Application FAQ's

I have created a profile but the system won't let me apply for the role?

Please ensure that you verify your email address from your registered email you have used for the application before proceeding.

You should ensure that you have completed all sections of your profile before clicking on apply for the role.

You will need to exit the profile section once completed and go back into the job section of Face Ed to apply for the role.

I am not able to apply for the role on my mobile phone and I keep getting an error message?

When you first apply via your mobile phone the screen you will see is below,
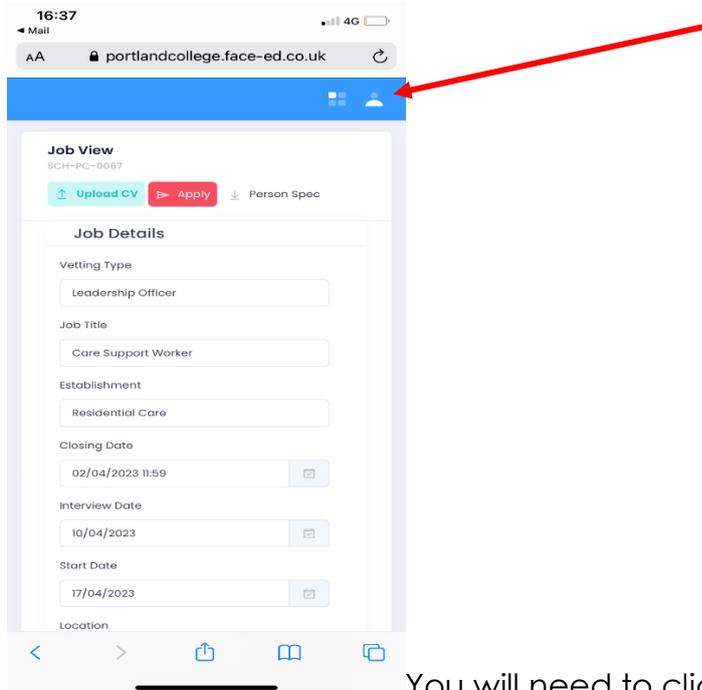
You will need to click out of this screen and click on the profile option in the top right as this will take you to the screen you need to complete to create a profile. If you click on the red apply now button prior to completing a profile you will see this error,
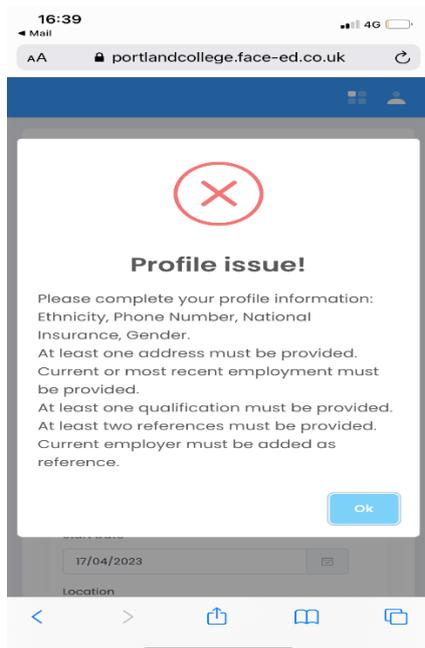
Once you have done this you will need to click onto the jobs icon and then apply for the role.

I can not add second reference detail?

Please ensure you have logged into your profile and added two separate reference contacts before proceeding.

If you have further problems please contact or 01623 499111 ext 482 or 283.

Please see the screen shot below for further guidance.

My reference details have been rejected and I am not sure what to do from here.

Please log into Face Ed via the email link you have been sent and add an alternative reference.

The system will not let me log in (Internal Staff only)

Please ensure you are using a personal email address to create an account and not your Portland email address.

I have lived at the same address twice in the last 10 years and the system will not accept it.

The system will not allow you to have duplicate addresses so please notify work@portland.ac.uk if you are experiencing this problem.

I keep getting an internal server error message.

Please ensure that you only have face ed open in one web browser window. If the platform is open in more than one window at a time then you will see the internal server error message.

There is no option to add additional information.

Please ensure you have completed all sections of your profile before moving to the next section.

If you have followed all of these steps and are still experiencing issues please call work@portland.ac.uk and send screen shots of the problems you have encountered.

I am not able to view my messages.

Please try clearing your cache and cookies by typing in clear cache and cookies on your web browser. You should ensure you are using google chrome.

If you have followed all of these steps and are still experiencing issues please contact work@portland.ac.uk and send screen shots of the problems you have encountered.