

Arno Help Centre FAQ Catalogue

Editorial Notes

- **Number of public FAQs extracted:** 59
 - **Number of categories extracted:** 13
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Help Centre FAQs

A. Getting Started with Arno

1. **Question:** What is Arno?

- **Answer:** Arno is an advanced recruitment solution built for the African hiring market. It enables recruiters move faster from a job opening to a credible shortlist, while enabling talents improve their visibility to relevant opportunities. Arno brings key hiring activities—including job distribution, talent discovery, screening, matching, shortlisting, and engagement—into 1 connected workflow.
- **Suggested Tags:** Introduction, Overview, Recruitment Platform, Talent Acquisition
- **Suggested Slug:** what-is-arno

2. **Question:** Is Arno a recruitment agency?

- **Answer:** No. Arno is a recruitment technology solution that enables hiring teams to manage key hiring activities, including job distribution, talent discovery, CV screening, matching, shortlisting, and candidate engagement. Arno is not a job board, ATS, staffing firm or placement agency and does not recruit or make hiring decisions on behalf of employers. Recruiters remain responsible for candidate assessment, interviews, offers, and final hiring decisions.
- **Suggested Tags:** Agency, Business Model, Hiring Decisions, Platform
- **Suggested Slug:** is-arno-an-agency

3. **Question:** Who can use Arno?

- **Answer:** Arno is currently built for two main user groups: Talents (e.g. recent graduates, early-career, experienced and executive professionals, freelancers, consultants, interns, and people actively or passively exploring new opportunities) seeking greater visibility and access to relevant opportunities, and Recruiters looking to discover, screen, shortlist, and engage suitable talents more efficiently. Recruiters may include HR professionals, talent acquisition teams, hiring managers, executives, founders, business owners, and recruitment consultants.
- **Suggested Tags:** Arno Users, Talents, Recruiters, Job Seekers, Hiring Professionals, Talent Acquisition, Career Opportunities
- **Suggested Slug:** who-can-use-arno

4. **Question:** How can Arno help me improve my visibility and access to relevant job opportunities?

- **Answer:** Create a complete and accurate profile by uploading an up-to-date CV, fill in every available section, including your professional summary, skills, education, certifications, work experience (if available) and achievement/impact. For each job role, clearly describe your responsibilities and include specific achievements—preferably with measurable results, such as revenue increased, costs reduced, projects delivered, customers served, or teams managed.
Also add credible evidence of your capabilities where available, keep your profile information current always, apply only for roles relevant to your experience and interests, and respond promptly to recruiter messages. The more complete, specific, and evidence-based your profile is, the easier it is for Arno to match you with suitable opportunities and for recruiters to discover and assess you.
- **Suggested Tags:** Talent Profile, Profile Strength, Visibility Score, CV Upload, Quantifiable Achievements, Job Matching, Recruiter Discovery
- **Suggested Slug:** how-to-improve-your-arno-profile-visibility

5. Question: How can Arno help me discover, screen, and shortlist relevant talent faster?

- **Answer:** Arno enables you move faster from a job opening to a credible, qualified shortlist. You can create a job post and distribute it across multiple online platforms for wider visibility, then use Advanced Matching and CV SmartScreen to discover, assess, and rank candidates based on role fit and credible evidence of their capabilities. Once you have identified suitable talents, you can engage them directly through in-app messaging or an Exploratory video Call. You can also continue the conversation offline using the contact details available through Arno. The solution supports faster, evidence-led shortlisting, while you remain responsible for deciding who progresses and who is ultimately hired.
- **Suggested Tags:** Recruiter Tools, Job Posting, Screening, Shortlisting
- **Suggested Slug:** recruiter-features-overview

6. Question: Where is Arno currently available?

- **Answer:** Arno is currently available for hiring and job search in Nigeria, with plans to expand into more African markets. If Arno is not yet available in your country, you can create a profile and keep it updated so you are ready as the platform expands.
- **Suggested Tags:** Country Availability, Nigeria, African Markets, Job Search, Hiring, Arno Expansion
- **Suggested Slug:** where-is-arno-available

