G.F. 340 網上申請系統及政府職位空缺查詢系統常見問題
G.F. 340 On-line Application System and Government Vacancies Enquiry System Frequently Asked Questions

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關於申請事宜
About application procedures

申請人可透過以下網址/系統遞交G.F.340網上申請書：
http://www.csb.gov.hk/tc_chi/recruit/application/330.html，然後選擇「G.F.340網上申請系統」項目；或http://www.csb.gov.hk/tc_chi/recruit/7.html，然後選擇「政府職位空缺」項目。

如申請人希望透過G.F.340網上申請系統查詢、更改申請資料或遞交補充資料，請登入 http://www.csb.gov.hk/tc_chi/recruit/application/330.html，然後選擇「G.F.340網上申請系統」項目。

請閱讀下列常見問題。

Applicant can submit G.F.340 on-line application form through the following website/system: http://www.csb.gov.hk/english/recruit/application/330.html and then click the item "G.F.340 On-line Application System"; or http://www.csb.gov.hk/english/recruit/7.html and then click the item "Government Vacancies".

If an applicant wishes to enquire, amend application data and submit supplementary information through G.F.340 On-line Application System, please access the URL at http://www.csb.gov.hk/english/recruit/application/330.html and then click the item "G.F.340 On-line Application System".

Please read the following frequently asked questions.

問1 如同一時間申請一份以上的職位，該申請人是否需要遞交多次網上申請書？

Q1 Does the applicant need to submit different on-line application form if he/she wishes to apply more than one job at the same time?

答1 申請人可就多份同時招聘的職位填寫一份網上申請書。

A1 Applicant may complete one on-line application form for more than one job currently being advertised for recruitment.

問2 申請人往後可否更改連結存檔的個人身份識別碼及電郵地址?

Q2	Can the applicant change the PIN and e-mail address afterwards?
答2	申請人往後不能更改連結存檔的個人身份識別碼及電郵地址。
A2	Applicant cannot change the PIN and e-mail address afterwards.

問3	申請人可否儲存已填寫的申請資料，以便日後使用？
Q3	Can the applicant save the application data for future use?
答3	如你未能在進入系統後**2小時**內完成整份申請書，可按系統內的「存儲資料」鍵，把已填寫的部分存檔，方便日後輸入香港身分證/護照號碼及個人身份識別碼登入系統，然後上載有關資料到表格內繼續申請，或將來申請另一職位時，上載有關檔案使用。
A3	If you cannot complete the whole application within **2 hours**, you can use the "Partially Save" button to save the parts you have input. You can then restore the saved data into the application form when you login the system with the Hong Kong Identity Card Number (HKID) or Passport Number and the PIN again for continuation of the application, or when you apply for other jobs through the system in future.

問4	申請人怎樣確定申請程序已完成？
Q4	How does the applicant know that the on-line application procedure is completed?
答4	當完成申請程序後，你會獲發網上申請編號。在遞交整份申請書後2小時內你會接獲確認申請通知。
A4	An on-line application number will be generated after you have completed the on-line application form. The Government will acknowledge receipt through e-mail within **2 hours** after your successful submission.

問5	申請人在遞交申請書後，可否更改申請資料或遞交補充資料？
Q5	Can the applicant amend the application data or provide supplementary information after submission of application?
答5	你可於職位截止申請日期或之前，使用你的香港身分證/護照號碼、電郵地址及個人身份識別碼查詢或更改你在申請書內所提交的資料，或於職位截止申請日期或之前，遞交補充資料(最多兩次)。
A5	You can use your HKID or Passport Number, e-mail address and PIN to enquire or amend the application data within the application period or to provide supplementary information (<u>twice at most</u>)through the Internet within the application period.

問6	如欲更改或查詢個人資料，或查詢有關招聘的事宜，申請人應聯絡那個部門？
Q6	For correction of or access to personal data, or enquiring about recruitment matter, which department should the applicant contact?
答6	遞交申請書後，如欲更改或查詢個人資料，或查詢有關招聘的事宜，請與招聘廣告或電子確認書內列出的招聘職系/部門負責人聯絡。 你也可於互聯網上的公務員事務局網頁 (網址：http://www.csb.gov.hk/)閱覽各部門的聯絡詳情。
A6	For correction of or access to personal data after submission of the application form or enquiries on recruitment matters, please contact the subject officer of the recruiting grade/ department as specified in the recruitment advertisement or e-acknowledgement. Their contact details are also available from the Civil Service Bureau Homepage on the Internet at http://www.csb.gov.hk/.

