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Accessing the Job Link Portal

CiGnet Account
Go to the National Workforce Development Agency’s website: www.nwda.gov.ky

If you do not have a CiGnet account, follow these steps:
1. Hover on the “Job Seekers” menu item
2. Click the “Register” menu item

Register for a CiGnet username and password

Click on the “register for an account” link
Enter your First Name, Surname and email address

Click on the “Next”

Enter a password that meets the requirements listed.

Enter the password again to confirm.

Click on the “Next”
Once the Register button is clicked the Confirmation page will be displayed like below.

Note: You can also enter the 3 additional optional shared secrets to increase security.
Changing your CI\Gnet Password

Click on the “Change Password” link.

The old password is the current password assigned to the account. Complete the form and press the “submit” button.

Password successfully changed.
Recover a Forgotten CIGnet Username or Password?

Forgotten Username

If you have forgotten your username email nwda.jobs@gov.ky from your job seeker email account to request your username. This should be done by the person listed as the job seeker on the account.

Forgotten Password without access to the email account

If you have forgotten your password but do not have access to the email account originally used to create the Job Seeker account, email nwda.jobs@gov.ky to request your username and password. This should be done by the person listed as the job seeker on the account.

Forgotten Password with access to the email account

If you have forgotten your password, have your username and can access the email account originally used to create the Job Seeker account, perform the following steps to reset your password.

Click on the “Reset Password” link.
An email will be sent to the email account associated with this ClGnet login providing you a verification code. Reminder: if you do not have access to the email account used to create your ClGnet login, email nwda.jobs@gov.ky to request assistance in resetting your password.
Enter your new password. Confirm your new password to make sure you entered it correctly. Passwords are case-sensitive. Your password should be at least 8 characters long and must contain at least 1 number and one capital letter, for example, Cayman01.

Once you have entered and confirmed your new password you will receive the following message on the screen.

Password successfully changed.
Job Link Portal Profile
Log in to the Job Link portal

Go to the National Workforce Development Agency’s website: www.nwda.gov.ky

If you have a CIGnet account, follow these steps to login:

1. Hover on the “Job Seekers” menu item
2. Click the “Search Vacancies” menu item

Use your CIGnet username and password to login.
Registering as a Job Seeker

At the top of the registration form you can identify which section of the registration form you are in.

**Personal Information Section**
Here you will enter basic information about yourself and how you can be contacted. All fields with an asterisk (*) beside them are required and must be completed before you can Click the next button in the lower right of the form.

*Note:*
*Name entered should reflect the name on your Passport or Voters ID*
Immigration /License section
Here you will enter information relevant to your ability to work in the Cayman Islands. All fields with an asterisk (*) beside them are required and must be completed before you can Click the next button in the lower right of the form.

This section also determines your client type or level of service.
- If you are not Caymanian you will automatically be assigned as an Independent Job Seeker.
- If you are Caymanian you have the choice of being a Full-Service Job Seeker or an Independent Job Seeker.
• If you choose Caymanian, you will see the popup in the image below. Read this thoroughly as it explains the difference between an Independent and Full-Service Job seeker.
• Click ok to close the popup after reading it.

Do you want to participate as a full-service job seeker with the NWDA?

• Answer **yes** to be a full-service job seeker – Be aware that you will need to provide additional documentation and participate in a comprehensive intake assessment to be eligible.
• Answer **no** to be an Independent job seeker that wants to utilise the Online Job portal and participate in training without the assistance of an Employment Services Officer.

**Education / Availability Section**
Here you will enter information about the level of education you have completed, your current work status, your availability to attend work and the languages you speak. All fields with an asterisk (*) beside them are required and must be completed before you can Click the next button in the lower right of the form.
Occupation Being Sought and Keyword Sections

1. Click the icon at the right of the Occupation field and the Search Dialog popup will display

2. Type words associated with the occupation you wish to add or type a job title.
3. Press the search button to see matches to your search text.
4. Click on the occupation in the list that you wish to add to your account profile.
5. The occupation will display in the Occupation field.
6. Choose the number of years’ experience you have in this occupation and press the Add button.
7. The Occupation will display in the list below the heading Occupation Being Sought
Keywords

1. Click the icon at the right of the Category field and choose the category you wish to choose your keyword from.

2. Click the icon at the right of the Keyword field and choose the keyword you wish to assign to your profile.

3. Click the “Add” button and the Category and Keyword will display in the list below the heading Keywords.

4. Once you have chosen your Occupation code and Keywords, click “Next” button to move to the next section of the registration.
**Upload Documents Section**

Here you will upload documents that are needed for verification of your Registration Submission. The following chart will guide you in knowing which documents must be uploaded.

