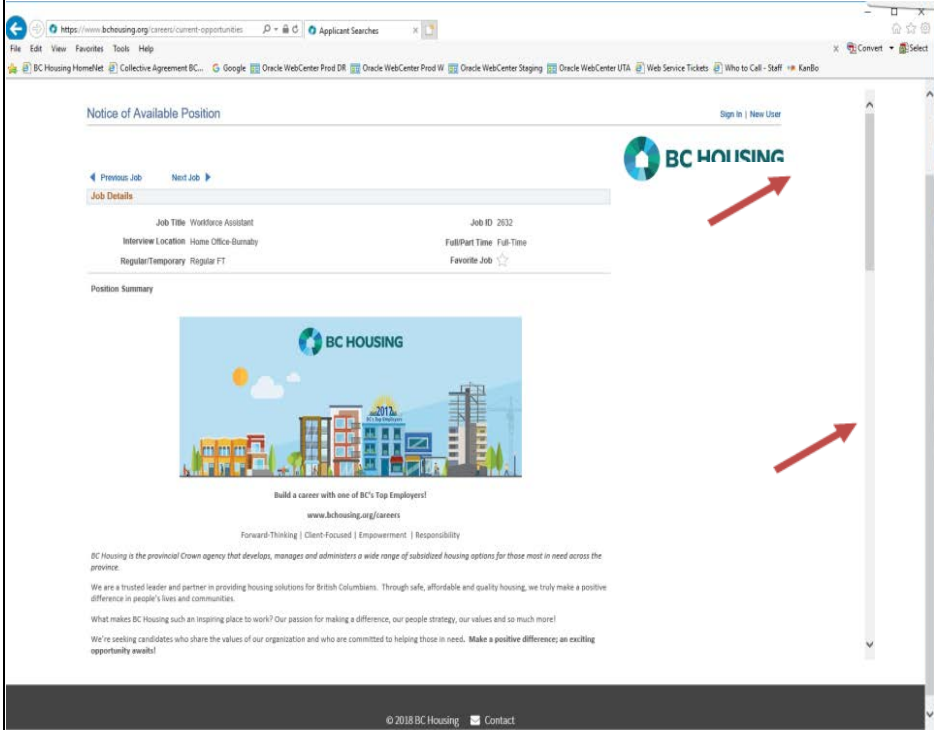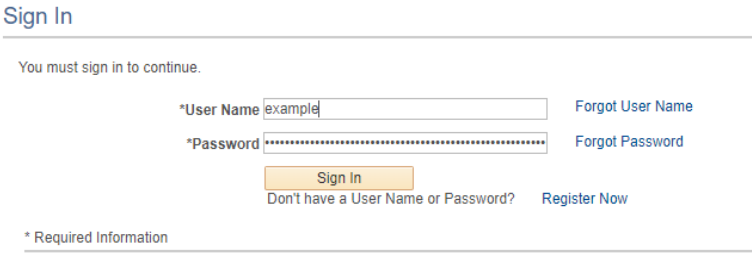# BC HOUSING

e-Recruit Online System FAQs

BC Housing thanks all applicants for their interest. If you are experiencing issues with our system, please read below for answers to frequently asked questions (FAQs).

Please Note: We are unable to accept applications other than through our online system: https:// www.bchousing.org/careers/current-opportunities.

QUESTION	ANSWER
1. When I click on a job title on the Current Opportunities page, I cannot see the job full description. Anything past the information about BC Housing and the picture is not visible.	There are two scroll bars on the right side of the screen. If you are unable to view the full details of the job, click in the center of the page and the second scrollbar within the window will be visible to your right. Navigate the full job details using the inside scroll bar.

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2.	**When I try to create a password to sign in, it will not allow me to enter a password**	If you are getting extra characters when you enter your password, this is a security feature to ensure privacy. Please sign in as normal and continue your application. Sign In You must sign in to continue. *User Name: example *Password: ••••••••••••••••••••••••••••••••••••••• Forgot User Name / Forgot Password Sign In Don't have a User Name or Password? Register Now * Required Information
3.	**I click on the 'review job description link' but nothing happens.**	This may be related to your security settings. • Please close your web browser. • Come back to the desired job opening and job description. When there is a pop up asking you if you wish to view only secure items, click 'no.'
4.	**I don't see a closing date. When should I submit my application?**	You can apply at any time as long as the job is still posted on the Current Opportunities page. We recommend that you apply for a job opening as soon as you see it posted. Often, the job will remain posted until the position has been filled.
5.	**Can I mail, email or fax my application?**	Unfortunately, we cannot accept resumes/cover letters by any other form than online through the portal on the Current Opportunities page. This helps to ensure privacy, as well as timeliness for applicants. If you see a job you wish to apply for, you will need to set up a profile by selecting the position you wish to apply for, clicking the 'Apply' button and then clicking the 'Register Now' button.
6.	**I am legally able to work in Canada but do not currently reside in Canada. Can I still apply for a posted position?**	Yes. The system will accept applications with a home address outside of Canada. As long as you are legally entitled to work in Canada, you may apply.

