



## Frequently Asked Questions

### 1. What is the EPWP Jobseeker Database Online Registration?

This is an online platform that allows you to register your personal details on the Jobseeker Database. You can register from any location if you have access to the internet and can make use of [SmartCape areas](#) to register online. Once you have registered, you can log in and update your profile at any time. Manual submissions can still be made at your nearest [subcouncil office](#).

### 2. I have registered before by submitting the registration form. What happens to that and must I now register online?

If you have registered before, your details have already been captured on the database. You will just need to create a new user profile on the Jobseeker Database platform to access and update or edit your details.

### 3. How often should I wait before updating my details again?

Ensure your details are kept up to date so that we have the latest information on record. We encourage you to check your details often and to not wait longer than a year to update them.

### 4. Can I double check at a City office if my details are correct?

Yes, you can visit your nearest subcouncil office to check that your details on the database are up to date. Alternatively, call us on 021 400 9604 or email: [epwp.help@capetown.gov.za](mailto:epwp.help@capetown.gov.za).

### 5. Can I list a street name close to mine? My street name is not popping up as a suggestion.

Yes, you can. The actual name of your street can then be included in the "Residential address description 1 and 2" fields of the form.



**6. The system is giving me errors. Who can I contact?**

Call us on 021 400 9604 or send an email to [epwp.help@capetown.gov.za](mailto:epwp.help@capetown.gov.za)

**7. Is the jobseeker database for permanent jobs as well, if not where can I apply for permanent jobs?**

No, the Jobseekers database is for temporary jobs under the Expanded Public Works Programme (EPWP). For permanent jobs please visit the City of Cape Town website or call 0800 103 089 (option 6).

**8. Where can I get an actual jobseekers registration form?**

The Jobseeker registration form is available at no cost to you from your nearest subcouncil office. You do not need to pay for the form.

**9. When I get called for a job, how long should I wait for a second call?**

If you are called for a job and you accept, but do not get a follow up call then contact the following number 021 400 9406 or email us at [epwp.help@capetown.gov.za](mailto:epwp.help@capetown.gov.za).

**10. When I get called for a job, can they WhatsApp, SMS or email the information?**

When you have been selected for a job you will be notified via SMS and you can reply to that number for free. If you have not responded within 24 hours you will receive a follow up call.

**11. Why am I not being called, my name has been on the database for years and I always make sure it's up to date?**

The following could be the reason as to why you have not yet been called:  
(1) the project is not in your location or you do not meet some of the criteria for the project i.e. skill required, age or gender.