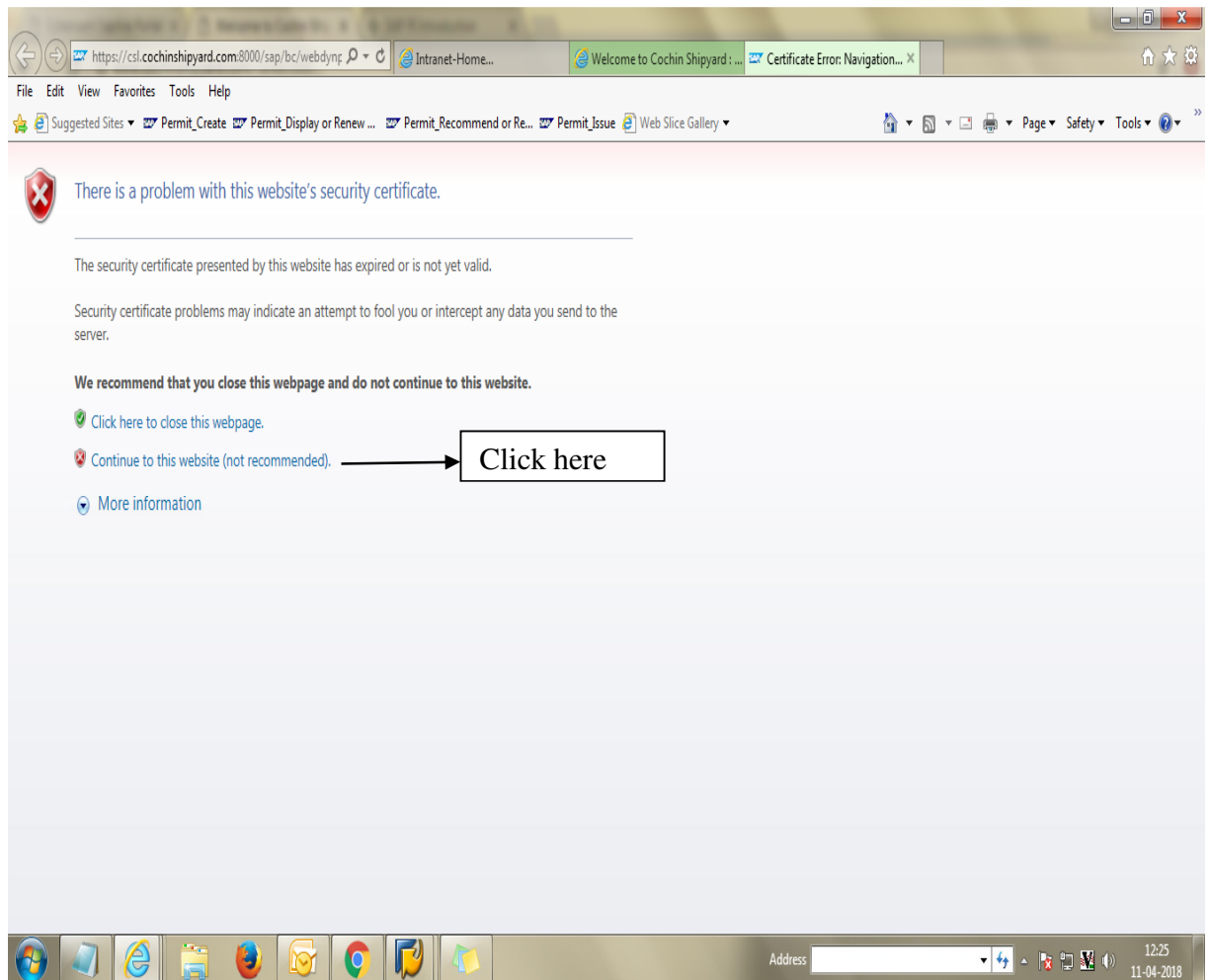# Frequently Asked Questions (FAQ)
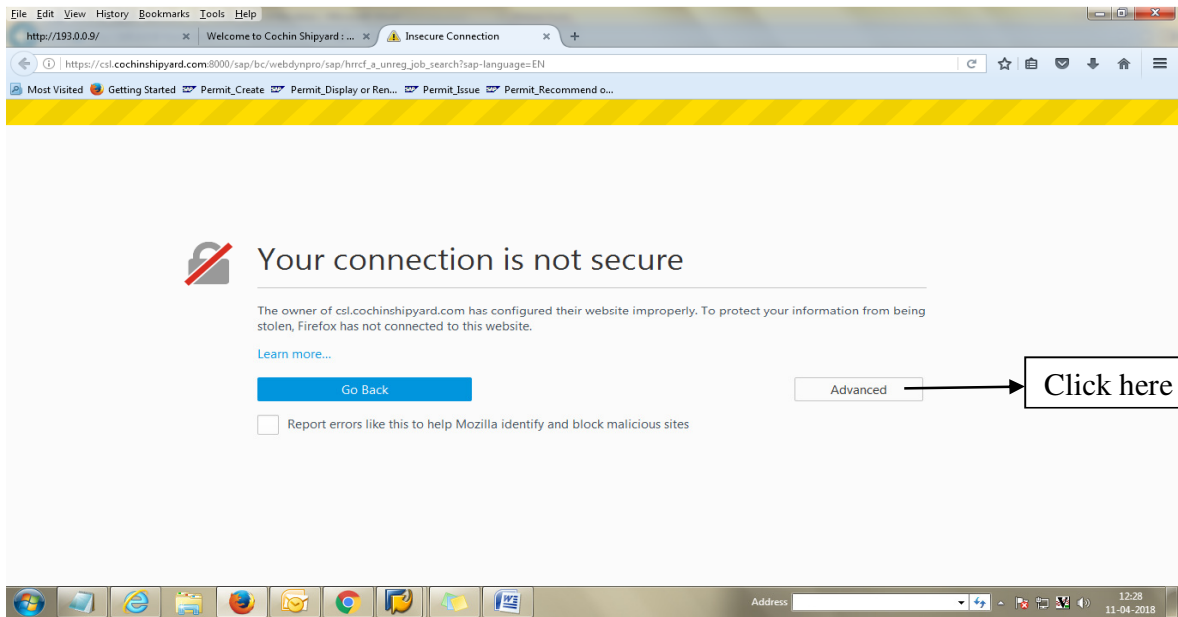
1.   What should I do when I encounter technical issues as illustrated below:-