7. Question: How do I get started as a talent?

- **Answer:** Create a Talent account, verify your email address, and upload an up-to-date CV. Complete every available profile section, including your professional summary, skills, education, certifications, work experience, and achievements—preferably using measurable results for each role. Keep your information current, apply for relevant opportunities, and respond promptly to recruiter messages. A complete, accurate, and evidence-based profile helps Arno match you more effectively and makes it easier for recruiters to discover and assess you.
- **Suggested Tags:** Sign-up, Talent Onboarding, Profile Completion
- **Suggested Slug:** talent-getting-started

8. Question: How do I get started as a recruiter?

- **Answer:** Create a Recruiter account, verify your email address, and complete your user profile. Next, create and publish a detailed job post with clear role requirements. Once the job is live, Arno can begin matching and surfacing relevant talents for you to review, compare, shortlist, and engage.
- **Suggested Tags:** Recruiter Onboarding, Account Setup, First Job Post
- **Suggested Slug:** recruiter-getting-started

B. Account, Login, and Dashboard

9. Question: How do I create an account?

- **Answer:** Visit the Arno homepage, select your account-type (talent or recruiter), and enter your sign-up details. Arno will send a verification email to the address you provided; follow the link in the email to confirm your account and complete your registration.
- **Suggested Tags:** Registration, Account Creation, Verification
- **Suggested Slug:** create-account

10. Question: I have not received my verification email. What should I do?

- **Answer:** First, check your spam, junk, or promotions folder and confirm that you entered the correct email address during sign-up. If the email does not arrive after a few minutes, select **Resend Verification Email** on the sign-up or verification screen. If you still do not receive it, contact support@arnopro.com for assistance.
- **Suggested Tags:** Email Verification, Troubleshooting, Support
- **Suggested Slug:** verification-email-missing

11. Question: How do I log in?

- **Answer:** Go to the Arno login page and enter the email address and password linked to your account, then select **Log in**. Make sure your email has been verified and check that your details are entered correctly. If you have forgotten your password or still cannot access your account, select **Forgot Password** to reset it or contact support@arnopro.com for assistance.
- **Suggested Tags:** Login, Account Access, Email Verification, Password Reset, Troubleshooting
- **Suggested Slug:** how-to-log-in-to-arno

12. Question: How do I access my dashboard?

- **Answer:** After logging in, you will be taken directly to your dashboard. It provides an overview of your key activities and available tools based on whether you are using a Talent or Recruiter account. You can return to it at any time by selecting **Dashboard** from the main menu.
- **Suggested Tags:** Dashboard, Account Navigation, Talent Dashboard, Recruiter Dashboard, Main Menu, Account Access
- **Suggested Slug:** how-to-access-your-dashboard

13. Question: Which account type should I create—Talent or Recruiter?

- **Answer:** Choose a **Talent account** if you are looking for job opportunities, want to build your visibility, or plan to apply for roles on Arno. Choose a **Recruiter account** if you are hiring or sourcing talent for a business, organisation, client, or team.
Talent and Recruiter accounts are separate, so select the option that best matches what you want to achieve on Arno. If you create the wrong account type, simply log out and create the appropriate one.
- **Suggested Tags:** Account Type, Talent Account, Recruiter Account, Job Seekers, Hiring, Sign-Up
- **Suggested Slug:** which-arno-account-type-should-i-create

14. Question: How do I update my profile or account details?

- **Answer:** Open your profile or account settings from the main menu to review and edit your information. Talents should keep their CV, skills, experience, achievements, availability, and other profile details current to support stronger visibility and more relevant job matching. Recruiters should keep their personal, company, and contact information accurate so candidates receive clear and credible information about their hiring opportunities.
- **Suggested Tags:** Profile Update, Account Settings, Talent Profile, Recruiter Profile, Edit Account
- **Suggested Slug:** how-to-update-profile-or-account-details

C. Talent Profile and CV Upload

15. Question: How do I complete and strengthen my Talent profile?

- **Answer:** Upload an up-to-date CV and complete every available profile section. Include a clear professional summary, relevant skills, education, certifications, work experience, and achievements or impact from each role—preferably supported by measurable results or credible evidence. Review your information for accuracy and keep it current. A complete, specific, and evidence-based profile strengthens your visibility and helps Arno provide more relevant job recommendations and recruiter matches.
- **Suggested Tags:** Talent Profile, Profile Completion, Profile Strength, Visibility Score, CV Upload, Professional Achievements
- **Suggested Slug:** complete-and-strengthen-talent-profile

16. Question: How do I upload or update my CV?

- **Answer:** From your Talent account homepage, select **My Profile** tab, then choose **Upload Resume** to add a new CV or replace your existing one. Upload a clear, up-to-date CV in a supported format — **[PDF or DOCX]**—with clearly presented skills, experience, responsibilities, and achievements, preferably supported by measurable results.