問7	申請人如持有本港以外學府或專業團體所頒授的學歷及/或專業資格，應怎樣處理？
Q7	For applicants holding academic and/ or professional qualifications obtained from institutions or professional bodies outside Hong Kong, what should the applicant do?
答7	申請人如持有本港以外學府或專業團體所頒授的學歷及/或專業資格，請在遞交網上申請書後向招聘職系/部門提交有關當局所簽發的文憑/證書、成績單及列明有關課程的授課形式 (例如全日制/兼讀制、在當地院校授課/遙距課程等) 的證明文件副本。 在提交有關文件副本時，請列明所申請職位的名稱、網上申請編號、姓名及香港身分證/護照號碼。 為了方便進行學歷評審的工作，申請人在取得上述學歷前，如已獲取其他學歷， 也應盡可能提供上述的學歷證明文件副本。 **請勿**遞交任何文憑/證書或其他學歷證明文件的<u>正本</u>。
A7	For applicants holding academic and/ or professional qualifications obtained from

institutions or professional bodies outside Hong Kong, please send copies of your diplomas/ certificates, transcripts of studies and official documents stating the mode of delivery (e.g. full time/ part time, on campus/ distance learning, etc.) of the study programmes to the recruiting grade/department after successfully submitting the on-line application.

Please specify the job title, the on-line application number, your name and HKID /Passport number in your submission.

To facilitate assessment of qualifications, documents on the prior qualifications obtained should also be supplied as far as possible.

Do not send any **originals** of diplomas/certificates or other qualification documents.

問8 當遞交G.F.340網上申請書時，電腦屏幕出現誤差訊息「Inconsistent System Status」，申請人應該怎樣處理？

Q8 When applicant submits the G.F.340 On-line application form, the error message of Inconsistent System Status is popped up. What should he/ she do?

答8 請檢查輸入日期的模式是否乎合系統的要求，即根據電子表格有關項目的例子，輸入日期的模式應是日/月/年或月/年，中間用'/'來分隔。(例如: 公開考試成績的頒發日期(月/年)，請輸入08/2010;就業詳情日期(日/月/年)，請輸入01/08/2010)。在日/月/年的日期模式，日子不得留空。(例如: 在就業詳情日期(日/月/年)一欄輸入08/2010，這樣的輸入方法未能乎合系統的指定模式要求。)

A8 Please check whether all date entries meet the system requirement i.e. input date in the format of dd/mm/yyyy or mm/yyyy according to the example listed in the respective items of the e-form. Please use a '/' as the separation for day, month and year. (For example : Issued Date of the Public Examination Results (mm/yyyy), please input 08/2010; Date of Full Employment Record (dd/mm/yyyy), please input 01/08/2010). The day in the format dd/mm/yyyy cannot be left unfilled. (For example, to input 08/2010 in the field of Date of Full Employment Record (dd/mm/yyyy), this input cannot meet the system designated requirement for date entries.)

問9 某些部份/欄位例如就業詳情要求申請人按日期順序填寫，請問是否由最早的日期開始填寫？

Q9 Some sections such as Full Employment Record to Date require applicant to input data in chronological order. Is it correct to input data from the earliest date up to latest/ present date?

答9 某些部份/欄位要求申請人**按日期順序填寫**，請順序由最早的日期開始填寫。(例如由1980至2010)

A9 Some sections require applicant to **input data in chronological order**. Please input the data in sequence from the earliest date up to the latest/present date. (e.g. from 1980 up to 2010)

一般技術問題
General Technical Questions

問10 使用可填寫PDF申請書有甚麼系統要求?

Q10 What is the system requirement for using the fillable PDF application form?

答10 申請人可以使用Adobe Reader 8或以上版本來填寫該申請書。填寫後，申請人可選擇Adobe Reader 的「儲存」功能儲存內容，並在列印出申請書及簽署妥當後遞交。申請人必須在截止申請日期或之前，根據廣告內列出的地址郵寄或送交申請書至招聘部門/職系。 如有需要，申請人可透過以下網址免費下載有關軟件：<u>Adobe Reader</u>

A10 Applicants can fill in the application details on the fillable PDF form by using Adobe Reader 8 or later versions. Please choose "Save" function in the Adobe Reader software to save the form. Please print and duly sign the application form before submission.

All completed application forms must be submitted to the recruiting departments/ grades on or before the deadline by post or by hand according to the addresses specified in the recruitment advertisements. If necessary, you can download the software from the following website:<u>Adobe Reader</u>

問11 要瀏覽本系統，建議的螢幕解像度爲何？

Q11 What is the recommended screen resolution for viewing the system?

