FAQ - Account Management & Postings

To manage your account, visit myExperience to Log In with your Email Address and Password

1. WHAT IF I ALREADY HAD AN ACCOUNT ON THE OLD JOB POSTING SYSTEM?

If you had an account on Symplicity in the past and have not received an email from us, please follow the steps outlined in the Organization Posting Guide in order to create a new account on myExperience to start posting new opportunities.

2. WHAT IF I FORGOT MY PASSWORD?

To reset your password, go to the myExperience Home Page and select the “Forgot Password” button under the SFU Employers login column. Follow the steps outlined on the reset page, to enter your login ID (email address used to create account), and press the “Email Reset Code” button. Once you have received the code in your email, enter it into the form on the second column of the reset page. Fill in the rest of the form with:

- Email used to receive the code
- The Login ID used to create the account (could be the same email used above)
- Your new Password/confirm new password

3. HOW DO I CHANGE PASSWORDS?

Login to myExperience and select the “my account” tab on your user dashboard. View the Login Information Section at the top of the form, and type in your new password. Re-type your new password in the “Password Check” section to confirm. Scroll down to the bottom of the page and click the “Save” button before leaving the page. Your new password has now been set.

4. HOW DO I VIEW MY POSTING AFTER IT HAS BEEN APPROVED?

When your posting is approved, you will receive an email notification. To view your posting, login to myExperience and select the “Job Postings” tab on your dashboard. Select the “View” button on the posting that you wish to review. To edit your posting, select the “posting Options” button, and select “Edit Posting Details” from the drop down list.

*Changes made to active postings will cause the posting status back to pending until posting is re-approved

5. HOW CAN I SEE HOW MANY STUDENTS VIEW MY POSTING?

Visit the “Job Postings” tab to see an overview of your current job postings. Under each posting you will see a “# of Views” column which shows the number of students have viewed your post.