

Gig Worker FAQ: Gig Eagle

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Purpose

This document is intended to address frequently asked questions that Gig Workers may have on the functionality of Gig Eagle in order to become more comfortable with the user interface and Gig Worker Hub capacities.

Getting Started

How do I build my profile?

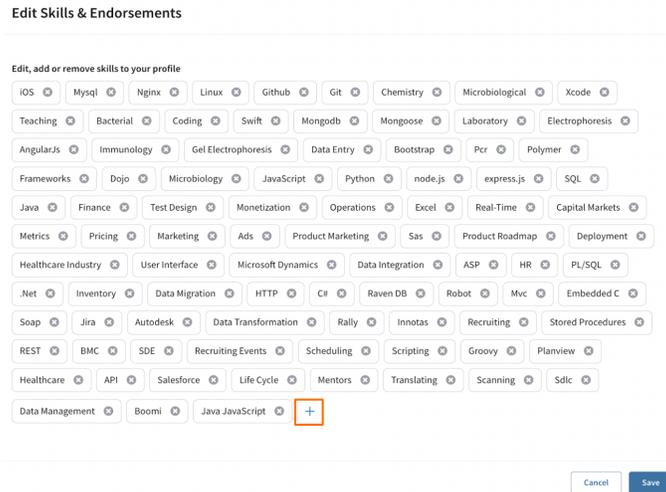
To build your profile, select the dropdown menu in the upper right corner next to your name, then select My Profile. You can personalize your profile using the pencil icons within each section. This includes your Military Info, Preferences, About me & Availability, Contact, Resume, & Links, Skills and Endorsements, Diversity Information, Education, Gig Experience, Title, Awards, Patents, Publications, and Military Info.

How do I upload my resume?

Select the dropdown menu in the upper right next to your name, then select My Profile. Do note that your dropdown will not have the Switch to Gig Manager option. When you have reached your profile page, locate the Contact, Resume & Links side panel to the right. Select the pencil icon in the top right corner of that panel to upload a PDF version of your resume or of your LinkedIn profile. Your resume can be updated and changed at any time by repeating these steps.

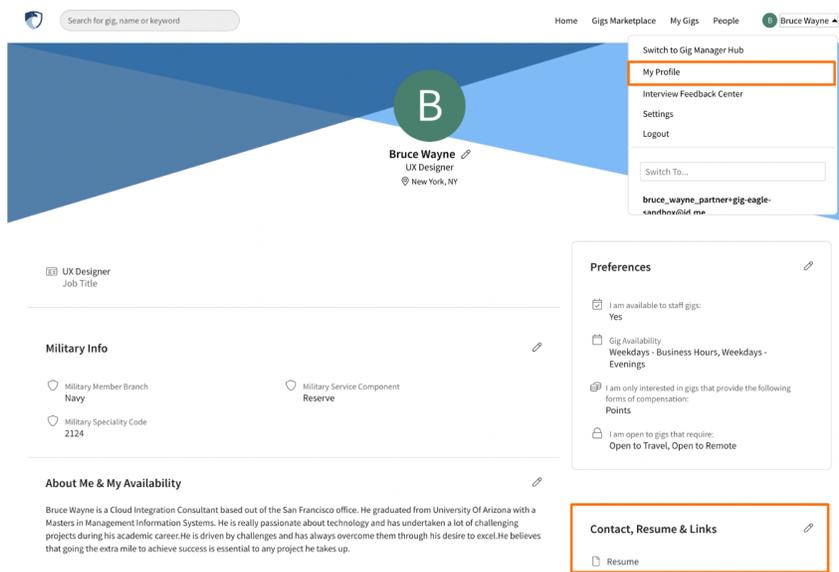
How do I update my skills?

To update your skills, go to My Profile and scroll down to Skills & Endorsements. From here, click on the pencil and you will see Edit Skills & Endorsements which will show you all of your current skills. Click the plus sign at the bottom then search for the skill you would like to add, then press save to add to your profile.



Why is adding skills to my Profile important?

The skills that you list within My Profile are used to match you with the best Gig opportunities personalized for you. Enriching your profile with skills that you have and work experience will help the system match you with personalized Gigs that fit your experience.



What does a Strong Match mean? Good Match?

Based on your Skills, Title, Experience, and Similar Candidates, our deep learning AI algorithm is able to identify if you are a match for an open gig. If you are a Strong Match, denoted by a blue dot, your profile is in strong alignment with what the gig is asking for. If you are a Good Match, denoted by a yellow dot, you are in good alignment with what the gig is asking for. Strength of matches to a position may change as your profile is updated.



