

Login Issues

Q: Which account type should I create?

- 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 or affiliated with an Institution.
- Choose *Institution Subscriber* if you are creating an account for your Institution.

Q: My login/password is not working!

- Have you forgotten your password? Click the “Find my Account” function on the login page for your user type (e.g. NEC User, Individual Subscriber, or Institution Subscriber).
- Has your subscription lapsed? Visit our [renewal page](#) to renew your subscription.
- The login page can’t find your account? There are different login pages for Opportunity Providers and Opportunity Seekers. Make sure you are logging in the correct user page!
- Cannot remember if you have an account? Contact us at bridge@necmusic.edu.

Subscriptions

Q: I created my Individual Subscription account, but I can’t login!

- Bridge administrators first approve your subscription payment before they renew/activate your account. Please allow up to 2 Business days for our Credit Card software to process your payment. Once your account has been activated, you will receive email notification that will include your expiration date.
- We do offer one **1-month Free Trial** for new Individual Subscribers. If you have previously had a subscription or have had a free trial, we cannot approve another free trial of our platform.

Q: I created an Institutional Subscriber account while trying to sign-in to my school’s account, what do I do?

- If you’d like to login to your school or institution’s account, contact the relevant department, such as your career center, library, or entrepreneurial musicianship department for login credentials.

Q: I want to create and Institutional Subscriber account for my institution! How do I do that?

- Create an Institutional Subscription as normal and pay our Institutional Subscriber fee.
- Once you have completed the above step, email us confirming your Institution with evidence your Institution is legitimate, and we will provide you with a password to share with your patrons that will be reset at the beginning of every Academic Year.

Students of Institution Subscribers

Q: My school has a subscription to Bridge – how do I login?

- To login contact your relevant department, such as the Career Center, Library, or Entrepreneurial Musicianship office to obtain login credentials.

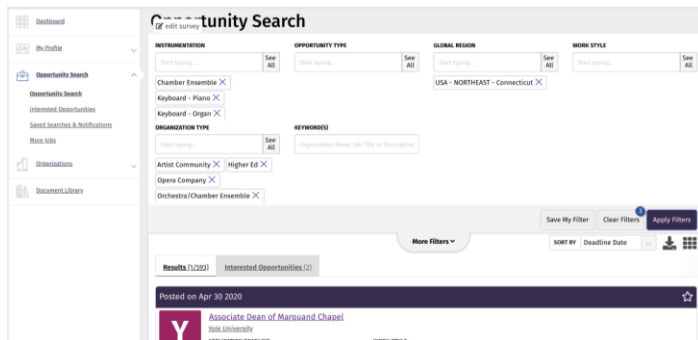
Q: I want to receive email notifications of my “Saved Searches” and customize my notifications.

- Unfortunately, it is not possible to with an Institutional Subscription to receive custom emails and notifications as there are many other users on this account. If you prefer, you can create your own account as an Individual Subscriber where those options will be available to you – we offer a **1-month FREE TRIAL** to all new Individual Subscribers.

Opportunity Search

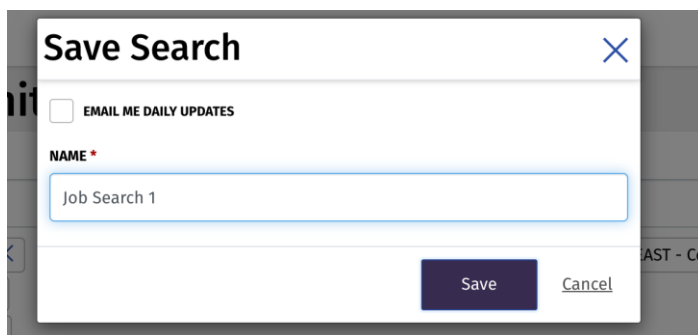
Q: How do I save my search?

- Select your filters on the “Opportunity Search” page of your Bridge account, as pictured in Fig.1



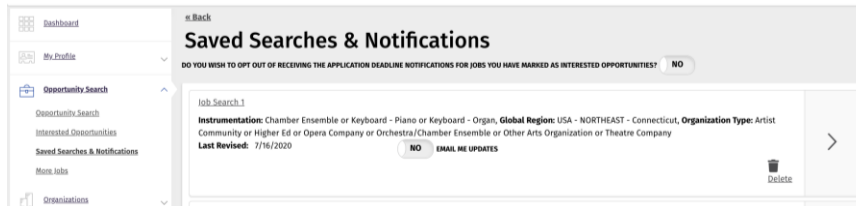
(Fig.1)

- Once you have filters that you’d like to receive updates on, select the “Save Search” button as seen in Fig.2



(Fig.2)

- Label your saved search and edit the frequency in which you wish to receive email updates.
- If you wish to edit or delete saved searches, visit the “Saved Searches & Notifications” tab in the side menu on the left as seen in Fig.3



(Fig.3)

****Note:** Having a saved search with a large number of filters limits the opportunities you have access to. There may be opportunities on our site that you are interested in that you won't see because too many filters can be restricting. We recommend having multiple searches that appeal to different interests so you can cast a wider net and see all that Bridge has to offer!**

Posting an Opportunity on Bridge

Q: How do I post a job on Bridge?

- Create an Opportunity Provider account on the login page. It is separate from your Opportunity Seeker account, and is free to use to post, monitor, and close opportunities.