After uploading, review the information added to your profile and correct or complete any missing details. Keeping your CV and profile current helps Arno provide more relevant job recommendations and enables recruiters to assess your capabilities more effectively.

- **Suggested Tags:** CV Upload, CV Update, Talent Profile, Work Experience, Professional Achievements, Job Matching
- **Suggested Slug:** how-to-upload-or-update-cv

17. Question: How can I improve my profile strength and visibility?

- **Answer:** Complete every available profile section and keep your CV, skills, experience, education, certifications, availability, and preferences up to date. For each role, include clear responsibilities and specific achievements—preferably supported by measurable results or credible evidence of your capabilities. Review your profile regularly, correct missing or inaccurate information, apply for relevant roles, and respond promptly to recruiter messages. A complete, current, and evidence-based profile improves your Visibility Score and makes it easier for Arno to match you with suitable opportunities and for recruiters to assess you.
- **Suggested Tags:** Profile Strength, Visibility Score, Talent Profile, Recruiter Discovery, Professional Achievements, Job Matching
- **Suggested Slug:** improve-profile-strength-and-visibility
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18. Question: Can I update my Talent profile after completing it?

- **Answer:** Yes. You can update your professional summary, skills, education, certifications, work experience, achievements, and other profile details at any time. Save your changes and review the updated information for accuracy. Keeping your profile complete and current helps maintain your profile strength, improves relevant job matching, and enables recruiters to assess your latest capabilities.
- **Suggested Tags:** Edit Talent Profile, Profile Update, Profile Strength, Visibility Score, Account Management
- **Suggested Slug:** update-talent-profile

D. Jobs, Applications, and Job Recommendations

19. Question: How does Arno recommend jobs to me?

- **Answer:** Arno compares the requirements of available jobs with the information in your profile, including your skills, experience, achievements, qualifications, location, interests, and career preferences. The more complete, accurate, and current your profile is, the better Arno can identify opportunities that may be relevant to you. Job recommendations are intended to support your search and do not guarantee selection or an interview.
- **Suggested Tags:** Job Recommendations, Job Matching, Talent Profile, Relevant Opportunities, Career Preferences
- **Suggested Slug:** how-arno-recommends-jobs

20. Question: Where can I find jobs recommended for me?

- **Answer:** Your personalised job recommendations appear on your Talent dashboard based on the information in your profile. You may also receive notifications on your device when relevant opportunities are available, depending on your notification settings. You can select **Jobs** from the main menu to browse other roles, and keeping your profile complete and current helps Arno provide more relevant recommendations.
- **Suggested Tags:** Recommended Jobs, Job Notifications, Talent Dashboard, Job Matching, Browse Jobs
- **Suggested Slug:** where-to-find-recommended-jobs

21. Question: How do I apply for a job?

- **Answer:** Open the job post, review the role details and requirements, then select **Apply** to express your interest to the recruiter. Before applying, make sure your profile is complete, accurate, and up to date so the recruiter can properly assess your suitability.

Even if you do not apply, Arno will recommend your profile to a recruiter where your experience and capabilities appear significantly relevant to the role. Applying or being recommended does not guarantee an interview; the recruiter decides who is shortlisted.

- **Suggested Tags:** Job Application, Apply for Jobs, Talent Recommendations, Recruiter Discovery, Profile Relevance, Candidate Shortlisting
- **Suggested Slug:** how-to-apply-and-get-recommended-for-jobs

22. Question: Why am I not seeing many job recommendations?

- **Answer:** Job recommendations depend on the vacancies currently available and how closely they match the information in your profile. Complete every available section and regularly update your profile with new skills, training, certifications, projects, work responsibilities, and achievements. Clearly state your location and career preferences as well. A complete and current profile helps Arno identify more relevant opportunities, although the number of recommendations will still depend on the roles available at any given time.
- **Suggested Tags:** Job Recommendations, Job Matching, Profile Completeness, Career Preferences, Job Availability, Talent Profile
- **Suggested Slug:** why-job-recommendations-may-be-limited