A notification card with a light gray background and a light blue footer. At the top center is a circular icon consisting of three concentric circles: a small blue inner circle, a medium light blue middle circle, and a large light blue outer circle. Below the icon, the text "Strong Match" is displayed in a bold, dark blue font, underlined. A list of five criteria follows, each preceded by a blue checkmark icon. The criteria are: "Top 10 percent of applicants", "0-5 years of relevant experience", "Industry" (with sub-items "Information Services" and "Information Technology"), "Previous Company" (with sub-item "Amazon Web Services"), and "Education" (with sub-item "Cornell University"). Below this list, the heading "Skills you may have" is shown. Underneath are two white rounded rectangular buttons, each containing a green checkmark icon and the text "SQL" and "Testing" respectively. At the bottom of the card, a light blue bar contains the text "Update Your Skills" in a dark blue font.

Strong Match

- ✓ Top 10 percent of applicants
- ✓ 0-5 years of relevant experience
- ✓ Industry
 - Information Services
 - Information Technology
- ✓ Previous Company
 - Amazon Web Services
- ✓ Education
 - Cornell University

Skills you may have

- ✓ SQL
- ✓ Testing

[Update Your Skills](#)

Gigs Marketplace, My Gigs, People

What is the Gigs Marketplace?

The Gigs Marketplace is the full library of Gigs that Gig Managers on the platform have available and are taking applications for. You can use filters - Skills, Title, Experience, Gig Duration, Military Branch, Military Service Component, Funding, and ADOS-AC or MPA - to find Gigs that you are interested in.

How do I apply to a Gig?

Access Gigs through the Gig Marketplace on the navigation bar or return to a “saved” Gig by selecting My Gigs. As a best practice, we recommend that in selecting Gigs you consider the necessary timeframe, compensation, and whether you are a strong or good match. Select the Gig you would like to apply to, then select Apply Now.

The screenshot displays the GigEagle interface. On the left, a vertical list of gig cards is shown. The top card is for a 'Software Developer' gig by Bruce Wayne in Santa Clara, CA, with skills in Java, python, Algorithms, and C++, and a 'Strong Match' indicator. Below it is another 'Software Developer' gig by Beta Tester23 in San Francisco, CA, with skills in Java, python, Algorithms, TensorFlow, and C++, also marked as a 'Strong Match'. The bottom card is for a 'Data Scientist' gig in El Segundo, CA, with 'Data Analytics' as a skill.

The main view on the right shows the detailed page for the 'Software Developer' gig. At the top, the title 'Software Developer' is centered, with 'Santa Clara, CA' below it and an 'Apply Now' button highlighted with an orange border. Below this, key details are listed: 'Santa Clara, CA' (Gig Location), 'Bruce Wayne' (Gig Manager), '844459325035491' (Job ID), 'Jun 30 2022' (Desired Start Date), and 'Jul 28 2022' (Estimated End Date). A '30' day 'Estimated Time Commitment (in Days)' is also shown. A 'See More (8)' link is present.

The 'Gig Description' section contains three prompts: 'Please describe as completely as you can the job that you want done:', 'Please provide any additional information about the available funding you can provide for this gig:', and 'Please describe the desired outcome that you seek in posting this gig:'. On the right side of the detailed view, a 'Strong Match' badge is displayed above a list of applicant statistics: 'Top 5 percent of applicants', '5-10 years of relevant experience', 'Industry: Professional Services Software', 'Previous Company: Rivian', and 'Education: The University of Arizona'. Below this, 'Skills you may have' includes 'Java' and 'python' with checkmarks. An 'Update Your Skills' button is at the bottom right.

A pop-up window will appear that prompts you to fill out your Supervisor's Name, Supervisor's Email, and confirm that you approve participating in this Gig. Click *Confirm* to submit your application.

Submit Application

Software Developer

Santa Clara, CA

*Required fields

Supervisor Name*

Supervisor Email*

I certify that I am able to accept the compensation offered for this gig or that my unit will fund my participation. Note: formal approval for your participation in this gig will still be processed through the applicable DoD channels*

I accept

Cancel

Confirm

What are the next steps after I have applied to a Gig?

If a Gig Manager is interested in moving forward with your application, they may contact you with next steps. To ensure you are kept informed on any pending applications, we recommend ensuring your mobile number and email provided in your profile is up-to-date. You can also manage the Gig's status by going to My Gigs, and Applications.

