



FAQ: Users

Q1 How do I contact tech support if unable to Sign Up or Sign In to my account?

From the sign-in page, tech support is available through the chat function even before you have logged in. Click on the gray and white bubble in the lower right-hand corner and send your message. Please include your email address so you can receive the response. You can also send an email directly to tech support at help@futurefit.ai.

Q2 Is there a workshop offered for training on Workforce Compass?

Yes. You can register for a virtual lab that will demonstrate how to use the platform. Registration for the workshop is required. Use the link below to register for upcoming labs: [Workforce Compass Lab](#)

Q3 What is the quickest and easiest way to enter your experience as you build your profile?

Upload a resume. Skills will be derived from your resume into two categories called Technical Skills and Foundational Skills. Technical Skills are 'Hard Skills' and Foundational Skills are "Soft/Workplace Skills." Skills can be edited by ability, deleted or entered manually.

Q4 As you build your profile, what are recommendations and suggested jobs based upon?

Learning recommendations are based on your Skills gaps derived from your selected Career Path. Suggested Jobs are based on your selected Career Path.

Q5 What is the source for selecting career options in Workforce Compass?

Career options are driven by both the supply and demand side. The supply side includes intel from SOC Codes and O*Net. The demand side is driven largely by labor market data.

Q6 What is the source for salary and jobs in-demand information, and is the data localized for Washington state or national?

Salary and jobs in-demand information are currently based on national data; we are working to make the intel localized to the Snohomish area in 2024.



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Q7 How do I find jobs and apply?

Click on the “Work” section. Review suggested jobs based on your selected career path. Use “Job Tracker” to self-monitor your saved jobs. For non-Featured jobs from the feed, once you click “Apply” you’ll navigate onto their website to apply.

Q8 If I’d like to completely change my career path and upload a new resume where my experience, skills and interests are reset, what action should I take?

If you upload a new resume, your profile's skills will carry over and blend with the skills on the new resume. If you'd like to start fresh, navigate to the account manager icon in the upper right corner of the screen. Click “Account” and then click the purple link in the middle of the screen “Redo Onboarding.” Once you click the link the reset occurs immediately, and you will be prompted to re-enter your information and experiences. Note: The “Redo Onboarding” function resets your information in “Career Passport.” Your saved Learning, Resources, and positions in Job Tracker are retained.

Q9 How is user account information secured and is it shared externally?

User account data is encrypted when in transit and is stored and segregated in a multi-tenant database for security. User information is not sold to third parties.

Q10 How do I delete my account on workforce Compass?

Email help@futurefit.ai in the subject line enter delete account on Workforce Compass. In the body of the email please provide your request to delete the account, your name and the email your email used for your Workforce Compass account.