答11 使用1024 x 768螢幕解像度瀏覽本系統之網頁可得到最佳效果。若使用低於該標準的解像度，網頁中的文字便不能被完全瀏覽或列印。要列印螢幕上的文字，你可能需要設定列印方向為橫印。

A11 The webpages on this system are best viewed with screen resolution of 1024 x 768. The texts cannot be fully displayed or printed when the resolution is set below this resolution standard. To print the content of the screen, you may need to set the paper orientation to landscape.

問12 為什麼有些中文字符不能顯示在我的電腦上?
Q12 Why are some Chinese characters not displayed on my computer?
答12 本系統採用Unicode為中文字符的編碼標準。因此，你的電腦需要支援Unicode才可正確地顯示中文字符（包括《香港增補字符集》）。 如欲了解更多資訊，請參閱：

- 「香港政府一站通」網上服務的常見問題 - 其他技術問題及疑難排解
- 《香港增補字符集》

A12 This system adopts Unicode as the encoding standard for Chinese characters. Therefore, your computer has to support Unicode in order to display the Chinese characters (including Hong Kong Supplementary Character Set (HKSCS)) properly.

For more information, please refer to:

- FAQs about GovHK Online Services - Other Technical Questions and Trouble Shooting
- Hong Kong Supplementary Character Set (HKSCS)

操作系統及瀏覽器、設定問題及快顯視窗
Operating Systems and Browsers, Settings Problem, and Pop-up Window

問13 使用網上申請系統有甚麼系統要求?
Q13 What is the system requirement for using the on-line application system?
答13 本系統已通過以下常用的操作系統及瀏覽器的測試：

	微軟視窗 2000	微軟視窗 XP	微軟視窗 Vista	微軟視窗7	Mac OS X	Linux
微軟Internet Explorer 6	通過	通過	不適用	不適用	不適用	不適用
微軟Internet Explorer 7	不適用	通過	通過	不適用	不適用	不適用
微軟Internet Explorer 8	不適用	通過	通過	通過	不適用	不適用
微軟Internet Explorer 9	不適用	不適用	通過	通過	不適用	不適用
Mozilla Firefox 3 - 12	通過	通過	通過	通過	通過	通過
Safari 4 - 5	不適用	不適用	不適用	不適用	通過	不適用

Firefox用家請注意：
本系統使用由香港郵政發出的電子證書來保護你在網絡傳送期間的數據，但 Firefox 並沒有內置香港郵政根源證書。你需要設定你的瀏覽器認受由香港郵政發出的電子證書。請參考**問題15** 如何下載並安裝香港郵政根源證書。

A13 This system has been tested for the following combination of popular operating systems and browsers –

	Microsoft	Microsoft	Microsoft	Microsoft		

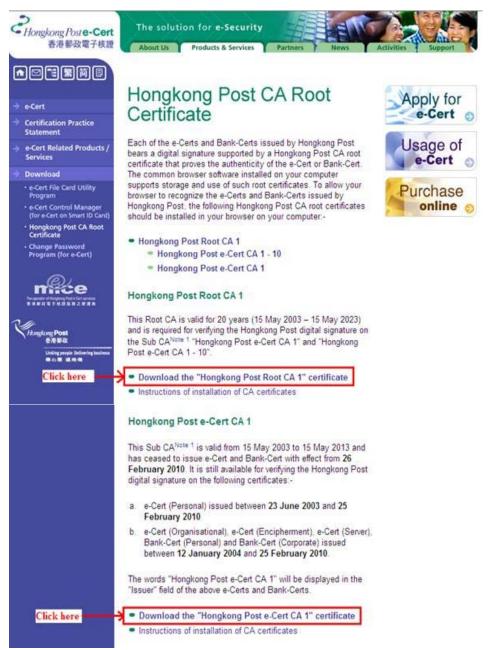|	Windows 2000	Windows XP	Windows Vista	Windows 7	Mac OS X	Linux
Microsoft Internet Explorer 6	Yes	Yes	n/a	n/a	n/a	n/a
Microsoft Internet Explorer 7	n/a	Yes	Yes	n/a	n/a	n/a
Microsoft Internet Explorer 8	n/a	Yes	Yes	Yes	n/a	n/a
Microsoft Internet Explorer 9	n/a	n/a	Yes	Yes	n/a	n/a
Mozilla Firefox 3 - 12	Yes	Yes	Yes	Yes	Yes	Yes
Safari 4 - 5	n/a	n/a	n/a	n/a	Yes	n/a

For Firefox users:
This system makes use of server certificates issued by the Hongkong Post for protecting your data during network transmission. However, Firefox does not have the Root Certification Authority (CA) Certificates of Hongkong Post by default. You need to configure the browser of your computer to recognise certificates issued by the Hongkong Post. Please see **Q15** below on how to download and install the Hongkong Post Root CA Certificates.