Where can I find the status of Gigs I have applied to?

Select My Gigs, then Applications. This will display every Gig that you have applied to. You can view the Gig Title, Gig ID, Gig Status, Gig Start Date, Date Applied, and Current Stage. You may also return to the Gig Description by clicking on the listed Gig Title.

The screenshot shows the 'My Gigs' page with the 'Applications' tab selected. A table lists the following gigs:

Gig Title	Gig ID	Gig Status	Gig Start Date	Date Applied	Current Stage
Program Manager	844459325764123	Open	Jun 12, 2022	Jul 27, 2022	New
Data Scientist	844459325900326	Open	Aug 1, 2022	Jul 20, 2022	New
Data Scientist	DIU0056	Open	May 19, 2022	Jun 3, 2022	New

How do I save and unsave a Gig?

If you would like to come back to a Gig at a later time, you can save a Gig by pressing the heart icon in the upper right corner. You will have done this successfully if the heart is shaded red. When you go under *My Gigs*, then select saved, your saved Gigs will filter onto that page, in addition to being located under *Gigs Marketplace*.

You can unsave a Gig by pressing the red heart in the upper right corner. The heart will turn from a red fill to a white fill. You can then refresh your screen to proceed. You can also do this by going to My Gigs, Saved, and pressing the “X” in the rightmost column.

The screenshot shows a Gig card for 'Data Scientist' with a red heart icon in the top right corner. The card includes the following information:

- GIG** (tag)
- Data Scientist** (title)
- Beta Tester22 • Remote
- Data Sciences , Programming , Operations Research
- Strong Match (with a blue circle icon)

Where can I locate previously saved Gigs?

Navigate to *My Gigs*, then select *Saved*. You will be able to view the Gig Title, Gig ID, Gig Status, Total Applicants, and see if you have applied. You can return to the more detailed Gig Description by selecting the appropriate Gig Title. If you decide that you want to apply to a Gig, you can select *Apply Now*. This will say *Applied* if you have already applied. To remove a Gig from saved, you can remove the red heart once you are in the Gig description, or by pressing the “X” to the right.

Search for gig, name or keyword

Home Gigs Marketplace **My Gigs** People Bruce Wayne

My Gigs

Applications **Saved**

Search

Showing 2 Gig(s)

Gig Title	Gig ID	Gig Status	Total Applicants	Apply Now
Program Manager	844459325764123	Open	1	Applied X
Data Scientist	844459325900326	Open	2	Applied X

What is the purpose of the People tab?

The *People* tab shows other GigEagle users within the platform. You can use the *People* tab to look up specific users by writing in the search bar. Additionally, you can filter the users shown to you by Skills, Title, Work Experience, and Location. If you’ve worked with another user and want to endorse their skills, you can click into their profile to endorse their skills

People

Search Location Go

Skills Title Work Experience Show Filters

Showing 79 people

Captain America
Senior Software Engineer

Contact

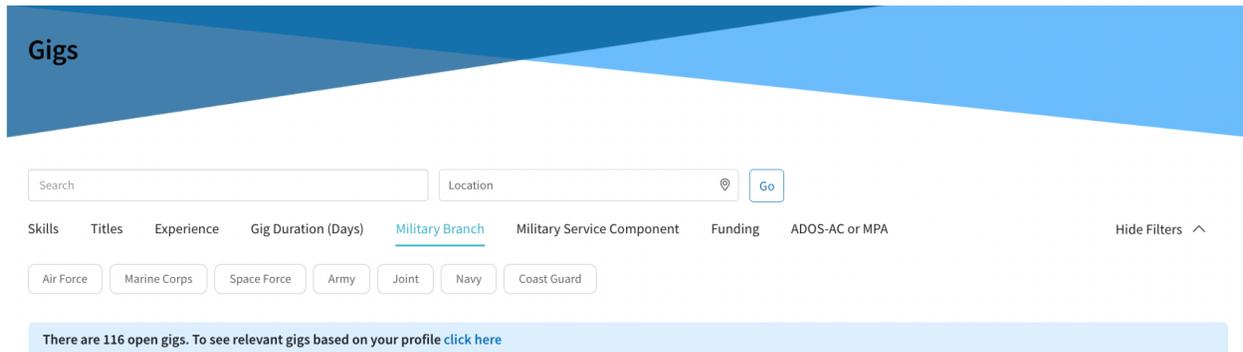
- You and Captain went to The University of Arizona,Visvesvara...
- Both you and Captain previously worked at Eightfold,Intuit,Inno...

