



G.F. 340 On-line Application System and Government Vacancies Enquiry System Frequently Asked Questions

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About application procedures

Applicant can submit G.F.340 on-line application form through the following website/system:

<http://www.csb.gov.hk/print/english/recruit/application/330.html> and then click the item "G.F.340 On-line Application System"; or <http://www.csb.gov.hk/print/english/recruit/7.html> and then click the item "Government Vacancies".

If an applicant wishes to enquire, amend application data and submit supplementary information through G.F.340 On-line Application System, please access the URL at <http://www.csb.gov.hk/print/english/recruit/application/330.html> and then click the item "G.F.340 On-line Application System".

Please read the following frequently asked questions.

- Q1 Does the applicant need to submit different on-line application form if he/she wishes to apply more than one job at the same time?
- A1 Applicant may complete one on-line application form for more than one job currently being advertised for recruitment.
- Q2 Can the applicant change the PIN and e-mail address afterwards?
- A2 Applicant cannot change the PIN and e-mail address afterwards.
- Q3 Can the applicant save the application data for future use?
- A3 If you cannot complete the whole application within **2 hours**, you can use the "Partially Save" button to save the parts you have input. You can then restore the saved data into the application form when you login the system with the Hong Kong Identity Card Number (HKID) or Passport Number and the PIN again for continuation of the application, or when you apply for other jobs through the system in future.
- Q4 How does the applicant know that the on-line application procedure is completed?
- A4 An on-line application number will be generated after you have completed the on-line application form. The Government will acknowledge receipt through e-mail within **2 hours** after your successful submission.
- Q5 Can the applicant amend the application data or provide supplementary information after submission of application?
- A5 You can use your HKID or Passport Number, e-mail address and PIN to enquire or amend the application data within the application period or to provide supplementary information (twice at most) through the Internet within the application period.
- Q6 For correction of or access to personal data, or enquiring about recruitment matter, which department should the applicant contact?
- A6 For correction of or access to personal data after submission of the application form or enquiries on recruitment matters, please contact the subject officer of the recruiting grade/ department as specified in the recruitment advertisement or e-acknowledgement. Their contact details are also available from the Civil Service Bureau Homepage on the Internet at <http://www.csb.gov.hk/>.
- Q7 For applicants holding academic and/ or professional qualifications obtained from institutions or professional bodies outside Hong Kong, what should the applicant do?
- A7 For applicants holding academic and/ or professional qualifications obtained from institutions or professional bodies outside Hong Kong, please send copies of your diplomas/ certificates, transcripts of studies and official documents stating the mode of delivery (e.g. full time/ part time, on campus/ distance learning, etc.) of the study programmes to the recruiting grade/department after successfully submitting the on-line application. Please specify the job title, the on-line application number, your name and HKID /Passport number in your submission. To facilitate assessment of qualifications, documents on the prior qualifications obtained should also be supplied as far as possible. **Do not send any originals** of diplomas/certificates or other qualification documents.
- Q8 When applicant submits the G.F.340 On-line application form, the error message of Inconsistent System Status is popped up. What should he/ she do?
- A8 Please check whether all date entries meet the system requirement i.e. input date in the format of **dd/mm/yyyy** or **mm/yyyy** according to the example listed in the respective items of the e-form. Please use a "/" as the separation for day, month and year. (For example : Issued Date of the Public Examination Results (mm/yyyy), please input 08/2010; Date of Full Employment Record (dd/mm/yyyy), please input 01/08/2010). The day in the format

dd/mm/yyyy cannot be left unfilled. (For example, to input 08/2010 in the field of Date of Full Employment Record (dd/mm/yyyy), this input cannot meet the system designated requirement for date entries.)

- Q9 Some sections such as Full Employment Record to Date require applicant to input data in chronological order. Is it correct to input data from the earliest date up to latest/ present date?
- A9 Some sections require applicant to **input data in chronological order**. Please input the data in sequence from the earliest date up to the latest/present date. (e.g. from 1980 up to 2010)

General Technical Questions

- Q10 What is the system requirement for using the fillable PDF application form?
A10 Applicants can fill in the application details on the fillable PDF form by using Adobe Reader 8 or later versions. Please choose "Save" function in the Adobe Reader software to save the form. Please print and duly sign the application form before submission. All completed application forms must be submitted to the recruiting departments/ grades on or before the deadline by post or by hand according to the addresses specified in the recruitment advertisements. If necessary, you can download the software from the following website: Adobe Reader
- Q11 What is the recommended screen resolution for viewing the system?
A11 The webpages on this system are best viewed with screen resolution of 1024 x 768. The texts cannot be fully displayed or printed when the resolution is set below this resolution standard. To print the content of the screen, you may need to set the paper orientation to landscape.
- Q12 Why are some Chinese characters not displayed on my computer?
A12 This system adopts Unicode as the encoding standard for Chinese characters. Therefore, your computer has to support Unicode in order to display the Chinese characters (including Hong Kong Supplementary Character Set (HKSCS)) properly.

