**FAQ Applicant Portal**

Question:1

How to reset my password?

Answer:

 If you would like to reset your password kindly follow the step.

1. Click **Forgot Your Password?** at the bottom of the login box.
2. Enter the email address associated with your SatelliteTeams account and click **Reset password**.
3. Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the password for the account.

Question:2

I can’t sign in to my account

Answer:

 If you having problem signing in to your account, follow the steps.

1. Click **Forgot Your Password?** at the bottom of the login box.
2. Enter the email address associated with your SatelliteTeams account and click **Reset password**.

Note: Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the password for the account.

Question:3

How Do I Confirm my email address and account?

Answer:

 When you sign up, we will send a confirmation email to confirm the account in your email account used to register

1. Sign-in the email address that use to register in SatelliteTeams.
2. Open the conformation message and Click the link to confirm the account. The account confirmation email includes a **Confirm Your Email Address** link.

Note: Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you are still unable to find your account confirmation email or if you have difficulty confirming your account, please submit a request to our support team

Question:4

How to create an SatelliteTeams account?

Answer:

If you would like to create a new Indeed account, please follow the steps below:

1. Click on the **Register Here** under on Sign in button.
2. Fill up the boxes on the screen.
3. Click **REGISTER**.
4. Check your email inbox for a confirmation email from SatelliteTeams (check spam folder).
5. Click on the link in the confirmation email to confirm your new SatelliteTeams account.

Question:5

How to update my profile?

Answer:

1. Sign-in in your SatelliteTeams account
2. Clicking on the 3 dots located on the upper right portion of your screen
3. Click My Profile.
4. Update all the information you want to update and click update

You can continue to update your profile by clicking on the 3 dots located on the upper right portion of your screen

Question:6

How to view application document?

Answer:

1. Sign-in in your SatelliteTeams account
2. Clicking on the 3 dots located on the upper right portion of your screen
3. Click My Docs.
4. Click view to view your uploaded documents

Question:5

How to view Delete or add new Pitch?

Answer:

1. Sign-in in your SatelliteTeams account
2. Clicking on the 3 dots located on the upper right portion of your screen
3. Click My Pitch.
4. Click the trash can icon to delete pitch or click the continue to add new pitch

You can continue to update your profile by clicking on the 3 dots located on the upper right portion of your screen

**FAQ’s - applicant**

**Question 1**

How to create/Register account in SatelliteTeams?

Answer:

If you would like to create a new account, please follow the steps below:

**Manual Register**

1. Go to https://app.satelliteteams.com
2. Click on the **Register Here** under on Sign in button.
3. Fill up the boxes on the screen.
4. Click **REGISTER**.
5. Check your email inbox for a confirmation email from SatelliteTeams (check spam folder).
6. Click on the link in the confirmation email to confirm your new SatelliteTeams account.
7. Sign in your new account

**Register using Gmail account**

1. Go to https://app.satelliteteams.com
2. Click on the **Register Here** under on Sign in button.
3. Click Gmail icon
4. Sign-in Gmail account

**Register using Facebook account**

1. Go to https://app.satelliteteams.com
2. Click on the **Register Here** under on Sign in button.
3. Click Gmail icon
4. Sign-in Facebook account

**Question:2**

How to Sign-in Satelliteams account?

Answer:

If you would like to Sign-in your account, please follow the steps below

1. Go to https://app.satelliteteams.com
2. Enter your registered email and password
3. Click Sign-in

**Question:2**

How Do I Confirm my email address and account?

Answer:

When you sign up, we will send a confirmation email to confirm the account in your email account used to register

1. Sign-in the email address that use to register in SatelliteTeams.
2. Open the conformation message
3. Click the link to confirm the account. The account confirmation email includes a **Confirm Your Email Address** link.

Note: Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours. If you are still unable to find your account confirmation email or if you have difficulty confirming your account, please submit a request to our support team

**Question: 3**

I can’t sign in to my account

Answer:

 If you having problem signing in to your account, follow the steps.

1. Click **Forgot Your Password?** at the bottom of the login box.
2. Enter the email address associated with your SatelliteTeams account and click **Reset password**.

Note: Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the password for the account.

**Question:4**

How to reset my password?

Answer:

 If you would like to reset your password kindly follow the step.

1. Click **Forgot Your Password?** at the bottom of the login box.
2. Enter the email address associated with your SatelliteTeams account and click **Reset password**.
3. Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the password for the account.

**Question:4**

Forgot password?

Answer:

 If you Forgot your password kindly follow the step.

1. Click **Forgot Your Password?** at the bottom of the login box.
2. Enter the email address associated with your SatelliteTeams account and click **Reset password**.
3. Check your spam or junk folder if you don't see the email in your inbox. Be sure to click the link as soon as you receive it - it's valid for 24 hours.

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the password for the account.

**Question:4**

Forgot email?

Answer:

If you forgot your email or accidentally created an SatelliteTeams account with a typo in your email, unfortunately, you will not be able to recover the email for the account.

Question:5

How to update my resume?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Update all the information you want to update and click update

Question:5

How to add more role?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “What Role are you looking for?”
4. Click 
5. Add the role that you want
6. Click Update

Question:

How to add more Language?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “Languages”
4. Click plus sign 
5. Add the language that you want
6. Click Update

Question:

How to add more Work Experience?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “Work Experience”
4. Click plus sign 
5. Add the Work Experience that you want
6. Click Update

Question:

How to add more Educational Background?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “Educational Background”
4. Click plus sign 
5. Add the Educational Background that you want
6. Click Update

Question:

How to add more Hard Skill?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “Hard Skill”
4. Click “Click here” button
5. Add the Hard Skill that you want
6. Click Update

Question:

How to add more Soft Skill?

Answer:

1. Sign-in in your SatelliteTeams account
2. Click located on the Left portion of your screen
3. Go to “Soft Skill”
4. Click “Click here” button
5. Add the Soft Skill that you want
6. Click Update