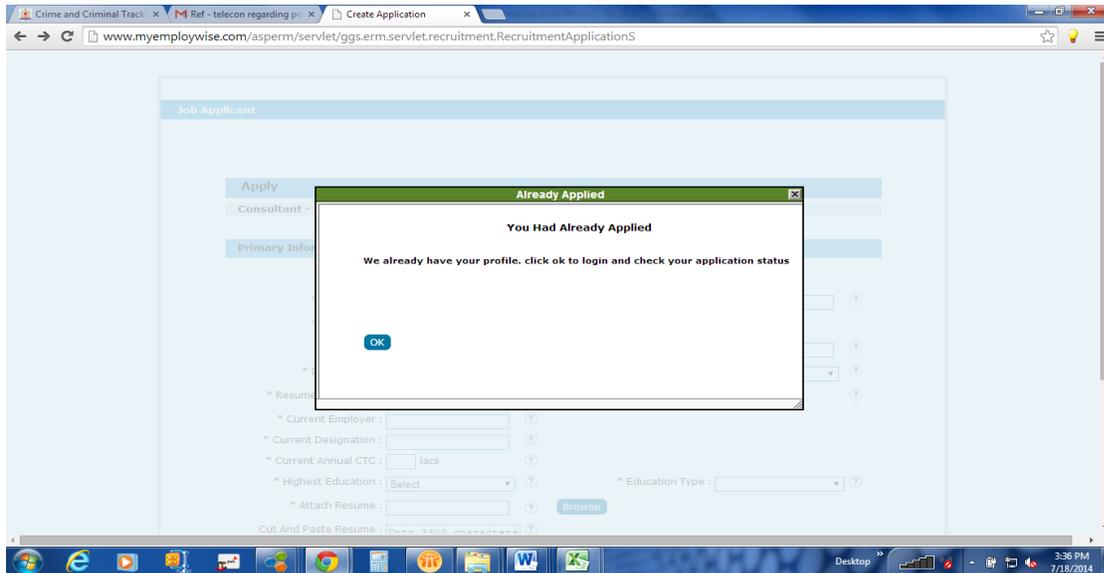# FAQ

**Q1.)** Candidate is applying for a position, and below mentioned error is showing.



**Sol:** Applicants are already having a profile in NISG portal with the provided email ID. And they need to log-in the portal with the same email ID and apply for the positions.

If they are unable to find the login credentials in their mail box, they can retrieve the password by following the below mentioned steps:-

Step 1: In browser, enter the URL www.nisg.myemploywise.com
Step 2: Click on 'Forgot Password' link
Step 3: Enter your email id (Same one that you have mentioned at the time of applying for an Open Position)
Step 4: Click on the Submit tab

**Q2.)** Candidate is facing an error message when applying for any position "**Your last application has been detected as possible duplicate; therefore you cannot apply for this position**"

**Sol:** Candidate have more than 1 profile in the portal with different email ID's. Our system addresses profiles on the basis of email ID.

And our system checks duplicacy between different profiles based on these parameters **First Name, Last Name, DOB, and Mobile No.** as per rule configured in portal.

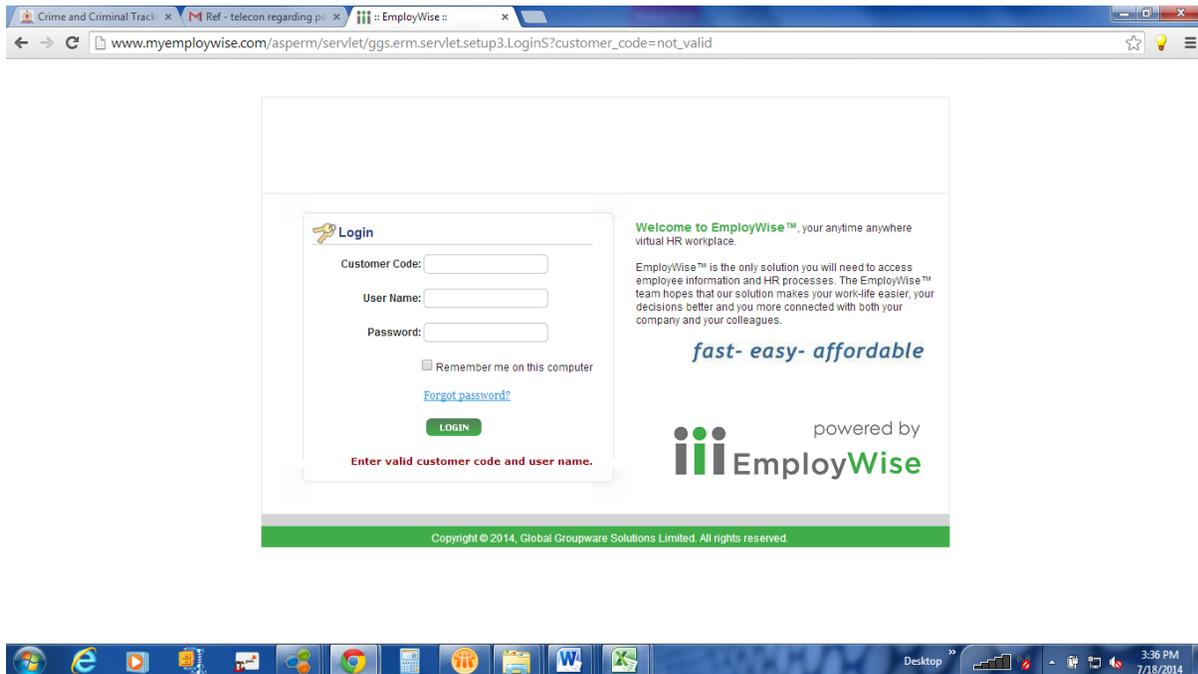2 steps to get the issue resolved:-

- Candidates are requested to alter/modify these parameters in the unused profiles. And they need to use only 1 single profile so that positions applied by them will not considered as duplicate application.

  HR can check the applicant's different email ID's from the RFR-Application detail report.


- System has recorded the same candidate profile as possible duplicate. To release the employee from this error message, HR need to click on the link "view details" along with that error message, and in a new pop-up page there is an option "**Not a duplicate**", please click on the same.
  With this step applicant will be released from the duplicate check, and then he/she will able to apply further positions.

**Q3.)** Applicant is facing error "**Enter valid customer code and user name**"



**Sol:** Applicant needs to enter correct customer code "**NISG**"

And User name will be the email ID which candidate had mentioned at the time of applying for an Open Position.