

Careego to Focus Efforts on Business and Institutional Clients Questions and Answers About Changes to Careego.com

After careful review and consideration, Careego has determined that effective June 27, 2011, it will no longer offer its services to the general public. Careego will focus its efforts, resources and tools to support the needs of its business-to-business and institutional clients.

We hope the following will provide answers to the questions you may have.

How do I log-in to the new home page?

If you were a registered member before June 27, please use the same credentials as before: If you subscribed as a Basic or Premium member on, or after, May 2, your user name is your e-mail address. If you subscribed prior to May 2, your user name remains as you set it up when you registered with Careego.

If you have forgotten your password, regardless of when you became a member, please use the "Forgot Password" link on the log-in page. Your password will be sent, automatically, via e-mail.

Have the resources available changed along with the change to the log-in process?

The resources available haven't changed. Access to them is still based on the type of membership you have. However, Careego reserves the right to limit, change, or remove resources at anytime without notice.

Will my Basic membership still be active?

Yes. As a valued member before June 27, you will have access to the same set of resources available under the Basic (free) membership level. There will be no support available to those holding a free Basic membership.

Careego will review the database every six months and will only retain active memberships. So, if you want to remain an active member, please log-in at least once every six months.

Will my Premium membership still be active?

Yes. As a valued Premium member in the Careego community before June 27, you will continue to have access to your membership benefits for the period for which you have paid (30 or 90 days.) You can also let your membership automatically renew if you need more time to complete your career planning activities.

After you unsubscribe from Premium membership, you'll automatically receive full access to the free resources available under the former "Basic" membership level.

Careego will review the database every six months and will only retain active memberships. So, if you want to remain an active member, please log-in at least once every six months.

Will Careego accept new Basic or Premium memberships, or upgrades?

Careego will no longer offer new individual (private) memberships at the Basic (free) or Premium (paid) levels after June 27. Upgrades to existing memberships are also no longer available. Members were notified by e-mail in advance of these changes to enable them to complete their career planning activities.

I was a Premium member before this change to Careego’s focus and need to extend my Premium membership. Can I do this?

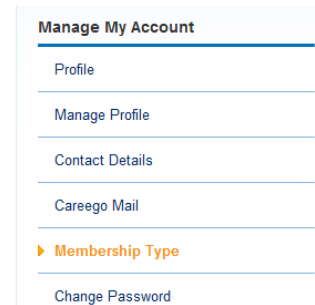
Yes, we value your membership and respect your career planning activities. You won't be left without assistance. Automatic renewals of premium memberships for existing Premium members will continue to allow you to complete your career planning activities.

Will I still be a member of Careego when I end my Premium membership?

Yes, you'll automatically receive full access to the free resources available under the former "Basic" membership level after you end your subscription to Premium membership.

How do I change my current Premium membership to a Basic membership?

- Please log-in and go to the "My Careego" page
- Follow the "Membership Type" page link , under "Manage My Account."
- Click "Change My Subscription." The information displayed will change from "Premium Membership" to "Basic Membership." Your credit card will no longer be charged on the automatic membership renewal system.



Who do I contact with a question about my credit card payment for my Premium membership?

Please send an e-mail to support@careego.com.

I am a member in the Career Transition program. Is my membership affected?

Your Career Transition (CT) membership and your access to the extended suite of Careego’s resources, such as On-Call Coach,, will be unaffected by this change for the duration of your current membership. Please use the same user name password you received from the Careego support administrator.

As a valued member of Careego, after your CT program expires, we are pleased to offer you continued full access to the free resources available on the Careego website.

Careego will review the database every six months and will only retain active memberships. So, if you want to remain an active Careego member, please log-in at least once every six months using your current user name and password.

I am a member of a post-secondary, post- graduate, alumni or association group that provides Careego’s services. Is my membership affected?

Your institutional membership will be unaffected by this change for the duration of your current membership. Please use the same user name password.

After your membership expires, as a valued member, we are pleased to offer you continued full access to the free resources available on the Careego website.

Careego will review the database every six months and will only retain active memberships. So, if you want to remain an active Careego member, please log-in at least once every six months using your current user name and password.

I am a member of an association that provides Careego's services. Is my membership affected?

Your association membership will be unaffected by this change for the duration of your current membership. Please use the same user name password.

After your membership expires, as a valued member, we are pleased to offer you continued full access to the free resources available on the Careego website.

Careego will review the database every six months and will only retain active memberships. So, if you want to remain an active Careego member, please log-in at least once every six months using your current user name and password.

Terms & Conditions

Careego reserves the right to limit, change, or remove resources at anytime without notice. User names, passwords, and all information associated with a membership that is inactive for 6 months will be deleted from the database to protect your privacy and you will no longer be able to log-in to Careego. In accordance with the terms and conditions, Premium memberships will automatically renew unless you unsubscribe. For complete details, please see the Terms & Conditions pages.