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

   ![Image of certificate issue]

   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”.

Click here

Click here

Click here
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.com(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”.

Click here

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

![Image of pop-up menu]

Click here
**Issue 5:- HTTP 404 Error**

![Service cannot be reached](image)

**Solution:** - There is some problem with the network. You may try after sometime. If the issue persists you may reach us at 0484-2501823/0484-2501284/0484-2501221 or send a screenshot of the error message to career@cochinshipyard.com along with your mobile number.

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 0484-2501823/0484-2501284/0484-2501221 or send a screenshot of the error message to career@cochinshipyard.com along with your mobile number.
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 Careers page
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. Again if you are unable to download it, send your User ID, password, mobile number and a screenshot of “My applications” page to career@cochinshipyard.com

4. **What if I forgot my password?**

If you have forgotten your username or password click on tab “Sign In” on careers 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. You may send the following details to the e-mail ID career@cochinshipyard.com for resolving the issue:-
   a) Screenshot of the payment page of portal where you are getting stuck
   b) Date on which you made the payment
   c) Transaction ID (seen on the payment page of portal, eight digits number starting with 50……..)
   d) Your Mobile number

6. 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.
7. 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.

8. 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.

9. 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. You may send your online application and other certificates by post to CSL along with a covering letter [addressing The Chief General Manager (HR), Cochin Shipyard Ltd] specifying the error made by you.

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

10. 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 (@,$,%,*) and possess minimum 8 characters. Please note that system will not accept any special characters other than @,$,%,*

Help Desk

For further Clarification/ Guidance/ Feedback you may reach us at

E-mail : career@cochinshipyard.com

Phone: 0484 -250 1823/250 1221/250 1284 (working days between 8:30am to 5:00pm)