23. Question: How will I know if there is an update on my application?

- **Answer:** Check your Arno notifications and messages regularly for updates or communication from recruiters. Where application status tracking is available, you may also see updates within the relevant job or application area. Final decisions and response timelines are determined by the recruiter.
- **Suggested Tags:** Application Updates, Application Status, Recruiter Messages, Notifications, Job Applications
- **Suggested Slug:** how-to-check-application-updates

E. Recruiter Account and Job Posting

24. Question: How do I post a job on Arno?

- **Answer:** Log in to your Recruiter account, select **Create Job**, and provide clear details about the role, including the title, responsibilities, required skills, experience, location, and other relevant requirements. Review the information carefully, then publish the job.
Once live, Arno can distribute the job across supported online channels to improve visibility and begin surfacing relevant talents for your review. Clear and specific job requirements help improve the quality of candidate matching and shortlisting.
- **Suggested Tags:** Job Posting, Create Job, Recruiter Workflow, Job Distribution, Talent Matching, Candidate Discovery
- **Suggested Slug:** how-to-post-a-job-on-arno

25. Question: Can I edit a job after publishing it?

- **Answer:** Yes. Open the published job from your Recruiter account, select **Edit**, update the relevant details, and save your changes. You can revise information such as the job title, responsibilities, requirements, location, or description so talents see accurate and current information. Significant changes may affect Arno's candidate matching, so review any updated recommendations after saving.
- **Suggested Tags:** Edit Job, Published Job, Job Details, Job Requirements, Candidate Matching
- **Suggested Slug:** how-to-edit-a-published-job

26. Question: Can I save a job as a draft before publishing it?

- **Answer:** Yes. You can save an incomplete job as a draft and return to it later from your Recruiter account. Review and complete all required details before publishing; draft jobs are not visible to talents and will not be distributed or used for candidate matching until they are published.
- **Suggested Tags:** Draft Job, Save Job, Job Creation, Recruiter Workflow, Unpublished Job
- **Suggested Slug:** how-to-save-a-job-as-draft

27. Question: How do I complete my recruiter and company profile?

- **Answer:** During onboarding, complete all available recruiter and company fields, including your name, role, contact information, company name, industry, location, website, and company description where applicable. Keep these details accurate and current so talents can clearly understand who is hiring and assess the credibility and context of your opportunities. A complete company profile also helps ensure that your job posts and candidate communications represent your organisation professionally.
- **Suggested Tags:** Recruiter Profile, Company Profile, Recruiter Onboarding, Company Details, Employer Credibility
- **Suggested Slug:** complete-recruiter-and-company-profile

28. Question: What happens after I publish a job on Arno?

- **Answer:** Once published, your job becomes visible on Arno and can be distributed across supported online platforms to improve its reach. Arno then begins identifying and ranking relevant talents based on the role requirements and the available evidence of their skills, experience, and capabilities. You can review applicants and recommended profiles, and build a credible shortlist. From there, you can engage selected talents through in-app messaging, invite them to an **Exploratory Call** on Google Meet or Microsoft Teams, or continue the conversation offline using the contact details available on Arno. You remain responsible for deciding who progresses.
- **Suggested Tags:** Published Job, Job Distribution, Talent Matching, CV SmartScreen, Candidate Shortlisting, Candidate Engagement
- **Suggested Slug:** what-happens-after-publishing-a-job

29. Question: How do I close a job, and what happens when it expires?

- **Answer:** If a role has been filled or is no longer active, you can mark the job post as **Closed** before its expiry date. Arno automatically removes filled, closed, and expired job posts from the active job listings, helping ensure that talents only see opportunities that are still available.
- **Suggested Tags:** Close Job, Filled Role, Job Expiry, Active Job Listings, Job Status
- **Suggested Slug:** how-to-close-a-job-or-manage-expiry

F. CV SmartScreen

30. Question: What is CV SmartScreen?

- **Answer:** CV SmartScreen enables recruiters move faster from large volumes of CVs to a credible, ranked shortlist. Upload the job description and candidate CVs, and Arno compares each CV against the role requirements, assessing the relevance of the candidate's skills, experience, achievements, and other available evidence of capability. This significantly reduces the time and manual effort involved in reviewing CVs individually. Unlike using a general-purpose AI tool for one-off CV analysis or an ATS, CV SmartScreen provides a structured, recruitment-focused workflow for comparing candidates consistently and producing a ranked shortlist for recruiter review. It supports faster, evidence-led shortlisting but does not replace recruiter judgement or make final hiring decisions.
- **Suggested Tags:** CV SmartScreen, CV Screening, Candidate Ranking, Time to Shortlist, Evidence-Based Hiring, AI-Assisted Recruitment
- **Suggested Slug:** what-is-cv-smartscreen

31. Question: How do I use CV SmartScreen?

- **Answer:** Open **CV SmartScreen**, upload the relevant job description and the candidate CVs you want to assess, then start the screening process. Arno compares each CV against the role requirements and produces a ranked

shortlist based on the relevance of each candidate's skills, experience, achievements, and other available evidence of capability.

