. It's for anyone looking for work or working with the WorkPac Group. App features at first release include the ability for a user to find recommended jobs matched to their skills, apply quickly to the latest vacancies, track the progress of any application, complete timesheets and view payslips.

### 2. How do I download the myWorkPac app?

To download the myWorkPac app, visit either the Apple or Google Play app store and search 'myWorkPac'. Alternatively, you can find the relevant app store links at [workpac.com/app](http://workpac.com/app)

### 3. How do I log in?

Use the email you used to set up your myWorkPac account or the email address you used to apply for the job.

### 4. Can I use face or touch ID to sign-in?

Yes, if face or touch ID is enabled on your phone you should be prompted to enable it for the myWorkPac app. If not, navigate to your menu bar and enable Biometrics. Your general phone settings must allow for Biometric sign-in.

### 5. Why do I have to enter/review information to access the app functionality?

Once you have completed your profile, the myWorkPac app lets you apply for any job with minimal clicks. Use the Profile tab to keep your candidate data up-to-date.

### 6. Why do I only see specific types of jobs?

To present you with the most suitable jobs, the jobs shown to you are based on the work history details you specified in the app, like past roles and locations.

### 7. What if I want to search for other jobs not matched to my work history?

A general job search is in the product roadmap for the myWorkPac app.

### 8. Can I forward a job to a friend?

Yes. Click the share button in the top right corner and pick your preferred method of communication, then follow the prompts.

### 9. Why hasn't the status of my application changed?

Your application status reflects the recruitment timeline for a specific job. Each timeline is unique since some jobs fill quickly while others take longer.

## 10. Why don't I see any timesheets when I click on the link?

The timesheet functionality is enabled by the employer, so if you are currently not working for WorkPac or you haven't been notified to enter your time online then it's likely that the employer you are working for has not enabled digital timesheets.

## 11. Why don't I see any payslips when I click on the link?

Payslips are only available to candidates who have worked for WorkPac.

## 12. How do I send feedback?

Send feedback via the in-app 'feedback' link on our website or email [myworkpac@workpac.com](mailto:myworkpac@workpac.com)

## 13. How can I delete a job title or skill from my profile?

To remove an existing job title or skill from your profile, please contact WorkPac on 1300 967 572.

## 14. How do I upload my resume?

When using your mobile, make sure you have a resume file on your mobile device. Then simply click 'Upload Resume' and follow the prompts.

## 15. How do I get the greatest number of recommended jobs?

Ensure you have added your current and all previous job titles.

## 16. Can I still contact my WorkPac representative?

Absolutely. You can still contact us on 1300 967 572 and ask for your representative.

## 17. What does each job status mean?

- Application Received – your application has been received by WorkPac and is awaiting review;
- Application under review – your application is being reviewed by a WorkPac Recruitment Consultant who is evaluating your experience, skills and suitability for the advertised role. You may be asked for more information or invited to partake in an online questionnaire, telephone call or interview;
- Successful – your application review has been completed. You have been contacted with a conditional offer for the advertised role; and
- Unsuccessful – your application review has been completed. Unfortunately, on this occasion, you have not been offered the advertised role. Please check the job board and continue to apply for relevant roles

## 18. How do I refresh the list of jobs or my applications?

Simply pull down on the page to refresh your job listing or applications.