Upload all of the relevant documents as required. Please refer to notes below:

<table>
<thead>
<tr>
<th>Job Seeker Extended</th>
<th>Job Seeker Plus</th>
<th>Job Seeker</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Valid Photo ID</td>
<td>□ Valid Photo ID</td>
<td>□ Valid Photo ID</td>
</tr>
<tr>
<td>□ Resume/CV</td>
<td>□ Resume/CV</td>
<td>□ Resume/CV</td>
</tr>
<tr>
<td>□ Proof of Caymanian Citizenship</td>
<td>□ Proof of Caymanian Citizenship</td>
<td>□ Proof of Immigration Status</td>
</tr>
<tr>
<td>o Driver’s License or Voters Card</td>
<td>o Driver’s License or Voters Card</td>
<td>o Driver’s License or Voters Card</td>
</tr>
</tbody>
</table>

The following Can be uploaded during or after registration approval:

- □ 2 Job reference letters
- □ Police Record

*(if you have difficulty obtaining the police record, please contact the NWDA)*

**Required documents at the time of registration submission**

In order to register with the National Job Link we require a copy of your resume, valid photo ID and proof of citizenship.

**PROOF OF CITIZENSHIP OR IMMIGRATION STATUS.**

**CAYMANIANS**

If you are a Caymanian who is registered to vote that is the easiest way to register.

FOR PERSONS REGISTERED TO VOTE (and listed on registry)

- □ Valid photo ID

If you are not registered to vote and are either born in the Cayman Islands or possess status please provide the documents as outlined below:

FOR CAYMANIAN BORN

- □ Valid photo ID; and
- □ Birth Certificate of applicant; and
  - o Birth Certificate of one parent that was born in the Cayman Islands; or
  - o Copy of the Caymanian parents Caymanian Status Certificate if the parent was born outside the Cayman Islands (to qualify as a born Caymanian the parent had to have obtained status prior to the birth of the child)

FOR CAYMANIAN STATUS HOLDER

- □ Valid photo ID; and
  - o Caymanian Status Certificate; or
  - o Stamp in valid passport to show same (must be verified at NWDA offices prior to upload)

For persons MARRIED TO CAYMANIANS OR PERSONS with Permanent Residency

- □ Valid photo ID; and
  - o Residency w/Employment Rights Certificate (RERC) as the Spouse of a Caymanian; or
  - o Residency w/Employment Rights Certificate (RERC)
  - o Stamp in valid passport to show same (must be verified at NWDA offices prior to upload)

For legal and ordinary residents

- □ Valid photo ID; and
  - o Current work permit; or
  - o Work permit that shows you as a dependent; or
  - o Stamp in valid passport to show same (must be verified at NWDA offices prior to upload)

*(VALID PHOTO ID: Valid Passport, Valid Driver’s License, Valid Voter’s Registration Card)*
• Choose the document type
• Click browse to locate and select the document you need to upload
• Click the upload button and the document will display in the Uploaded Documents area
• Repeat the process to add more documents
Summary and Registration Submission Section

This section lets you review the information you have provided in the registration form. You can click the previous button to go back to correct information. Click the Submit button in the lower right corner of the screen to submit your registration to the NWDA.
Confirmation of registration and acceptance of online registration

After submitting your resume you will receive an email confirming that your registration has been received.

Example of Registration Submission confirmation email

If you log into your account once your registration has been submitted, you will see the following message until your registration has been accepted.
During registration submission review, it may be determined that further information or additional documents are required for approval of the registration.

Example of an email requesting further action.

Dear Mike,

We have been unable to confirm your online registration as there is an issue with your registration.

