

Handshake

Employer FAQs

This document highlights a few of the common blockers or questions that you might field from your employer partners, and outlines steps and resources that can help you find a solution.

I'm not receiving the confirmation email for my user account!

Why? Some company IT teams routinely flag vendor emails as spam.

How can you help? Encourage the employer to explore these options:

- Run through these troubleshooting steps: [Troubleshooting a missing confirmation email](#)
- Check spam and junk folders
- Add **handshake@m.joinhandshake.com** to your email contacts
- Ask your IT department to unblock Handshake and check for quarantined emails.

I'm stuck pending approval from my company, what do I do?

Why? To prevent fraud and enable companies to manage their own profiles, a single point of contact at companies approves company staff members.

How can you help? As a Career Services user, you have the ability to check a person's user status at a company, and manually add them to the company in situations where they have a company email address.

You can follow along with the steps outlined here: [Check Employer status at their Company](#)

I've connected to the wrong company, what do I do?

Why? When an employer is creating an account and posting a job, it's easy to make a few accidental clicks!

How can you help? Employers can always cancel their request or leave their company. You can encourage them to follow along with the instructions outlined in these articles:

- [Leaving a company in Handshake](#)
- [Canceling a request to join the wrong company in Handshake](#)

When I log in I see the message, "Your account is under review" or "Your account is temporarily suspended". What does this mean?

Why? Handshake's Trust and Safety team reviews and validates new employer accounts when they are created, as well as reviews accounts for trust and safety purposes on an ongoing basis. If an employer sees one of these messages they can reach out to the Trust and Safety team to learn more about what they can do to validate their account.

How can you help? Encourage employers to [submit a Support ticket](#), or submit a ticket on their behalf. You can share this resource with employers if they have questions about how to contact support: [How to submit a ticket to the Handshake Support team](#)

I can't access my account! What should I do?

Why? There are several possible reasons an employer may be unable to access their account, such as using the incorrect login credentials, failure to confirm their email address, or they're still pending review.

How can you help? Share Handshake Help Center documentation with them (see [Why can't I access my account?](#)) and encourage them to go through standard troubleshooting steps and [submit a Support ticket](#) if further assistance is needed.

I can't post jobs at your school!

Why? There could be a few options as to why they are unable to post jobs, including:

- Company is declined at your school

- Employer (user) does not have the correct roles in their user settings

How can you help?

- Search for the company they are connected to, check the approval status with your institution
- Search for the user on the company's [People tab](#), and check their individual user role at the company

Are they listed as a type of **Recruiter**? Or are they an Advocate or Representative?

Only certain types of user roles have the ability to post jobs. You can review a full list of different roles here: [A Guide to Employer Role Types](#). If they do not have the correct role, they will need to connect with the account owner at the company (which you can locate on the People tab) to request an update.

Still need help? [Submit a ticket](#) on behalf of the employer that you are working with or call the live phone support line* **+1 (855) 426-3136**

*this phone number is only for Career Services users — **do not share this with employers**