

Applicant – Frequently Asked Questions (FAQ)

For detailed instructions on accessing and using WSDC, please refer to the **Applicant User Guide** in <https://wsdip-docs.skillnex.co/>. This guide provides step-by-step support to help you navigate the platform smoothly.

Registration & Login

How do I onboard myself as a new applicant?

1. Ensure that you **have successfully applied for your WSDip course through iStudent**.
Once your application is confirmed in iStudent, you will receive a link to begin your onboarding process with WSDC.
2. Login to <https://wsdip.ite.edu.sg/> and sign in using Singpass.
3. MyInfo will automatically retrieve your basic details, and you need to input the additional information as required.
4. Submit the form to create your account.
5. Once registered, you can log in using Singpass and start browsing jobs.

How do I log in to the system?

Sign in using your Singpass credentials.

How do I log out of the system?

To log out safely:

1. Locate your profile icon or name at the top-right corner of the dashboard.
2. Click the dropdown arrow beside your profile name.
3. Select the 'Logout' option.
4. Wait until you are redirected back to the login page. This ensures your session has ended.
5. For security, especially on shared devices, always close the browser after logging out.

How do I receive notifications directly from WSDC? Are they sent via email?

Yes, WSDC sends all notifications related to your job posting application status, matriculation process, and OJT-related activities directly to **your registered email address**. To ensure you receive these updates promptly, please make sure your email address is accurate and up to date under the **Personal Information** page.

Job Postings

How do I view all available job postings?

Go to Job Listing > View All to see all open jobs.

Can I view details of a specific job posting?

Yes, click the job title to view its description, requirements, employer details, and application deadline.

How do I search for jobs?

Enter keywords (job title, company, or skills) in the Search bar on the Job Listing page.

Can I filter job postings?

Yes, you may filter based on the course name that you've applied via iStudent.

How do I sort job postings?

Yes, you may sort based on the Newest or Oldest job postings.

Resume Builder

How do I upload, create, or delete a resume?

Uploading a resume:

1. Go to 'My Resume' from the trainee dashboard.
2. Click 'Upload Resume'.
3. Select the resume file (PDF or Word) from your computer and upload it.
4. Confirm upload, and the resume will appear in your documents list.

Creating a brand new resume using the resume builder feature:

1. Click on the profile icon to open the drop-down menu and select "Resume Builder"
2. Fill in required fields such as personal details, education, work experience, skills & certifications, awards & CCA and others.
3. Click "Continue" once completed
4. You may review and choose between 2 different template designs. Click "Save & Download" button to save and download your resume
5. Save your resume, and it will be stored in the system.

Deleting a resume:

1. Go to 'My Resume' from the trainee dashboard.
2. Select the specific resume you want to remove.
3. Click "Bin" icon next to the specific resume to delete it. Deleted resumes cannot be recovered, so ensure you want to permanently remove the file.

Applications

How do I apply for a job?

1. Select and press “View Job” to apply for that specific job posting
2. Read through the job description before clicking “Apply now”
3. Fill in the job application form and upload required documents (e.g., resume, statement of interest, academic certificate and other supporting documents).
4. Click “Save Draft” if you would like to continue completing the form later. Else click “Continue” to proceed
5. Review through the application details and if confirm, click “Submit”

Can I bookmark jobs?

Yes, click the “Bookmark icon” (like a ribbon icon) on any job posting to save it under “Bookmarks” tab.

How do I view my bookmarked jobs?

Go to Job Listing and under “Bookmarks” tab, you will see all job posting that were previously bookmarked.

Interviews

How will I know if I get an interview?

When a company shortlists you for an interview, you will receive an email notification or be contacted directly by the company via email or phone call. You will also see an in-system notification alert when you log in to WSDC.

How do I accept an interview invitation?

Under My Application dashboard, view the job application and click “Accept Interview”. The employer will be notified. Do note that the company will contact you directly either via email or phone call.

Can I decline the interview invitation?

If you wish to reject the interview invitation, click on the “Decline Interview”. The employer will be notified.

Job Offers

How do I know if I received a job offer?

Upon successful interview, if a company wishes to offer you the job, you will receive an email notification or be contacted directly by the company via email or phone call. You will also see an in-system notification alert when you log in to WSDC.

How do I accept a job offer?

Under My Application dashboard, view the job application and click “Accept Job Offer”. The employer will be notified. Do note that the company will contact you directly either via email or phone call to proceed with employment contract signing.

Can I decline a job offer?

If you wish to reject the job offer, click on the “Decline Job Offer” and enter a valid reason. The employer will be notified.

🔧 Technical Issues

I cannot log in. What should I do?

- Make sure you have successfully applied your courses via iStudent before login via WSDC to start the onboarding process.
- Make sure you have enabled Third-Party Cookies and Cross-Site Tracking in Your Browser (<https://wsdip-docs.skillnex.co/docs/enable-cookies/third-party-cookies>).
- Clear browser cache and cookies.
- If the issue persists, email to support@adnsg.atlassian.net.

The system is very slow or not loading. What can I do?

- Refresh the page.
- Try another browser (Chrome, Edge, Safari).
- Ensure your internet connection is stable.
- If the problem continues, email to support@adnsg.atlassian.net.

I cannot upload my resume or documents.

- Check that the file type (e.g., PDF, DOCX) and size meet system requirements.
- Rename the file without special characters.
- Try uploading again from another browser or device.

The “Apply” button for Job Post is missing or disabled.

- Check if the job posting is still open. Closed postings cannot be applied to.
- Ensure your profile is complete (some employers require certain fields to be filled).
- If it still doesn't work, email to support@adnsg.atlassian.net.

I did not receive any email from WSDC.

- Check your spam/junk folder.
- Ensure your registered email is correct.

- Ensure your email server did not block WDSC email domain (wsdip.skillnex.co). Whitelist if required.
- Contact support@adnsg.atlassian.net if you still do not receive it.

What should I do if I encounter an error message?

Take a screenshot of the error, note the time it happened, and report it to support@adnsg.atlassian.net so they can investigate.