Review the rankings and supporting information before deciding who to progress. You can then download the shortlist report, or share it directly by email with relevant hiring stakeholders. CV SmartScreen reduces the time and manual effort required to compare candidates, while you remain responsible for validating the results and making final shortlisting decisions.

- **Suggested Tags:** CV SmartScreen, CV Screening, Ranked Shortlist, Candidate Comparison, Shortlist Report, Excel Export, PDF Export
- **Suggested Slug:** how-to-use-cv-smartscreen

32. Question: Does CV SmartScreen make shortlisting decisions for me?

- **Answer:** No. CV SmartScreen compares candidates against the job requirements and produces a ranked shortlist based on the available evidence of their skills, experience, achievements, and capabilities. It enables you focus your review on stronger-fit candidates, but you remain responsible for validating the results and deciding who progresses, is interviewed, or is ultimately hired.
- **Suggested Tags:** CV SmartScreen, Shortlisting Decisions, Candidate Ranking, Recruiter Judgement, AI-Assisted Hiring
- **Suggested Slug:** does-cv-smartscreen-make-shortlisting-decisions

33. Question: Why do some candidates rank higher than others?

- **Answer:** Candidates rank higher when the information in their CVs more closely aligns with the job requirements. Arno considers relevant factors such as skills, experience, qualifications, responsibilities, achievements, and other available evidence of capability.
The ranking is designed to enable you prioritise your review and build a credible shortlist faster. It is not a final judgment on any candidate, so you should review the supporting information before deciding who progresses.
- **Suggested Tags:** Candidate Ranking, CV SmartScreen, Job Fit, Matching Logic, Evidence of Capability, Recruiter Review
- **Suggested Slug:** why-candidates-rank-higher

34. Question: Can I review candidates ranked lower by CV SmartScreen?

- **Answer:** Yes. CV SmartScreen ranks candidates to help you prioritise your review; it does not automatically exclude or reject anyone. You can open and assess every candidate, regardless of their position in the ranking. Review the supporting evidence and consider any relevant context before deciding who progresses.
- **Suggested Tags:** Lower-Ranked Candidates, Candidate Review, CV SmartScreen, Recruiter Judgement, Candidate Ranking
- **Suggested Slug:** review-lower-ranked-candidates

G. Talent Matching, Search, and Shortlisting

35. Question: How does Arno match and recommend talents for my job?

- **Answer:** Arno compares the requirements in your job post with information in Talent profiles, including relevant skills, experience, qualifications, location, availability, career preferences, achievements, and other credible evidence of capability. It then ranks and recommends profiles that appear most relevant to the role, helping you focus your review and build a credible shortlist faster.
These recommendations support your decision-making; they do not guarantee suitability or automatically progress candidates. You should review each recommended profile and supporting information before deciding who to shortlist and engage.
- **Suggested Tags:** Advanced Matching, Talent Matching, Candidate Recommendations, Job Fit, Evidence of Capability, Ranked Shortlist
- **Suggested Slug:** how-arno-matches-talents-to-jobs

36. Question: How do I search for candidates on Arno?

- **Answer:** Open **Talents** tab, enter keywords related to the role or capabilities you need, and apply available filters such as skills, experience, location, industry, and availability. Use clear, role-relevant criteria to narrow the results and identify profiles that best fit your hiring requirements.
Review the available profile information, achievements, and evidence of capability before adding suitable talents to your shortlist or contacting them directly.
- **Suggested Tags:** Talent Search, Candidate Sourcing, Search Filters, Skills Search, Recruiter Workflow, Talent Discovery
- **Suggested Slug:** how-to-search-for-candidates