Please see the following comments:

please upload a cv

Please contact the National Workforce Development Agency within 7 days from the date of this email in order to complete your registration.

Thank you for using our online services

Employment Services Unit
Cayman Islands Government
2nd Floor, Mckeeva Plaza
273 Elgin Ave, George Town
Grand Cayman

Once a registration has been reviewed and approved, you will receive a letter like one of the following:

Example of a registration acceptance email for a Job Seeker Extended registrant

Dear Mike,

This is to confirm acceptance of your online registration.

You have chosen to register as a Job Seeker Extended, which indicates your desire to be a 'full' client with the support of an assigned Employment Services Officer. As a 'full' client you will have the ability to view available job listings and refer yourself for positions through the Job Link portal. Your Officer may also refer you for consideration for available positions after discussing the duties and requirements of the position with you.

We invite you to log into the National Job Link Program to view available jobs. We encourage you to review the requirements of the job carefully to determine whether or not the job is a good match. Once you identify jobs that you are interested in and are a good match, you may apply by selecting the 'Apply for Job' button which will then release your resume to the employer for view.

You may also take advantage of the many free training and development programs that we offer. For a calendar of activities and registration information please visit the Training & Development section on our website or contact our offices.

Your Employment Services Officer's role is to partner with you, counselling and offering you guidance and assisting you to identify training and development needs and opportunities as well as suitable job opportunities. You will find this partnership most rewarding when you exercise initiative and take an active role in charting your career path along with your Officer. Please ensure that you communicate with your Officer on a regular basis, advising them of any change in your employment status.

Please note that if you have no contact with your Officer for 3 months, you will be changed from Job Seeker Extended to Job Seeker Plus and will no longer have the support of an Employment Services Officer.

Thank you for using our online services.

Employment Services Unit
National Workforce Development Agency
Cayman Islands Government
2nd Floor, Mckeeva Plaza
273 Elgin Ave, George Town
Grand Cayman

Example of a registration acceptance email for a Job Seeker Plus registrant

Dear Mike,

This is to confirm acceptance of your online registration.

You have chosen to register as a Job Seeker Plus, which indicates your desire to be an independent client with the ability to view available job listings and refer yourself for positions through the Job Link portal. As an independent client you will not have access to an Employment Services Officer and although you may send your information about our services and programs, we are under no obligation to contact you.

We invite you to log onto the National Job Link Program to view available jobs. We encourage you to review the requirements of the job carefully to determine whether or not the job is a good match. Once you identify jobs that you are interested in and are a good match, you may apply by selecting the 'Apply for Job' button which will then release your resume to the employer for view.

You may also take advantage of the many free training and development programs that we offer. For a calendar of activities and registration information please visit the Training & Development section on our website or contact our offices.

Should you have any questions you may contact us either by phone on 841-1114, email us on jobs.cly@com, or by visiting the office during regular operating hours. You may advise us at any time should you wish to upgrade to Job Seeker Extended and have the support of an Employment Services Officer.

Please note that if you do log into your account for 6 months, your account will automatically be made inactive.

Thank you for using our online services.

Employment Services Unit
National Workforce Development Agency
Cayman Islands Government
2nd Floor, Mckeeva Plaza
273 Elgin Ave, George Town
Grand Cayman.
Updating Your Profile information

1. Log into the Online Job portal
2. Click on the Account Info link on the left of the screen

You can update all information except:
	Registration Status, Registration Comments, Client ID, Last Name, First Name, Middle Name, Maiden Name, Date of Birth and Gender

If you need to modify these fields, please contact us for assistance at nwda.jobs@gov.ky

The active status of your account is dependent on you logging into the system. If you have not logged into the system in 6 months, your account will be made inactive. To reactivate your account, request a password reset and log back into the system by either emailing, calling or visiting the NWDA.

If you are Caymanian you can change between Independent and Full-Service at any time by emailing your request to change to nwda.jobs@gov.ky.