Issue 1:- Problem with website's security certificate
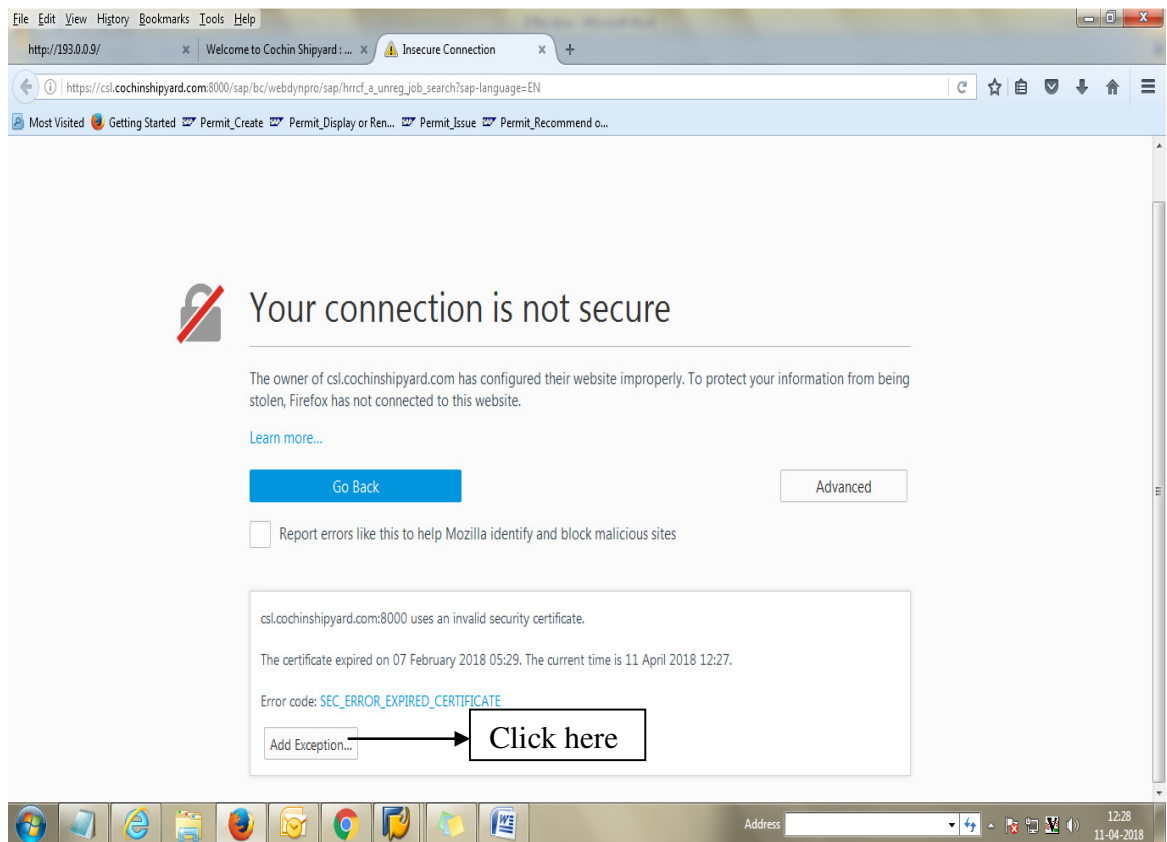