37. Question: How do I view and assess a candidate's full profile on Arno?

- **Answer:** Select a candidate from your matches, search results, applicants, shortlist, or CV SmartScreen results to open their full profile. Review the available information, including their professional summary, skills, work experience, responsibilities, achievements, education, certifications, availability, and supporting evidence of capability.
- Use these details to assess the candidate against your job requirements before shortlisting or making contact. Where available, you can engage the candidate through Arno or use the contact information provided on their profile.
- **Suggested Tags:** Candidate Profile, Profile Review, Candidate Assessment, Evidence of Capability, Recruiter Workflow, Talent Discovery
- **Suggested Slug:** how-to-view-and-assess-candidate-profile

38. Question: Does Arno guarantee the right candidate for every role?

- **Answer:** Arno helps you discover, compare, and prioritise candidates whose profiles appear closely aligned with your job requirements. The quality of the recommendations depends on the clarity of the job information and the completeness and accuracy of available Talent profiles.
- Arno does not guarantee a perfect match or hiring outcome. Recruiters remain responsible for reviewing the evidence, conducting further assessments, and deciding who progresses or is hired.
- **Suggested Tags:** Candidate Matching, Hiring Expectations, Talent Recommendations, Recruiter Judgement, Hiring Decisions
- **Suggested Slug:** does-arno-guarantee-the-right-candidate

H. Messaging and Exploratory Calls

39. Question: Where can I view and respond to messages from recruiters?

- **Answer:** Select **Messages** from your Talent account menu to view and reply to recruiter conversations. You may also receive a notification when a new message arrives. Review your messages regularly and respond promptly and professionally, as recruiters may use them to discuss a role, request more information, or invite you to an Exploratory Call.
- **Suggested Tags:** Talent Messages, Recruiter Messages, In-App Messaging, Recruiter Outreach, Candidate Communication
- **Suggested Slug:** view-and-respond-to-recruiter-messages

40. Question: How soon should I expect a reply to my message?

- **Answer:** Response times vary depending on the recipient's availability and interest, so Arno cannot guarantee an immediate reply. Keep your message clear, relevant, and professional, and allow reasonable time for a response. Where necessary, send one polite follow-up rather than repeated messages.
- **Suggested Tags:** Message Response, Response Time, In-App Messaging, Communication Tips, Candidate Engagement
- **Suggested Slug:** how-soon-to-expect-a-message-response

41. Question: What is an Exploratory Call?

- **Answer:** An Exploratory Call is a short introductory video conversation between a recruiter and a Talent, scheduled through Arno and held on Google Meet or Microsoft Teams. It allows both parties to clarify interest, availability, role expectations, relevant experience, and possible next steps before moving further in the hiring process. An Exploratory Call is not a formal interview, assessment, or job offer, and it does not guarantee that the Talent will progress.
- **Suggested Tags:** Exploratory Call, Candidate Engagement, Recruiter Conversation, Hiring Process, Google Meet, Microsoft Teams
- **Suggested Slug:** what-is-an-exploratory-call

42. Question: How do I schedule an Exploratory Call?

- **Answer:** Open the Talent's profile or shortlist entry and select **Send Invite**. Choose a suitable date and time, then schedule the conversation through Arno using Google Meet or Microsoft Teams. The Talent will receive a notification with the call details and can respond to the invitation. Use the call to clarify interest, availability, role expectations, and possible next steps before progressing further in the hiring process.
- **Suggested Tags:** Exploratory Call, Call Scheduling, Candidate Engagement, Google Meet, Microsoft Teams, Recruiter Workflow
- **Suggested Slug:** how-to-schedule-an-exploratory-call

43. Question: How should I communicate on Arno?

- **Answer:** Keep all messages and calls professional, clear, relevant, and respectful. Introduce yourself, explain the purpose of your message, and communicate next steps plainly. Avoid repeated or inappropriate messages, and do not share sensitive personal information unless it is necessary and safe to do so. Good communication helps recruiters and Talents assess opportunities, build trust, and decide on next steps more effectively.
- **Suggested Tags:** Communication Guidelines, Professional Conduct, In-App Messaging, Exploratory Call, User Safety
- **Suggested Slug:** how-to-communicate-on-arno