Add Occupations to your Account Profile

1. Log into the Online Job portal
2. Click on the Account Info link on the left of the screen
3. Scroll down and locate the section named Occupation Being Sought

4. Removing Occupation codes from your Account Profile
   a. Click the Delete icon to the right of the Occupation you wish to remove.
   b. You will receive the following confirmation message:
5. To add Occupation codes to your Account Profile
   a. Click the +Add Occupation link to add additional Occupation codes
   b. The following popup will be displayed

   ![Occupation Popup](image)

   c. Click the icon at the right of the Occupation field and the Search Dialog popup will display

   ![Search Dialog](image)

d. Type words associated with the occupation you wish to add or type a job title.
e. Press the search button to see matches to your search text.
f. Click on the occupation in the list that you wish to add to your account profile.
g. The occupation will display in the Occupation field.
h. Choose the number of years experience you have in this occupation and press the Submit button.

Add Keywords to your Account Profile

1. Log into the Online Job portal
2. Click on the Account Info link on the left of the screen
3. Scroll down and locate the section named Keywords

   ![Keywords Table](image)

4. Removing keywords from your Account Profile
   a. Click the Delete icon to the right of the Keyword you wish to remove.
   b. You will receive the following confirmation message:
5. To add Keywords to your Account Profile
   a. Click the + Add Keyword link to add additional keywords
   b. The following popup will be displayed
      ![Keywords Popup](image)
      c. Click the icon at the right of the Category field and choose the category you wish to choose your keyword from.
      ![Select Category](image)
      d. Click the icon at the right of the Keyword field and choose the keyword you wish to assign to your profile.
      ![Select Keyword](image)
      e. Click the “Add” button and the Category and Keyword will display in the list below the heading Keywords

### Uploading/Updating documents

1. Log into the Online Job portal
2. Click on the Account Info link on the left of the screen
3. Scroll down and locate the section named Documents
   ![Documents](image)

4. The CV/Resume that has been uploaded most recently will be the one provided for referrals.
5. To view/download a document click the View link beside the document you wish to view.
6. To add updated documents to your Account Profile
   a. Click the +Add Document link to add additional documents to your account profile
   b. The following popup will be displayed

   ![Document Upload Popup]

   c. Choose the type of document you are uploading
   d. Click the Browse button to choose the document you would like to upload

   ![Browse Button]

   e. Click the Submit button to upload the document

**Downloading a Registration Confirmation Letter**

1. Log into your NWDA Job Link portal account
2. Click on the Account Info link on the left of the screen

   ![Account Info Link]

3. Click the Print Registration Summary button on the right side of the screen

   ![Print Registration Summary Button]
4. You will be prompted to download a pdf document that will be similar to the following example

![Example PDF Document](image)

**Job Search Activities**

Upon logging into the Online Job portal you should see a screen similar to the one below:

![Job Search Portal](image)
**View Job Matches**

This area contains a listing of job posts that are matched to your account profile settings. The matches are determined according to **Occupation Codes** and **Keywords** you have added to your account. Jobs that match on both Occupation code and Keyword will display only once in the resulting list.

1. Log into the Online Job portal
2. Click on the Job Matches link at the left of the screen
3. The following screen will display

   ![Job Matches Screen](image)

4. Follow instructions in the section named [Viewing Details of a Job (printing/applying)](#) to review job posts and apply.
**View all Private Job Listings**

This area contains a listing of all private sector job posts that are currently live in the system.

1. Log into the Online Job portal
2. Click on the Private Sector Jobs link at the left of the screen
3. Follow instructions in the section named [Viewing Details of a Job (printing/applying)](#) to review job posts and apply.
View all Public (Government) Job Listings

1. Log into the Online Job portal
2. Click on the Government Jobs link at the left of the screen
3. The Government Recruiting website will display in a separate window. Please note that to apply for these positions you will need to follow the requirements listed for each post. These referrals will not be recorded in the Job Link portal.
Viewing Details of a Job (printing/applying)

View the job post list (refer to the section named View Job Matches or View all Private Job Listings for assistance if necessary)

1. Click on the View Details link to the right of the job post you are interested in.
2. The job details will open in a screen similar to the image below:

![Job Matches Table]

3. Applying for a job
   a. Review the job listing to determine if this is a good match for your skills, knowledge, abilities and experience.
   b. Provide responses to the Self-Referral Questionnaire. This is your opportunity to add additional information to make your case for consideration for the post. You must complete all questions in this questionnaire to complete submission of your referral.
      1. Explain how your education achievements and or qualifications match the requirements of this role.
         a. Provide a brief explanation of how your education and qualifications compare to those required in the job listing.
2. How does the number of years’ experience that you have compare with the requirements of the role?
   a. Choose the best option in the list
   b. If your choice is not “I have the same number of years’ experience”, please add a comment that explains why you should be considered even though you do not have the desired amount of experience. This is an opportunity to add additional information to explain what skills or education you possess that makes you a candidate that should be considered even with fewer years of experience.

