

BROCHURE 05



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PSCR 2.0
FREQUENTLY
ASKED
QUESTIONS
(FAQ)

BROCHURE 05

www.recruitment.gov.bn

PSCR 2.0 ACCOUNT REGISTRATION AND ACTIVATION

1. How do I log in to the PSCR 2.0 portal?

To log into PSCR 2.0, users must have an **e-Darussalam** account. Brochure guides can be found at www.recruitment.gov.bn.

2. Do existing PSCR account holders need to re-activate their account for PSCR 2.0?

Account activation is only required for new users as well as users that were registered in PSCR after 31st August 2021.

3. Why didn't I receive the email for the account activation link?

Please check your **Spam / Junk mail** folder and refresh your email. If the email is not received, please fill in the details and submit the complaint using the “**Aduan Saya**” module.

E-DARUSSALAM ACCOUNT

1. How to register e-Darussalam account?

Please visit the **e-Darussalam portal** at www.gov.bn and click on the **e-Darussalam link** to register.

2. What do I need to do if I forget my password?

Please call e-Darussalam at **Talian 123** or visit the e-Darussalam portal at www.gov.bn.

RECOMMENDATIONS

1. What are the recommended browsers for PSCR 2.0?

It is advisable to use Google Chrome/ Mozilla Firefox/ Safari.

2. What are the devices that are compatible for PSCR 2.0?

The PSCR 2.0 portal is accessible on most devices including laptops/tablets and smartphones.

COMPLETING THE PROFILE

1. Do we need to upload the qualification certificate for each subject of the same qualification (for example O level qualification)?

Users are only required to upload the certificate once, it will be automatically matched with the name and date of the updated qualification.

2. Are civil servants still required to upload the Borang Pengesahan Ketua Jabatan (BPKJ)?

Users can now fill in the details of their current and previous job experience in the **PSCR 2.0** portal. It is also advisable to ensure that their service record in the SSM system has been updated.

3. What are the recommended file format for uploading in the PSCR 2.0?

- Documents/certificates (**PDF**)
- Images (**JPEG / PNG**)
- Size (not more than **3MB**)
- Documents (**original/ coloured** scanned copy)

4. Why do documents/images fail to upload on PSCR 2.0?

Please ensure that the file name does not contain **any symbols such as #@\$/** etc. Also, make sure the document size **does not exceed 3MB**.

5. What to do if qualification/ school/ institutions/ field of studies is not included in drop-down list?

Please fill in the details and submit the complaint using the “**Aduan Saya**” module.

6. How to delete an uploaded document in PSCR 2.0?

Deleting uploaded documents are not applicable. If user wish to delete the information/documents, please fill in the details and submit the complaint using the “**Aduan Saya**” module.

REMINDER: If the qualification is from a foreign or private institution, applicants are required to upload scanned copy (original/coloured) of the accreditation letter issued by the Brunei Darussalam National Accreditation Council (MKPK).