For more information, please refer to:

[FAQs about GovHK Online Services - Other Technical Questions and Trouble Shooting Hong Kong Supplementary Character Set \(HKSCS\)](#)

Operating Systems and Browsers, Settings Problem, and Pop-up Window

- Q13 What is the system requirement for using the on-line application system?
A13 This system has been tested for the following combination of popular operating systems and browsers –

	Microsoft Windows 2000	Microsoft Windows XP	Microsoft Windows Vista	Microsoft Windows 7	Microsoft Windows 8	Mac OS X	Linux
Microsoft Internet Explorer 6	Yes	Yes	n/a	n/a	n/a	n/a	n/a
Microsoft Internet Explorer 7	n/a	Yes	Yes	n/a	n/a	n/a	n/a
Microsoft Internet Explorer 8	n/a	Yes	Yes	Yes	n/a	n/a	n/a
Microsoft Internet Explorer 9	n/a	n/a	Yes	Yes	n/a	n/a	n/a
Microsoft Internet Explorer 10	n/a	n/a	n/a	Yes	Yes	n/a	n/a
Mozilla Firefox 3 - 20	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Safari 4 - 6	n/a	n/a	n/a	n/a	n/a	Yes	n/a
Google Chrome 10 – 26	Yes	Yes	Yes	Yes	Yes	Yes	Yes

For Firefox users:

This system makes use of server certificates issued by the Hongkong Post for protecting your data during network

transmission. However, Firefox does not have the Root Certification Authority (CA) Certificates of Hongkong Post by default. You need to configure the browser of your computer to recognise certificates issued by the Hongkong Post. Please see [Q15](#) below on how to download and install the Hongkong Post Root CA Certificates.

Q14 My web browser is equipped with a "user agent switcher plug-in" which enables my web browser to be switched as if it is one of the web browsers supported by your system. However, when I use the web browser equipped with a "user agent switcher plug-in", there is/are system error(s) that prevent me from completing and/or submitting my job applications.

A14 It is not advisable to use any "user agent switcher plug-in" equipped web browser to use our system and switch the web browser as if it is one of the supported browsers because it may cause system error to your applications. Applicants should use the web browsers supported by this system (please refer to Q13 for details) with no installation of "user agent switcher plug-in" in order to avoid any delay or error to the job application(s).

Q15 Warning messages "Website Certified by an Unknown Authority" or "Secure Connection Failed" pop up on the Firefox browser of my computer when I use the on-line service of this system.?What should I do?

A15 This system makes use of server certificates issued by the Hongkong Post for protecting your data during network transmission.?You have to configure the browser of your computer to recognise certificates issued by the Hongkong Post.?Please visit the following page to download and install the Hongkong Post Root CA Certificates as illustrated:

[Hongkong Post Root CA Certificates](#)



Click on the link for "Hongkong Post e-Cert CA1" as highlighted above

For Internet Explorer users, click "Open", "Install Certificate" and then click "Next" two times to install the Hongkong Post root certificate

For Firefox users, tick the checkbox "Trust this CA to identify websites" and click "OK"

Click on the link for "Hongkong Post Root CA1" as highlighted above and repeat steps 2 or 3

Q16 Why the "Close" button does not work in Firefox browser?

A16 It is due to a default setting in the Firefox browser. To close the window, please simply click on the close icon (i.e. the cross button) in the application window. Alternatively, if you are very familiar with the Firefox browser, please follow the steps below:

Open Firefox browser

Enter "about:config" in the address

Find the option "dom.allow_scripts_to_close_windows" and set it to true.

Q17 The system has displayed "Machine Settings Problem". What should I do?

A17 Your browser should enable JavaScript.

Internet Explorer:

Start Internet Explorer.

On the "Tools" menu, click "Internet Options".

Click the "Security" tab. Then follow these steps:

Click "Internet" zone (i.e. the world icon), and then click "Custom level...".

In the "Security Settings - Internet Zone" dialog box, scroll down to the "Scripting" section. Click "Enable" for "Active Scripting" option.

Click "OK"

Click "Apply", and then click "OK".

Mozilla Firefox:

Run Mozilla Firefox.

On the "Tools" menu, click "Options...".

In the "Content" tab, select the "Enable JavaScript" check box to turn on the JavaScript.

Click "OK".

(**Note:** Your system administrator may have applied the JavaScript settings for you, and you are not allowed to update the setting by yourself. In this case, please consult your system administrator for assistance.)

Q18 My web browser displays an Information bar and notifies me that a pop-up window has been blocked. What should I do?

A18 If you are using Internet Explorer, please click the Information bar and then click "Always Allow Pop-ups from This Site" and click "Yes" to continue. If you are using Firefox, please click the Options button on the Information bar and then click "Allow Pop-ups from (this website)" and press the F5 key to re-load the page again. Please also check your toolbar/antivirus software for proper settings. (Note: Your system administrator may have applied the Pop-up Window settings for you, and you are not allowed to update the setting by yourself. In this case, please consult your system administrator for assistance.)