3. Describe the skills and experience you possess which make you suitable for this role.
   a. Provide a brief explanation of your skills and experience that make you a good match for this role.

4. Why are you applying for this job?
   a. Provide a brief explanation of why you are interested in filling this role. What do you get by filling this role and what benefit(s) does the employer get by hiring you to fill this role?
   b. If you are not submitting all documents that the employer has indicated they wish to obtain with your applications, it is suggested that you include an explanation of why the documents are not attached and when they would become available.

5. Confirm that you wish to apply for this position and that you understand that your questionnaire answers as well as your resume will be available for review by the employer.
   c. Click the “Step 2: Attach Documents to Application” button to complete your application of interest
   d. Review the Email Referral page
      1. The Documents/Formed to be Filled out and emailed section of the page will contain a listing of any required documents or documents, such as application forms that can be downloaded for completion and attachment to your referral.
      2. The Files Attached to this Application section of the page will contain a listing of the documents you have attached to be sent with your referral to the employer.
      3. There are two ways that you can attach documents to your referral.
         a. Documents that are uploaded to your profile on the Job Link portal
         b. Documents that are saved on your computer or mobile device used to access the Job Link portal.

   e. Once you have attached all documents you would like to provide to the employer with your referral, click the “Send Attachments to Employer & Submit Application” button.
      1. If you are not submitting all documents that the employer has indicated they wish to obtain with your applications, it is suggested that you include an explanation of why the documents are not
attached and when they would become available in question 4 of the questionnaire on the previous page.

f. The job will be added to your Jobs Applied For list and the employer will receive an email (with documents attached) notifying them that you have been referred for the job post.

Please pay special attention to the details of the job listing to ensure you have met all requirements for application. Some companies may require additional items to be sent to them such as a company application, police clearance or references. You must provide those items separately if required for your application to be complete.

4. Print a Job post
   a. Click the print button in the upper right corner of the job post
   b. You will be prompted to open the document
   c. The document will open as a pdf file with the details of the job post

5. Click the Return button to go back to the list of jobs that matched your occupations
View your Job Referral History

1. Log into the Online Job portal
2. Click on the Jobs Applied For link at the left of the screen.

- This area allows you to view a list of job posts that you have applied for.
- You can also view feedback from the employer in regards to your referral for the job posts.
- You also have the ability to enter feedback on the recruiting process. **This information can only be viewed by yourself, the NWDA and the Department of Immigration.** The Employer **cannot** view your feedback.
- To view your questionnaire responses click on the view referral link beside the job referral you wish to review. Questionnaire responses are viewable by the NWDA, the Department of Immigration, the employer and yourself.
**Employer Feedback on a Referral**

When an employer enters feedback into the Job Link portal, an automatic email notification is sent to you. This lets you know that the employer has entered feedback and what was entered. Please remember:

- To provide the employer with further information as a response to the feedback provided, you must contact them directly.
- To view your questionnaire responses click on the view referral link beside the job referral you wish to review. Questionnaire responses are viewable by the NWDA, the Department of Immigration, the employer and yourself.

The following image is an example of an automatic email notification that you would receive upon employer feedback entry.

![Job Referral Update](image-url)

---

**Job Referral Update**

nwda.jobs@gov.ky

Sent: Wed 6/8/2016 5:47 PM
To: Newland, Shelly

Dear Shelly

This is an automatic notification created by the NWDA Job Link portal. This occurs when an employer provides feedback on a referral you have submitted to their company. This automatic notification is provided to alert and encourage you to log onto the system to share your feedback about this recruiting process. Any feedback you enter will not be shared with the Employer, however can be viewed by the NWDA and the Department of Immigration in the event that a work permit application is submitted for the position you applied for.