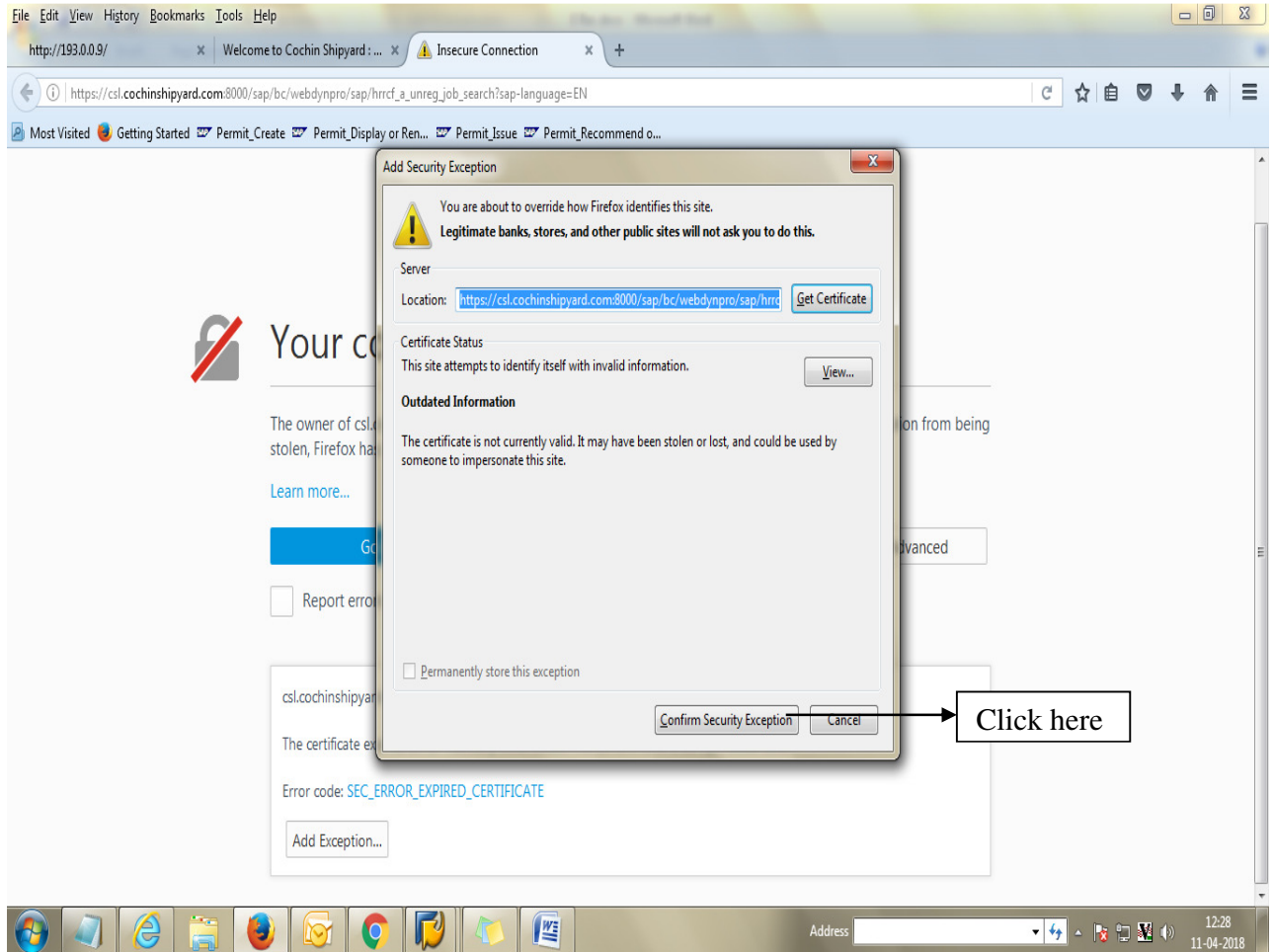**Solution: - Click on option "Continue to this website (not recommended)"**

