

SkillsMap

Frequently Asked questions



Q: Can I use my Android or iPhone to register?

A: Unfortunately, the site is not mobile compatible yet, please make use of either a laptop or a PC to register.

Q: I hereby withdraw my consent for you to collect, process or store any personal data related to, and belonging to (user's email address). Pursuant to my rights under Article 17 GDPR I request that you delete any and all related data. Please note that I am not looking for instructions on how to delete my account, I want you to delete all my data due to this request.

A: Please log into your SkillsMap profile > under Account Settings > Delete profile

Q: I am getting an Invalid email address message

A: Please make sure to register on the site first before you continue; to do this you need to make use of either a laptop or PC.

Q: I have sent my CV but have not had any response.

A: Please login into your SkillsMap profile and upload your CV, once the CV is uploaded you can apply for positions.

Q: I am unable to register due to the city not being available on the city location.

A: Please email us your city information to make sure it's added to the city locations – skillsmap.cv@sage.com

Q: I have retracted my application. How do I reapply for the position?

A: From "My Job Applications" menu you will be able to reapply for the position.

Q: When is the closing date of the position?

A: The closing date of all position are displayed on the position details of the job.

Q: Can you please help me with me password as I have forgotten it.

A: Please select "Forgot Password" to reset your current password.

Q: I am unable to make any drop-down selections.

A: Please clear your browser cache for all time to enable the site drop-down again. Press CNTR+SHIFT+DELETE > > select temporary Internet Files as well as Cookies and website data > Press Delete > Close internet browser and retry

Q: I have locked my SkillsMap account, how do I unlock my account?

A: Please access the portal you have registered on most of the time you will be registered on the skillsMap portal <https://jb.skillsmapafrica.com/Account/Login>

- If you are registered on the Company SkillsMap portal the URL will most likely have the Company Name in front of jb for example

<https://Sage.jb.skillsmapafrica.com/Account/Login>

- Only enter your registered email address and select Forgot Password, the system will reset your password and you will receive an email with a link to change your password.

Q: Applicant would like to know if the position listed on SkillsMap is still available.

A: Applicant should try and apply for the vacancy first as there will be cut of Dates listed for each vacancy.

Q: Was my application successful?

A: Please access your profile on your registered account, you will see the status of each position applied for.

Q: In what Format should my Curriculum Vitae be and what is the maximum size of the document?

A: Your Curriculum Vitae should be in Word format and the document should not exceed the limit of 2MB.

Q: How do I clear my storage on Google?

A: In Chrome, press F12 (the below screen will appear), click the 2 arrows >> click 'application' - clear storage - make sure all the below ticks are on – clear site data – close and re-open chrome and try again accessing SkillsMap.

Q: If I have cleared my Cache and I am still unable to access the SkillsMap portal?

A: Please try to access a different browser for example, Google Chrome; Mozilla Firefox; Internet Explorer.

- Also note that the reason also might be security restriction settings on your PC / Laptop blocking you for accessing the URL.