

Frequently Asked Questions

Login issues

Q: Which account type should I create?

A: Choose *NEC Community* if you are an NEC student, alumnus, or current faculty & staff.
Choose *Individual Subscriber* if you are not an active NEC Community member.
Choose *Institution Subscriber* if you are creating an account for your institution.

Q: My login/password is not working.

A: Click the "Find my account" function on the login page. Or [contact Bridge](#).

Q: I've forgotten my login/password.

A: Click the "Find my account" function on the login page. Or [contact Bridge](#).

Q: The login page says it can't find my account.

A: Login pages for Opportunity Seekers and Opportunity have separate account Logins. Check that you are logging in through the appropriate page. It is possible to have accounts on both sides.

Q: The old login page says Bridge is still down.

A: To access your account, log into through our website by selecting the appropriate login, necmusic.edu/bridge.

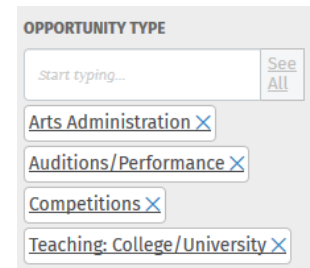
Q: My original login is not saved by the new Bridge's login page.

A: Your login is usually saved on your personal device's internet browser. Please log-in to the new Bridge on your device and save your login information onto your device's browser. The new and old Bridge never saves/pre-fills your login information for you.

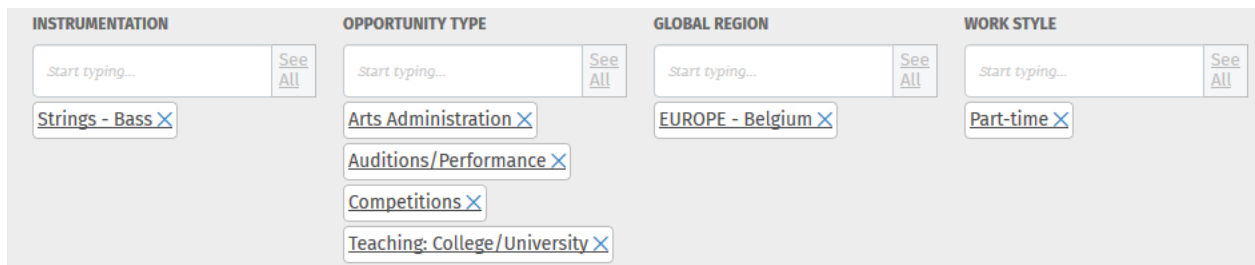
Opportunity Search

Q: I have a number of Search Filters selected, but I see very few opportunities.

A: Within each Search Filter, each option pulls up opportunities that were tagged with those parameters. The more categories you select, the wider the net.



However across different **types** of Search Filters, the more **types** of Search Filters you use, the more specific the result. In this case, reduce the number of Search Filter **types** used to cast a wider net.



*If you still see no opportunities, it might be due to off-peak application periods in the industry for that particular opportunity type.

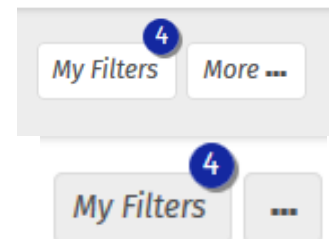
Q: Can I receive Newsletters from the new Bridge?

A: Yes. We removed the traditional Newsletter in favor of customized notifications from your Saved Searches.

Here's How:

1. Select your preferred Search Filters.
2. Click the "Save Search" button that is in the "More..." or "..."
button, depending on what device you are using to access Bridge.
3. Select your preferred frequency.

You may create multiple Saved Search notifications!



Q: I want to post a job on Bridge.

A: Create an [Opportunity Provider](#) account. It is free, and separate from your Opportunity Seeker account.

Students of Institution Users

Q: My school has an institution subscription. How do I access Bridge?

A: Please obtain your school's login from the relevant subscribing department. This is usually the Career Center, or Entrepreneurial Music Department, or Library. If you need help finding the department subscribed, please [contact Bridge](#).

Most schools use a variation of Single Sign-On to make resources available to their student body. If your school has not integrated SSO for you to access Bridge, you may have to log-in directly to Bridge through your school's account. Please contact the relevant office to obtain their login credential.

Q: I want to customize my experience on Bridge by saving my preferred Search Filters and setting my own customized notifications.

A: That is not possible on the Institution Subscription because your school's account is used by many other school users. To use this feature, create your own [Individual Subscriber](#) account. We offer a 1-month FREE TRIAL for new individuals.

Subscriptions

Q: I made an Individual/Institution Subscriber account but I can't see any opportunities.

A: Bridge administrators have to approve your [subscription payment](#) before they approve your subscriber account. Please allow 1 business day for processing.

Q: My account expired a long time ago. Do I have to create a new account?

A: No. [Make payment](#) for a new subscription and we will re-activate your original account.

Q: I accidentally made a double payment.

A: [Contact Bridge](#), and we will refund the extra transaction as soon as possible. Or, choose to put that payment towards extending your subscription by 2 years.