Issue 2:- Connection is not secure

Solution: - Click on option "Advanced". Following dialogue box will be displayed. Choose option "Add Exception".

Following pop-up menu will appear. Click on option "Confirm Security Exception". Message "You have confirmed your email address" will be displayed on screen.

Issue 3:- Connection is not private

Solution: - Click on option "Advanced". Following dialogue box will be displayed. Choose option "Proceed to csl.cochinshipyard.in(unsafe)". Message "You have confirmed your email address" will be displayed on screen.
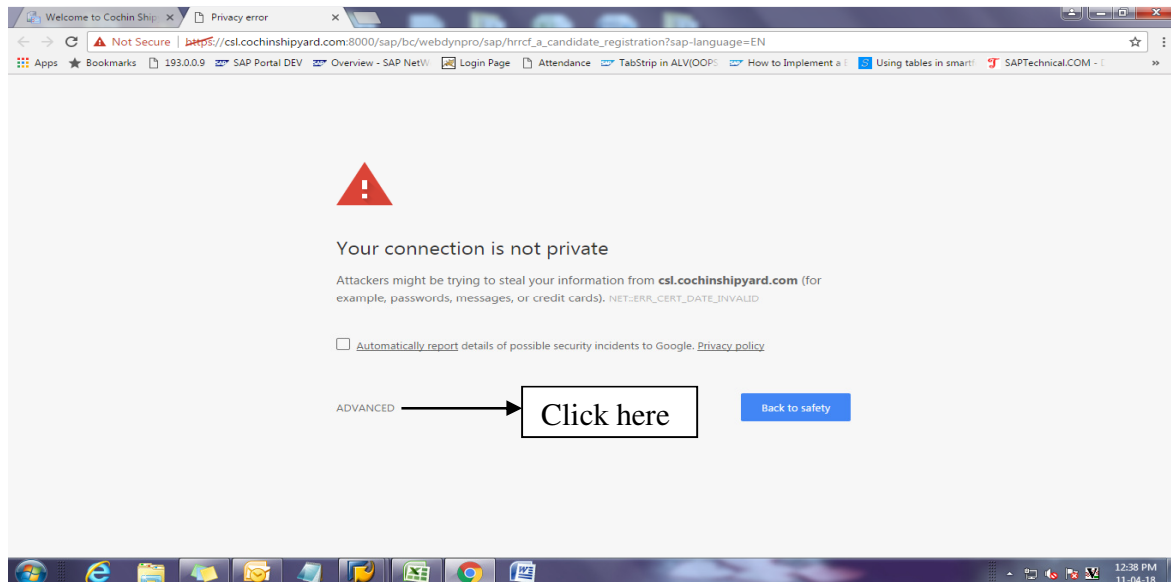
Issue 4:- Log in to network