I. Notifications and Updates

44. Question: How will Arno notify me?

- **Answer:** Arno may notify you by email, in-app alerts, and device notifications about relevant activity, such as new messages, job recommendations, applications, or Exploratory Call invitations. The notifications you receive may depend on your account activity and notification settings. Keep your email address current, allow notifications on your device where prompted, and check your Arno notifications and messages regularly so you do not miss important updates.
- **Suggested Tags:** Notifications, Email Alerts, In-App Notifications, Device Notifications, Account Updates
- **Suggested Slug:** how-arno-notifications-work

45. Question: Where can I view my notifications?

- **Answer:** Select the **Notifications** icon or area from your Arno account to view recent alerts and updates. These may include new messages, job recommendations, application activity, or Exploratory Call invitations. Review your notifications regularly and select an alert to view the related information or take the required action.
- **Suggested Tags:** Notifications, Account Alerts, In-App Updates, App Navigation, Messages
- **Suggested Slug:** where-to-view-arno-notifications

46. Question: Why am I not receiving notifications?

- **Answer:** First, confirm that you are logged in and that your email address is correct. Check your spam or promotions folder for email alerts, and make sure your browser or device allows notifications from Arno. You should also review your notification settings and reload the page.

If notifications still do not appear, contact support@arnopro.com and include the type of notification you expected and the device or browser you are using.

- **Suggested Tags:** Notification Issues, Email Alerts, Browser Notifications, Device Settings, Troubleshooting, Support
- **Suggested Slug:** why-am-i-not-receiving-notifications

47. Question: Will I be told the moment a recruiter shortlists me?

- **Answer:** Where shortlist notifications are available, Arno will alert you through your in-app notifications and other enabled notification channels. A recruiter may also contact you through **Messages** or invite you to an **Exploratory Call** to discuss the opportunity.

Check your notifications and messages regularly and respond promptly to recruiter outreach. Being shortlisted indicates interest in your profile but does not guarantee an interview or job offer.

- **Suggested Tags:** Shortlist Notification, Recruiter Interest, Talent Updates, In-App Notifications, Recruiter Messages
- **Suggested Slug:** how-to-know-if-you-are-shortlisted

J. Plans, Payments, and Access

48. Question: Is Arno free for talents?

- **Answer:** Yes. Talents can currently create an account, build and update their profile, upload a CV, receive relevant job recommendations, apply for roles, and engage with recruiters on Arno at no cost. Keeping your profile complete and current helps improve your visibility and the relevance of opportunities recommended to you.
- **Suggested Tags:** Talent Pricing, Free Talent Account, Job Applications, Talent Profile, Job Recommendations
- **Suggested Slug:** is-arno-free-for-talents

49. Question: How does pricing work for recruiters?

- **Answer:** Recruiter access is available through different plans, with features and usage limits varying by plan. Depending on the option selected, access may include job posting, Talent Search, Advanced Matching, CV SmartScreen, messaging, shortlisting, and other hiring tools.
- Review the available plans to choose the option that best fits your hiring needs. For current pricing and feature details, visit the **Pricing** page from the main menu or contact support@arnopro.com for assistance.
- **Suggested Tags:** Recruiter Pricing, Recruitment Plans, Hiring Tools, Subscription Plans, Recruiter Access
- **Suggested Slug:** how-recruiter-pricing-works

50. Question: How do I upgrade or change my recruiter plan?

- **Answer:** Visit the **Pricing** page from the main menu and compare the available plans based on your hiring needs, features, and usage limits. Select your preferred plan and follow the on-screen instructions to complete the change. For help choosing a plan, changing an existing subscription, or resolving a billing issue, contact support@arnopro.com.
- **Suggested Tags:** Recruiter Plan, Plan Upgrade, Subscription Change, Pricing, Billing Support
- **Suggested Slug:** how-to-change-or-upgrade-recruiter-plan

K. Privacy, Data Security, and AI Use

51. Question: Is my data secure on Arno?

- **Answer:** Arno takes data protection and information security seriously and applies appropriate technical and organisational safeguards to protect user information. Arno is formally registered with the Nigeria Data Protection Commission as a **Data Controller/Processor of Major Importance (DCPMI)** and has been issued the relevant certificate.

Our privacy and compliance programme is also supported by an NDPC-licensed Data Protection Compliance Organisation. Nevertheless, users should protect their accounts by using strong passwords, keeping login details private, and reporting suspicious activity to support@arnopro.com. For more information, please review Arno's **Privacy Policy**.