**Feedback has been provided for Job Number 211035 - programmer to state the following:**

*The candidate performed very well in the interview stage and is being hired.*

Thank you for using the NWDA Online Job Portal.

Employment Services Unit  
National Workforce Development Agency  
Cayman Islands Government  
2nd Floor, Midtown Plaza  
273 Elgin Ave, George Town  
Grand Cayman
**Event Calendar**

The event calendar will allow you to perform the following activities:

- Track meetings and Training events that you are scheduled to attend.
- View details of meetings or training events that you are scheduled to attend with the option to cancel your attendance of the event.
- View upcoming Training events that are scheduled and register to attend. Please note that capacity of training events is limited, so you may be registering to be on the waiting list if the capacity of the event is full.

You have the ability to register for an event or cancel attendance of an event up until the date/time the event is scheduled to occur. Once that time has passed you will not be able to register or cancel for attendance.

**Viewing information about an event scheduled on your Event Calendar**

1. Hovering over the event on the Calendar will display the name of the event and the date and time it is to be held.
Registering for an event on your calendar

1. Double Click on the event icon that you wish to register for
2. Review the information of the event as seen in the image below
3. Click the “Register” button

The registration will be submitted to the system and your name will be added as a confirmed registrant and you will receive an email confirming that you have registered for the event.

**Example of the confirmation email**

Note: Please remember that if the capacity of the event has been met, you will be registered on the waiting list for attendance. If a registered person cancels their attendance of the event, you will be notified that you have been moved to a confirmed status.

You will also receive an email 24 hours prior to the event, reminding you that you have a scheduled event. If 24 hours falls on a weekend you will receive the reminder on the Friday prior to the event.

The event will now turn green on your event calendar to indicate that you are registered for the event.
Viewing or cancelling an event you are registered/invited to attend

1. Double click on the event you wish to view or cancel attendance for
2. Review the information and determine if you really want to cancel. If you decide that you must cancel, click the “Cancel Registration” button. The system will indicate that you have cancelled your attendance of the event. If you later determine that you do want to attend, you can open this screen again and the registration button will have returned.

Note: It should be noted that by cancelling an event there may be a delay in rescheduling the event do to conflicting schedules with other attendees. This is the case especially with assessment or meeting event types.

Example of an Event Calendar
The following is an example of what your event calendar may look like. Training Events will appear Gray if you are not registered to attend. Green events are those that you are registered to attend. Yellow events are Assessments or meetings that you are scheduled to attend.
Surveys
There will be a few different instances where the NWDA will send you an invitation to provide feedback through a survey. When invited to provide feedback through a survey, you will receive an email inviting you to complete a survey. You will then log into the Job Link portal and enter the Surveys section through the Surveys link under the Account Info area on the menu.

In this area you will see a list of surveys that you have been invited to provide feedback.

- The Title will indicate what the survey is about.
- The status will indicate if it new, in progress or complete.
- The survey link will allow you to access the survey or completion.

Surveys will remain in your list as a record of your feedback.

Example of Invitation to Take Survey Email

Example of a survey
At any point during the survey you can save & exit. This will allow you to come back at a later time and complete the survey. Once accessed complete the questionnaire and submit & complete. This will then change the status to complete and you will not be able to access the survey unless invited to take it again.
**Example of the Job Seeker Registration survey**

### Surveys For Services

**Job Seeker or Company Registration Survey**

1. How did you learn about the NVIDA?
   - Choose -

2. What is your reason for registering? Select all applicable responses.
   - Job Search
   - Access training opportunities
   - Scholarship requirement
   - Required by other agency e.g. NAIU, Courts, etc.
   - Access Internship opportunities
   - Access Apprenticeship opportunities
   - Passport Success

3. How easy was it to register?
   - Choose -

4. How would you rate the user-friendliness of the job link portal?
   - Choose -

5. Did you use the online user guide to help you register?
   - Choose -

6. Where did you register from?
   - Choose -

7. Overall, how satisfied are you with the registration process?
   - Choose -

Back to Survey Details  Save & Exit  Save & Complete