Solution: - Click on option "Advanced". Following dialogue box will be displayed. Choose option "Add exception".
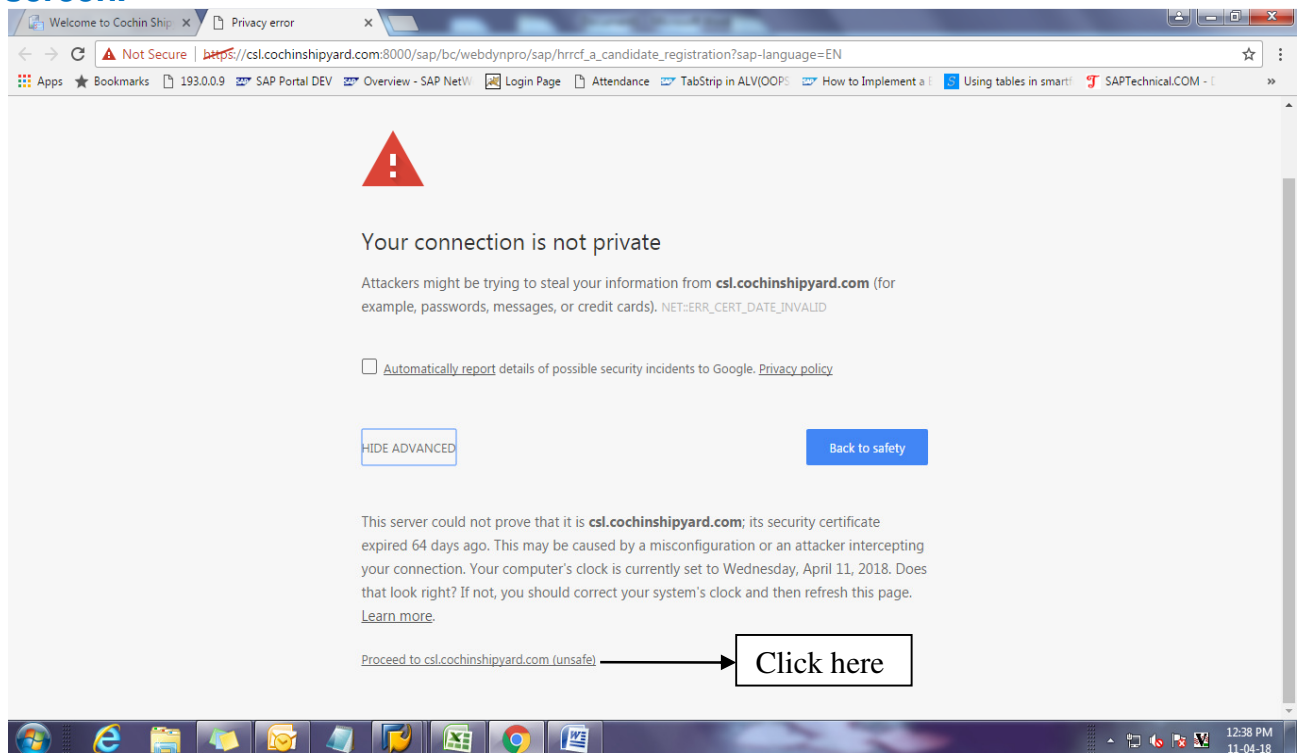