問14 我的瀏覽器安裝了「用戶代理切換插件」，它能使我的瀏覽器切換成一個像是你系統所支援的瀏覽器。但當我使用安裝了「用戶代理切換插件」的瀏覽器去填寫及／或遞交職位申請時，便出現系統故障，使我無法完成。

Q14 My web browser is equipped with a "user agent switcher plug-in" which enables my web browser to be switched as if it is one of the web browsers supported by your system. However, when I use the web browser equipped with a "user agent switcher plug-in", there is/are system error(s) that prevent me from completing and/or submitting my job applications.

答14 我們不建議使用安裝了「用戶代理切換插件」的瀏覽器來使用本系統，並將該瀏覽器切換成一個像是本系統所支援的瀏覽器，因為這可能會導致系統故障。申請人應使用本系統所支援的瀏覽器（詳情請參閱**問題13**），但**不要安裝「用戶代理切換插件」**，以免對其職位申請造成延誤或錯誤。

A14 It is not advisable to use any "user agent switcher plug-in" equipped web browser to use our system and switch the web browser as if it is one of the supported browsers because it may cause system error to your applications. Applicants should use the web browsers supported by this system (please refer to **Q13** for details) with **no installation of "user agent switcher plug-in"** in order to avoid any delay or error to the job application(s).

問15 當我使用這個網上服務時，Firefox瀏覽器顯示「網站憑證由未知單位所提供」或「安全連線失敗」的警告。我該怎麼辦？

Q15 Warning messages "Website Certified by an Unknown Authority" or "Secure Connection Failed" pop up on the Firefox browser of my computer when I use the on-line service of this system. What should I do?

答15 本系統使用由香港郵政發出的電子證書來保護你在網絡傳送期間的數據。你必須設定你的瀏覽器認受由香港郵政發出的電子證書。請到以下香港郵政網頁，按指示下載並安裝香港郵政根源證書：

- 香港郵政根源證書

1.　　　　如上圖所示，按「"Hongkong Post e-Cert CA1"根源證書」的連結
2. Internet Explorer 用家，請按「開啓」，「安裝憑證」，並按「下一步」兩次，把「"Hongkong Post e-Cert CA1"根源證書」安裝於瀏覽器中
3. Firefox用家，請按「信任此憑證機構以識別網站」，並按「確定」
4. 如上圖所示，按「"Hongkong Post Root CA1"根源證書」的連結並重覆步驟2或3

A15　This system makes use of server certificates issued by the Hongkong Post for protecting your data during network transmission. You have to configure the browser of your computer to recognise certificates issued by the Hongkong Post. Please visit the following page to download and install the Hongkong Post Root CA Certificates as illustrated:

● Hongkong Post Root CA Certificates

Hongkong Post CA Root Certificate

Each of the e-Certs and Bank-Certs issued by Hongkong Post bears a digital signature supported by a Hongkong Post CA root certificate that proves the authenticity of the e-Cert or Bank-Cert. The common browser software installed on your computer supports storage and use of such root certificates. To allow your browser to recognize the e-Certs and Bank-Certs issued by Hongkong Post, the following Hongkong Post CA root certificates should be installed in your browser on your computer:-

- Hongkong Post Root CA 1
    - Hongkong Post e-Cert CA 1 - 10
    - Hongkong Post e-Cert CA 1

Hongkong Post Root CA 1

This Root CA is valid for 20 years (15 May 2003 – 15 May 2023) and is required for verifying the Hongkong Post digital signature on the Sub CA[Note 1] "Hongkong Post e-Cert CA 1" and "Hongkong Post e-Cert CA 1 - 10".

Click here →
- Download the "Hongkong Post Root CA 1" certificate
- Instructions of installation of CA certificates

Hongkong Post e-Cert CA 1

This Sub CA[Note 1] is valid from 15 May 2003 to 15 May 2013 and has ceased to issue e-Cert and Bank-Cert with effect from 26 February 2010. It is still available for verifying the Hongkong Post digital signature on the following certificates:-

a. e-Cert (Personal) issued between 23 June 2003 and 25 February 2010

b. e-Cert (Organisational), e-Cert (Encipherment), e-Cert (Server), Bank-Cert (Personal) and Bank-Cert (Corporate) issued between 12 January 2004 and 25 February 2010.

The words "Hongkong Post e-Cert CA 1" will be displayed in the "Issuer" field of the above e-Certs and Bank-Certs.

