

## FAQs – Frequently Asked Questions

A word/sentence/paragraph is formatted **bold** and cannot be changed, what should I do?

- Format the entire text of the job vacancy (not bold) and then individually format the words or sentence(s) you would like to appear in bold.

The entire document is **oddly formatted**, what should I do?

- This often happens if the text is copied from a PDF file. If available, copy the text from a Word file.  
Otherwise try to copy the text without the formatting. This can be done with the aid of the «editor» program for example.

I do not have an **account**, what should I do?

- Please contact us by sending an email to the following address [cinfoPoste@cinfo.ch](mailto:cinfoPoste@cinfo.ch) or by calling the following number 032 365 80 02. We will gladly send you your login details.

I **forgot** my **password**, what should I do?

- There is a «Forgot your password» button below the login.

**How long** does it take **until** the job vacancy is **published** on the cinfo website?

- The job vacancy is reviewed and validated by cinfo and is available on the cinfo website within one working day.

I detected a **typing error**, how can I correct it?

- If the job vacancy is not yet validated by cinfo (not yet available on the cinfo website) you may correct the typing error by clicking on «OPEN A NEW JOB» and then on the job vacancy.  
If the job vacancy is already validated by cinfo (already available on the cinfo website) please send us an email including the title of the job vacancy and a description of the error to the following address [cinfoposte@cinfo.ch](mailto:cinfoposte@cinfo.ch). If you detected several errors please send us the PDF or word file of the job vacancy so we can replace the entire text of the job vacancy.

I entered a **wrong closing date for application**, what should I do?

- If the job vacancy is not yet validated by cinfo (not yet available on the cinfo website) you may change the closing date for application by clicking on «OPEN A NEW JOB» and then on the job vacancy.  
If the job vacancy is already validated by cinfo (already available on the cinfo website) please send us an email including the title of the job vacancy and the new closing date for application to the following address [cinfoposte@cinfo.ch](mailto:cinfoposte@cinfo.ch).

I would like to **remove** the **job vacancy ahead of schedule**, what should I do?

- Please send us an email including the title of the job vacancy, which you would like to remove from the cinfo website to the following address [cinfoposte@cinfo.ch](mailto:cinfoposte@cinfo.ch).

The job vacancy has not yet been filled and therefore I would like to **extend the publication duration**, what should I do?

- Please send us an email including the title of the job vacancy which you would like to extend to the following address [cinfoposte@cinfo.ch](mailto:cinfoposte@cinfo.ch).

I would like to **publish the same job vacancy again**, what should I do?

- Click on «Posted Jobs» and open the job vacancy you would like to publish again. Then click on «Open a new requisition based on this job». All information as well as the job text is automatically adopted and you only have to adjust the date.

I would like to **publish a very long or complicated job vacancy**, what should I do?

- Link the job vacancy to your homepage / PDF or Word file.