- **Suggested Tags:** Data Protection, Data Security, DCPMI, NDPC Registration, Privacy Compliance, Account Security
- **Suggested Slug:** how-arno-protects-your-data

52. Question: How does Arno use my information?

- **Answer:** Arno uses the information you provide through your account, profile, and CV to operate the platform and deliver relevant services. This may include building your profile, calculating Visibility Score & Profile Strength, recommending jobs, matching Talents to roles, supporting CV screening, enabling recruiter–Talent communication, providing notifications, maintaining platform security, and improving the user experience.
Your information is handled in line with Arno’s Privacy Policy and applicable data-protection requirements. For full details on the information collected, how it is used, who it may be shared with, and your data rights, please review the **Privacy Policy**.
- **Suggested Tags:** Personal Information, Data Usage, Privacy, Job Matching, CV Information, Privacy Policy, Terms of Use
- **Suggested Slug:** how-arno-uses-your-information

53. Question: What role does AI play on Arno?

- **Answer:** Arno uses AI to support key recruitment activities, including job recommendations, Advanced Matching, Talent discovery, CV SmartScreen, and candidate ranking. It analyses the available job, profile, and CV information to help Talents access more relevant opportunities and enable Recruiters to identify and compare stronger-fit candidates faster. Arno’s AI provides recommendations and decision support; it does not make final hiring decisions. Recruiters remain responsible for reviewing the available evidence, assessing candidates, and deciding who is shortlisted, interviewed, or hired.
- **Suggested Tags:** Artificial Intelligence, AI-Assisted Recruitment, Advanced Matching, CV SmartScreen, Candidate Ranking, Hiring Decisions
- **Suggested Slug:** how-arno-uses-ai

54. Question: Does Arno’s AI decide who gets shortlisted or hired?

- **Answer:** No. Arno’s AI helps recruiters discover, compare, screen, and rank candidates based on the available job, profile, and CV information. These outputs are recommendations designed to support faster and more informed review—not automatic hiring decisions.
Recruiters and employers remain responsible for assessing candidates and deciding who is shortlisted, interviewed, offered a role, or hired.
- **Suggested Tags:** Responsible AI, Hiring Decisions, Human Judgement, Candidate Ranking, AI-Assisted Recruitment
- **Suggested Slug:** does-arno-ai-make-hiring-decisions

55. Question: Can I control or update the information Arno holds about me?

- **Answer:** Yes. You can review and update much of your information—including your profile details and CV—directly from your Arno account. Keeping this information accurate and current also improves the relevance of job recommendations, matching, and recruiter assessment.
For requests relating to access, correction, deletion, restriction, or other data rights, contact support@arnopro.com. Some information may need to be retained where required for legal, regulatory, security, or legitimate operational purposes. Please review Arno’s **Privacy Policy** for full details.
- **Suggested Tags:** Data Rights, Personal Information, Update Profile, Data Correction, Data Deletion, Privacy
- **Suggested Slug:** manage-your-personal-information

L. Troubleshooting and Support

56. Question: A page looks broken or won’t load. What should I do?

- **Answer:** Check your internet connection and refresh the page. If the issue continues, contact support@arnopro.com and include a screenshot or brief description of the problem.
- **Suggested Tags:** Technical Issues, Page Loading, Platform Support
- **Suggested Slug:** page-not-loading

57. Question: Arno is running slowly. What should I do?

- **Answer:** Check your internet connection and refresh the page. If Arno remains unusually slow, contact support@arnopro.com and briefly describe what you were trying to do.
- **Suggested Tags:** Slow Performance, Connection Issues, Technical Support, Platform Performance
- **Suggested Slug:** arno-running-slowly

58. Question: Can I use Arno on my phone or tablet?

- **Answer:** Yes. You can access Arno through a supported web browser on your smartphone or tablet. Sign in through the Arno website to manage your profile, search or apply for jobs, review candidates, and use other available features while on the go.
For the best experience, use an updated browser and a stable internet connection.
- **Suggested Tags:** Mobile Access, Smartphone, Tablet, Web Browser, Platform Access
- **Suggested Slug:** use-arno-on-phone-or-tablet

59. Question: How do I contact support?

- **Answer:** Email support@arnopro.com with a brief description of your question or issue. Where relevant, include the page or feature involved and a screenshot of any error message. For your security, do not include your password or other sensitive login information.
- **Suggested Tags:** Contact Support, Customer Support, Technical Help, Account Help, Support Email
- **Suggested Slug:** contact-arno-support