

Applicant FAQ

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1. How do I register/ create an applicant account?

From the Careers page, click the “New User” link or click the “Register Now” link in the Sign In page.

Enter a username (must be zero to 70 characters in length and format must be an email address) and a password (must be eight to 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.

2. Can I apply for more than one job at a time?

Absolutely! You may select multiple job postings by clicking the star next to the job titles that you are interested in. That will save those job postings as your “Favorite Jobs.” From there, select “My Favorite Jobs” from the ribbon at the top of the careers page. Select the checkbox next to the job titles you are interested in applying for and click “Apply for Selected Jobs.” The same application information will be submitted for each selected job posting. Please note, you must be signed into your account to do so.

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

Please do! You may submit an unsolicited online application by clicking the “Apply Without Selecting a Job” link located at the top or bottom of the Job Search page.

4. How do I attach a resume?

You will need to apply to a position in order to do so. You can attach a resume to your online application by choosing the “Attach Resume” option found on the “Resume” page of the online application. Only the following resume formats will be accepted: .doc, .txt, .pdf or .rtf with a maximum size of two MB. You also have the option of copy-pasting your plain text resume if this is your preference. Once your resume has been uploaded, you will have the option of selecting this resume for use on future job applications.

5. How do I edit my contact details?

From the landing page of the job board, select “My Account Information” from the ribbon at the top of the page. Enter your changes and click the “Save” button.

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

Unfortunately, not. Once you have submitted an online application, you will not be able to change the information contained within it. If you need to change the

information on your application, please withdraw your original application and submit a new one.

7. 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.

8. I forgot my username and/or password. How do I find these?

Under the Sign In section on the Careers page, click either “Forgot Username” or “Forgot Password.” An email will be sent to you with either the new password or the username associated with that email address.

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

Of course! From the job search page, click on the link at the top of the page which reads “My Activities” (Please note you must be signed in in order to do so). This will take you to a list of all applications you have submitted to The Ottawa Hospital, as well as the current status of your application. Find the application you wish to withdraw and click on the “Withdraw” button in the far-right column.

10. Can I set up job alerts?

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 set up a Job Search Agent, enter your search criteria in the “Keywords” field at the top of the Job Search page and click the “Save Search” button. The “Save Search” page appears where you will enter the name of your search in the “Name My Search” field. Check the “Notify me when new jobs meet my criteria” box and enter an email address where you want the results to be sent. The system will send an email notifying you of the job openings meeting your search criteria. You may edit or remove these searches by accessing the “My Saved Searches” link at the top of the page.

11. 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. It is important to complete all pertinent sections of the application to receive full consideration.

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

Attaching a resume is optional, however we do strongly recommend applying with one. If you choose to apply without using a resume, please ensure that your previous employment and education information is properly entered and clear.

13. 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 “My Activities” button. The “Applications” section will list all the job postings you applied to, the status of the application and the application date.

14. How can I tell the status of my application?

The status of each application displays in the “Status” column of “Applications” under “My Activities.”

15. 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.

16. 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.

17. Who do I contact if I have problems applying online?

We're sorry to hear that you are encountering difficulties in applying online. For assistance, please contact our Human Resources Department at 613-798-5555 ext. 16947, or by e-mail at HRsupport@toh.ca.