

## External Applicant Frequently Asked Questions

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If you have additional questions, please contact the Human Resources Department at 613-761-4727  
Hours of operations: 7:30 a.m. – 4:00 p.m.

### **How do I register an account?**

From the Careers page, click the “click here to Register” link or click the “Register Now” link in the Login box. Enter a User Name (must be 0-70 characters in length and format must be an email address) and a Password (must be 8-32 characters in length and format must be an alpha/numeric combination). Re-enter your password in the “Confirm Password” field and click “Register” button.

### **Can I apply for more than one job posting at a time?**

Yes. You may select and apply for multiple job postings by clicking the checkbox next to the job titles you are interested in and then clicking the “Apply Now” button. The same application information will be submitted for each selected job posting.

### **Can I submit an online application even if I don't see the employment opportunity I'm interested in?**

Yes. You may submit an unsolicited online application by clicking the “Apply now without adding a job” link located at the bottom of the Careers page. The online application for unsolicited differs a bit from the online application when applying to a job posting as you will be asked to complete the “Preferences” section and to select at least one job family you are interested in.

**How do I attach a resume?**

You can attach a resume to your online application by choosing the “Upload a new resume” option found on the “Choose Resume” page of the online application. Only the following resume formats will be accepted e.g. .doc, .txt, .pdf or .rtf with a maximum size of 2 MB.

**How do I edit my contact details?**

Click the “Careers Home” link, then click “My Profile” located in “My Career Tools” box and enter your changes and click the “Save” button.

**Can I update an application once it has been submitted to the Human Resources Department?**

No. Once you have submitted an online application, you will not be able to change the information. If you need to change the information on your application you will have to complete a new one.

**How frequently do you update the job postings?**

Job postings are updated on a daily basis (Monday to Friday) with the addition of new job postings and the removal of those that are no longer available.

**I forgot my User Name and/or Password. How do I find these?**

Under the Login section on the Careers page, click the “Login Help” link. If you forgot your password, enter your “User Name” under the “Forgot your password?” box. If you forgot your user name, enter your “Email Address” under the “Forgot your User Name” box. An email will be sent to you with either the new password or the user name associated with that email address.

**Can I withdraw an online application already submitted to the Human Resources Department?**

Once you have submitted your online application, you cannot retract it. Please contact the Human Resources Department 613-761-4727 and ask that your application be withdrawn by providing them with the applicable job opening ID.

**How do I search for jobs?**

You can search for jobs using the Basic Job Search or Advanced Search functionality found on the “Careers Home” page. The “Basic Job Search” allows you to search by keywords and by posting period. For additional search criteria, click the “Advanced Search” link located in the “Basic Job Search” box. The “Advanced Job Search” page allows you to search by keyword, location, job family, job type (full-time, part-time, temporary or regular), desired pay, job opening ID, etc. Once you have set your search criteria, click the “Search” button. When clicked, the search criteria box will collapse and a list of matching jobs will be returned in the “Search Results” grid. You can also save your search for the next time by clicking the “Save Search” button.

**What is a Job Search Agent and how do I set one up?**

A Job Search Agent is a tool that informs you by email of any new job postings meeting the search criteria you have established. To setup a Job Search Agent, enter your search criteria using the “Advanced Search” functionality and click the “Save Search” button. The “Save Search” page appears where you will enter the name of your search in the “Name your search” field. Check the “Use as Job Agent” box and enter an email address where you want the results to be sent in the “Send Job Agent notification to” field. The system will send an email notifying you of the job openings meeting your search criteria.

**What happens if I submit an online application but do not complete all sections?**

The screening process is directly linked to the information provided in your online application therefore it is your responsibility to complete all pertinent sections of the application to receive full consideration.

**Do I have to attach a resume in order to apply to job postings?**

No, attaching a resume is optional.

**Where can I see a list of positions for which I applied?**

You can view the list of job openings you applied to by clicking the # [Application](#) link under “My Career Tools” box. The “Applications” section will list all the job postings you applied to, the status of the application and the application date.

**How can I tell the status of my application?**

The status of each application displays in the “Status” column of “My Applications”; here is the definition of each status:

**Not Applied:** Confirms your application has been saved as a draft and not yet been submitted to the Human Resources Department.

**Applied:** Confirms you have successfully submitted your application to the Human Resources Department.

**Hired:** Confirms you have been hired.

**Unsuccessful:** Confirms that another applicant was hired or you did not meet the basic requirements of the job.

**Job Posting Cancelled:** Confirms the job posting applied to has been cancelled.

**Withdrawn:** Confirms your application has been withdrawn or inactivated.

**Do I have to re-enter my information every time I apply?**

If you have already submitted an application in the past, the information you entered will populate in your new application so you do not have to re-enter the same information every time you apply. If you want to edit the information for the new position, you may do so.

**I keep getting a red box and an error message, what am I doing wrong?**

The red box indicates that your entry in the highlighted area does not match anything in our list or the format is incorrect. Clear out any typing in the red area and use the magnifying glass, dropdown arrow feature to the right or calendar icon to populate the data..

**Who do I contact if I have problems applying online?**

If you are experiencing problems accessing the system, please contact Human Resources Department at 613-761-4727.