Following pop-up menu will appear. Click on option "Confirm Security Exception". Message "You have confirmed your email address" will be displayed on screen.
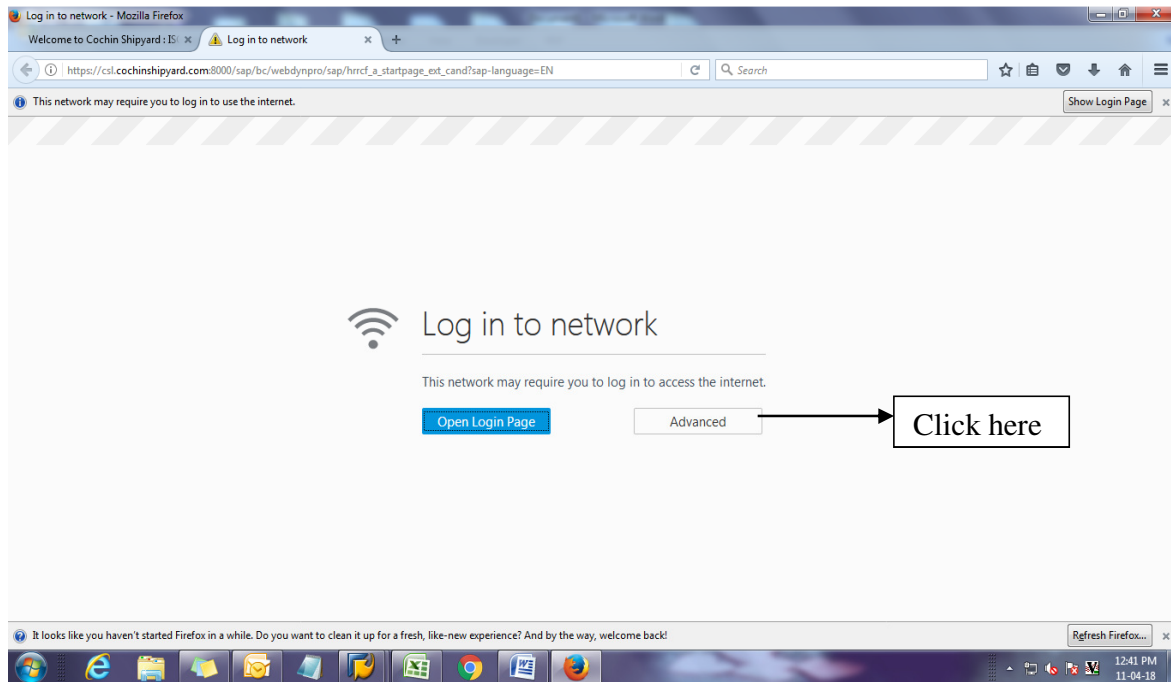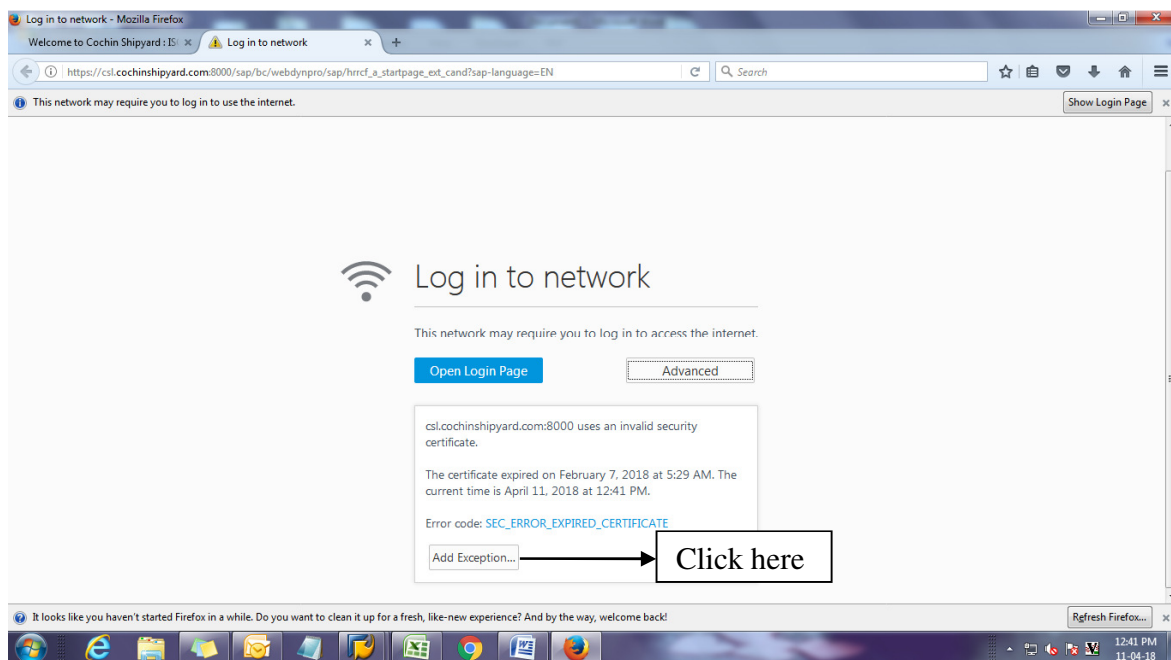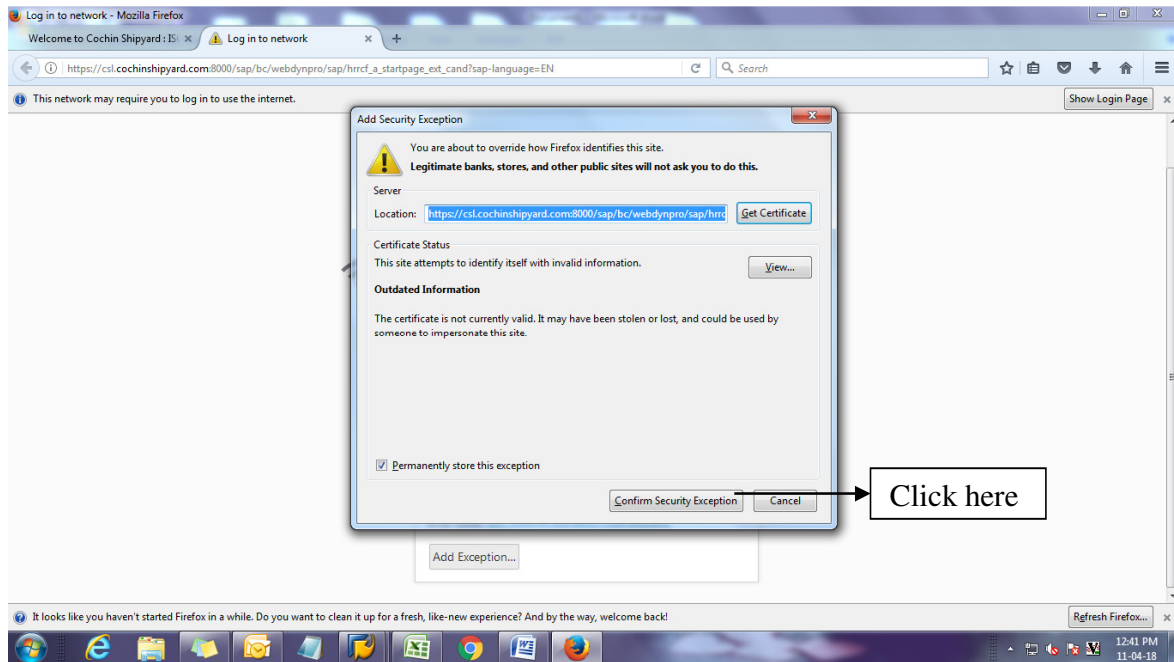
Issue 5:- HTTP 404 Error