Can I apply to a Gig I am not a Strong Match for?

Yes, you can apply to any Gigs available to you on the platform, although you are likely better matched to jobs that you are a Strong Match or Good Match for. The only exception is if there are Gigs you are not authorized to apply for. For example, National Guardsmen are only authorized to apply for Gigs that are created by the National Guard branch or provide ADOS-AC or MPA funding. If you feel that there is a Gig that you are qualified for that is not listed as a Strong Match, we recommend you make sure your profile is fully updated. Updating your profile is important in order to be matched with jobs that are appropriate for your skills and experience.

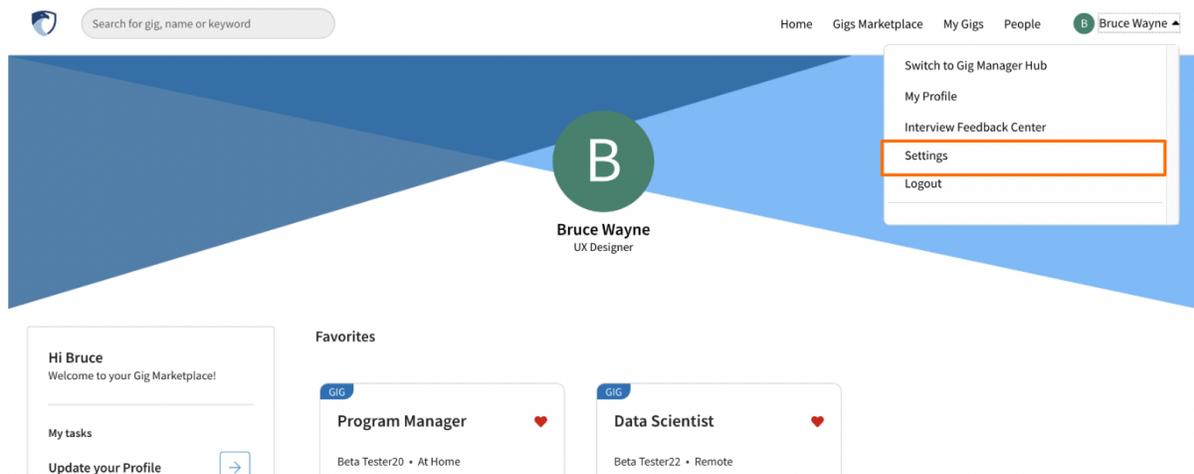
How do I apply to a job from a specific military branch?

Within the Gigs Marketplace, you will find that you can filter the Gigs shown to you based on Skills, Titles, Experience, Duration, Military Branch, and more. To specify which military branch Gigs you would like to see, click on Military Branch and then select the specific branch.



How do I manage my email notifications on Recommended Gigs?

Navigate to the upper right corner of your display. Click the dropdown menu next to your profile name to select Settings.



Under Recommended Gigs, you can adjust the frequency in which you would like to receive email notifications about new Gigs that would be a strong match for you. Consider increasing this frequency if you are actively looking for a Gig. You can select notifications to be: Off, Daily, Weekly, or Monthly, and can change these at any time.

The screenshot shows the 'Settings' page in the GigEagle application. At the top, there is a search bar with the placeholder text 'Search for gig, name or keyword'. To the right of the search bar are navigation links: 'Home', 'Gigs Marketplace', 'My Gigs', 'People', and a user profile icon for 'Bruce Wayne'. The main content area is titled 'Settings' and contains two sections. The first section is 'Notifications', with a sub-header 'Manage the frequency of notifications delivered to your inbox'. The second section is 'Recommended Gigs', with a sub-header 'Gig Recommendations based on your Profile and Match Score'. To the right of the 'Recommended Gigs' section is a dropdown menu labeled 'Frequency' with a downward arrow. The dropdown menu is open, showing four options: 'Off', 'Daily', 'Weekly', and 'Monthly'.

Scheduling and Correspondence

What if I have applied to a Gig and have not heard back?

Begin by checking the status of the Gig. You can do this by going to My Gigs and under Applications, there will be a column identifying the Gig's Current Stage.

How do I give feedback on a Gig?

Once the Gig manager has marked the Gig as complete, you will receive an email that will reroute you to a survey that will ask for your feedback on your Gig experience

Support

What if I do not see the answer to my question in this FAQ?

If you have exhausted looking through this FAQ, you can access Get Help in the bottom left-hand corner of your browser. Add any details regarding your issue/question, and the Gig Eagle support team will respond as promptly as possible.