Click here →
- Download the "Hongkong Post e-Cert CA 1" certificate
- Instructions of installation of CA certificates

1. Click on the link for "Hongkong Post e-Cert CA1" as highlighted above
2. For Internet Explorer users, click "Open", "Install Certificate" and then click "Next" two times to install the Hongkong Post root certificate
3. For Firefox users, tick the checkbox "Trust this CA to identify websites" and click "OK"
4. Click on the link for "Hongkong Post Root CA1" as highlighted above and repeat steps 2 or 3

問16 為何 "關閉"按鈕不能於Firefox瀏覽器運作?

Q16 Why the "Close" button does not work in Firefox browser?

答16 這是由於Firefox瀏覽器的默認設定。請點擊視窗的關閉圖示（即交叉按鈕）來關閉視窗。如果你非常熟悉使用Firefox瀏覽器，你另可按照下列步驟進行：

1. 打開 Firefox瀏覽器
2. 在地址欄輸入"about:config"
3. 尋找選項"dom.allow_scripts_to_close_windows"並將其設置為 true。

A16 It is due to a default setting in the Firefox browser. To close the window, please simply click on the close icon (i.e. the cross button) in the application window. Alternatively, if you are very familiar with the Firefox browser, please follow the steps below:

1. Open Firefox browser
2. Enter "about:config" in the address
3. Find the option "dom.allow_scripts_to_close_windows" and set it to true.

問17　系統顯示「Machine Settings Problem」。 我應該怎麼辦？

Q17　The system has displayed "Machine Settings Problem". What should I do?

答17　你的瀏覽器必須啓用 JavaScript。

Internet Explorer:

1. 執行Internet Explorer。
2. 在"工具"菜單上，點擊"網際網路選項"。
3. 點擊"安全性"選項卡。執行下列步驟：
   - 點選"網際網路"區域（即世界圖標），然後點擊"自定等級..."。
   - 在"安全性設定 - 網際網路區域"，向下滾動到"指令碼處理"。 在"Active Scripting"選項，點擊"啓用"。
   - 按"確定"。
4. 按"套用"，再按"確定"。

Mozilla Firefox:

1. 執行Mozilla Firefox。
2. 在"工具"菜單上，點擊"選項..."。
3. 在"內容"選項卡，選擇"啓用 JavaScript"的選項以啓用 JavaScript。
4. 按"確定"。

（**注意**：你的系統管理員可能已經爲你設置JavaScript的設定，因此你不可自行更新有關設定。在這種情況下，請諮詢你的系統管理員尋求協助。）

A17　Your browser should enable JavaScript.

Internet Explorer:

1. Start Internet Explorer.
2. On the "Tools" menu, click "Internet Options".
3. Click the "Security" tab. Then follow these steps:
   - Click "Internet" zone (i.e. the world icon), and then click "Custom level...".
   - In the "Security Settings - Internet Zone" dialog box, scroll down to the "Scripting" section. Click "Enable" for "Active Scripting" option.
   - Click "OK"
4. Click "Apply", and then click "OK".

Mozilla Firefox:

1. Run Mozilla Firefox.
2. On the "Tools" menu, click "Options...".
3. In the "Content" tab, select the "Enable JavaScript" check box to turn on the JavaScript.
4. Click "OK".

(**Note**: Your system administrator may have applied the JavaScript settings for you, and you are not allowed to update the setting by yourself. In this case, please consult your system administrator for assistance.)

問18　瀏覽器顯示一個資訊列，並通知我快顯已封鎖。 我應該怎麼辦？

Q18　My web browser displays an Information bar and notifies me that a pop-up window has been blocked. What should I do?

答18　如你正使用 Internet Explorer，請按一下資訊列，然後按一下"永遠允許來自這個網站的快顯"，再按一下"是"繼續。 如你正使用Firefox，請按一下資訊列的選項按鈕，然後

按一下“允許(本網站網址)的彈出型視窗”，再按鍵盤的"F5"鍵重新載入網頁。請你驗查工具 列軟件/防毒軟件的設定是否恰當。
（**注意**：你的系統管理員可能已經為你設置快顯視窗的設定，因此你不可自行更新有關設定。在這種情況下，請諮詢你的系統管理員尋求協助。）

A18　If you are using Internet Explorer, please click the Information bar and then click "Always Allow Pop-ups from This Site" and click "Yes" to continue. If you are using Firefox, please click the Options button on the Information bar and then click "Allow Pop-ups from (this website)" and press the F5 key to re-load the page again. Please also check your toolbar/antivirus software for proper settings.
(**Note**: Your system administrator may have applied the Pop-up Window settings for you, and you are not allowed to update the setting by yourself. In this case, please consult your system administrator for assistance.)