Service cannot be reached

What has happened?
URL call was terminated because the corresponding service is not available.

Note
The termination occurred in system with error code **404** and for the reason **Not found**.

What can I do?
Please select a valid URL.

HTTP 404 - Not found
Your SAP Internet Communication Framework Team

Solution: - There is some problem with the network. You may try after sometime. If the issue persists you may reach us at 0484-2501221 or send a screenshot of the error message to career@cochinshipyard.in along with your mobile number. Contact details for various posts notified by CSL are also given in the user manual.

2. *What should I do if I am unable to confirm e-mail ID after doing registration online?*

You are required to open the pdf attached to the email message, which contains a link (or url) **valid for 14 days**. Copy and paste the url contained in the pdf into a web browser (preferably internet explorer). The message "You have confirmed your email address" will be displayed on screen once the email address is confirmed.

If you are not receiving the message confirming your e-mail id even after following the above instructions, you may reach us at 0484-2501221 or send a screenshot of the error message to career@cochinshipyard.in along with your mobile number. Contact details for various posts notified by CSL are also given in the user manual.

3. I did not download/take print out of online application after submitting application online. How can I download it now?

1. Go to CSL Career page, and choose the unit where the post is notified.

2. Sign in (using your User ID and Password) and Choose Employment Opportunities

3. Click on "My applications" tab

4. Select the post to which you have applied. Once you select the post, the tab "Download Application" available on the same screen will be enabled as shown below.

4. What if I forgot my password?

If you have forgotten your username or password click on tab "Sign In" through career page of CSL website. Logon screen will appear. Click on "Password Forgotten" link. The forgotten password screen will appear as shown.

Provide your User Name or Email Address in the given textbox, and then click on the

"Request Password". This will send an alternative password to the e-mail address that you entered. You can use the alternative password to regain access to your Applicant Cockpit.

For security reasons, you should change the alternative password immediately once you have logged on successfully.

5. ***After making payment towards application fee I have received message from my bank that the amount has been debited from my bank account. But in the payment page of portal, message shown is "proceed after payment". What should I do? Should I make payment again?***

No. If you have received message from your bank that amount has been debited from your bank account, **you should not make payment again.** Please log in and recheck the application after few hours. **Even if the payment is not debited**, and you cannot proceed, you shall wait, log in and recheck after few hours if the issue is resolved. ***IF NOT RESOLVED***, you may send the following details to the e-mail ID career@cochinshipyard.in :-
   a) **Screenshot of the payment page of SAP portal** where you are getting stuck
   b) **Date** on which you made the payment (if payment debited)
   c) **Transaction ID** (seen on the payment page of portal, **eight-digit** number starting with 50…….)
   d) Your **Mobile number**
   e) Copy of transaction debit (**bank transaction page or SMS**)

6. ***What should I do if I tried payment multiple times and my payment is deducted multiple times for the same application?***

If you have received message from your bank that amount has been debited from your bank account, **you should not make payment again.** You should log in and recheck the application after few hours. However, if you have not waited, and tried payment again, there are chances that payment may be deducted multiple times for the same application.

In such cases of refund related queries, you may contact your **banking service provider**/ **bank customer care** and raise a request for **chargeback** with the bank. CSL cannot issue any such refunds as per the chargeback process.

7. How can I ensure that my application has been submitted successfully?

Click on the "My Applications" link in the "Employment opportunities" Tab. You can see the status of your application as "in process".

If the status is "Draft", it means that you have not released your profile. Go back to application wizard page and click on "Release and Submit" Button. Otherwise Recruiter can't access your profile. Once you click on "Send Application Now", the job application gets completed successfully.

8. If I have applied for a job at Cochin Shipyard Ltd before, can I re-apply for another post?

Yes. You may log into the same account to apply for other available posts. Please see user manual for details.

9. When will my job profile expire?

Inactive profiles will expire within a period of six months i.e if you are not logging in/updating the profile for a period of six months.

10. I made an error in my application. Can I make changes to the information I submitted?

You cannot make any changes in the online application which is already submitted by you.

However, to avoid the same error in future applications, Sign in and Open the "Candidate Profile " Tab. Click on "My profile", make required changes and Save.

11. System is not accepting the password created by me? What could be the reasons? How can it be rectified?

Ensure that password you set contain at least one uppercase alphabet (A to Z), one lower case alphabet (a to z), one number (0 to 9), one special character (@,$,%,*) and possess minimum 8 characters. Please note that system will not accept any special characters other than @,$,%,* .

12. How can I make sure that issues in application submission are resolved?

(A) Please ensure that **all correspondence with CSL invariably contains** your

    a) **Transaction ID** (seen on the payment page of portal, **eight-digit** number starting with 50…….) **and**
    b) **Mobile number**

(B) Correspondence with CSL shall be done through a single e-mail id used for registration, i.e. the user name for log in to the SAP portal.