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7.	**When I click the 'Register Now' link nothing happens. What's wrong?**	Sometimes this occurs when your pop-up blocker is enabled. You will need to disable your pop-up blocker in order to use e-Recruit. Please click the following link for instructions on how to disable pop-up blockers for various operation systems (http:LLwww.geeksguad.comLdo-it -1ourself Ltech-tips Ldisable-pop-up-blocker.aspx).
8.	**When I try to register I get a message saying that the user name already exists. What does this mean?**	This normally means that there is already an existing account with the user name you have selected. Please select another user name and make sure to document your user name and password for your records and future reference. If there is a possibility that you previously set up a profile using that user name, please sign into the system using that user name and the associated password.
9.	**What do I do if I don't remember my password or user name?**	Click 'Sign In' and then click either the 'Forgot Password' or 'Forgot User Name' link and follow the instructions. The information will be sent to the preferred email address in your account. Please create a new user account if you receive an error message that reads, "We have no record of your email address." You will need to create a new user name and password and recreate your application materials. We strongly recommend that you enter as much contact information as possible when you set up your user account and that you securely save your user name and password. ***Important:*** Please remember to update your profile whenever there are any changes to your contact or account information.
10.	**I keep getting a message that says, "You are not authorized to access this component…"**	If you are a BC Housing employee trying to access the external careers portal from a work computer or while you are signed on to any work-related software, please close all your active sessions. Attempt to access the careers portal from a different browser or reopen the same browser to make another attempt.

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11. How do I upload my resume?	When you find a job that you want to apply for, click the 'Apply' button. The system will prompt you to sign in. If you are not registered click the 'Register Now' button to create an account.
	
	Once you are signed in, proceed through the following steps:
	1. Agree with terms and agreements of using e-Recruit and then click 'Next'.
	2. Answer the prequalification questions. Click 'Continue' or 'Close' depending on the results of your answers.
	3. Provide your resume using the 'Attach Resume' or 'Use Existing Resume' option.
	    a. Attach a new resume. ***Please upload only Word or PDF files and ensure that the document title is no more than 30 characters long including spaces.***
	    b. Use an existing resume. Select a resume from a list of previously submitted resumes. ***Please note:*** A resume previously submitted in an application cannot be edited for that particular application.

12. I am getting a message that states, "Your resume could not be parsed at this time." What should I do?	Please ensure that the document title is no more than 30 characters including spaces. Please ensure that you submit only PDF or Word documents that have been converted from an electronic file only (rather than by scanning).
13. Can I apply using a previously uploaded resume?	Yes. When you click "Apply Now" you will be given the option to "Use an Existing Resume" in order to select a resume from a list of previously submitted resumes. ***Please note:*** A resume previously submitted in an application cannot be edited for that particular application.
14. How do I attach my cover letter to my application?	We recommend that you combine your cover letter and resume in one single document and attach it as a resume when you apply for a specific job opening. Please refer to FAQ #9: "How do I upload my resume?"

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15. Once submitted, can a resume be updated or deleted?	No, unfortunately once an application has been submitted, the attached resume can no longer be modified and/or deleted. However, you are able to modify a resume before the application is submitted. To do this, click the link to view your saved resume (if it is in Word format), make your edits, save it as a new document on your computer and then upload it again.
16. I applied for a job. How do I know my application was successfully submitted?	A message indicating that your application has been successfully submitted will appear after you click the 'Submit Application' button. You can also sign in to your account and click on the 'My activities' tab in the header. The status and details of your application will be displayed.
17. I didn't receive an automatically generated confirmation email after I applied for a position. What does this mean?	This may mean that: there may be missing information on your application (for example an email address); there may be a typo in the email address you provided; or the automated message may have been directed to your junk folder. Please sign in and go back to your application to review and/or input any missing or incorrect information. Also, check your email junk folder for email message. *Note:* Please provide correct and complete information when applying and update the profile information in your account if it changes.
18. How do I update my profile information?	1. Sign in to your account. 2. Click on the 'My Account Information' tab in the header. 3. Update account details as necessary. 4. Click the 'Save' button at the bottom of the page before leaving this page or signing out.
19. How can I withdraw my application?	1. Sign in to your account and click the 'My activities' tab. 2. Under the 'Withdraw Application' column, click the applicable 'withdraw' button to withdraw your application.

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20. I am looking at the status of my application and it still says, "applied."	Only those selected for an interview will be contacted and our site does not show progression through the recruitment process. Positions will be posted and the status of those who applied will remain "applied" until a successful candidate has accepted the position.
21. There is a job I am interested in. Can I arrange to meet someone in person to discuss this opportunity or to introduce myself?	Unfortunately, we are currently unable to accommodate this request. However, the job description within each posting contains as much information as possible and is a great resource. In addition, the Careers page of the website provides information about the organization, work culture, benefits of a career with BC Housing and the recruitment process.
22. My question was not answered in this document. Who can I contact?	Please email careers@bchousing.org for assistance.