# Setting up a profile - Frequently Asked Questions

## Where do I go to create my profile?

Go into the careers section of the website.

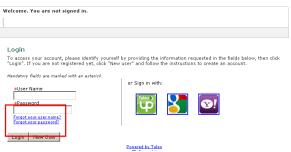
On the right-hand side of the job list is a Candidate Profile heading. Click on <u>Access my profile</u>, then select <u>New User</u>. It will you to create an account, then you can proceed with creating your profile.



### I can't remember my user name

In the login page, click on the Forgot your user name? link.

You will be asked to type in your email address then click <u>Validate</u>. Your user name will then appear on the screen.



### I can't remember my password

In the login page, click on the Forgot your password? link.

You will be asked to type in your user name and email address.

An email will be sent with a new password to your email account. You must retrieve the password and log in again. The system will then prompt you to change your password.



#### It's saying I'm an existing user but I've never applied for a job here

The system is shared between nine district health boards (DHBs) in New Zealand and you may have created an account with one of the other DHBs. To login please use the same user name and password. (If you do not remember your user name and password, please see the instructions above).

Alternatively, you may be trying to create an account with a user name that has already been taken by someone else. Pick a different user name (you can use your email address as your user name).



### I can't attach all the files I want to submit

The maximum number of files you can attach to an application is two.

If you copy/paste your cover letter in to the text box provided it will free up space for an extra attachment. Alternatively, any extra files can be emailed through to the recruitment inbox.

# I'm getting error messages / the system isn't working

Taleo is not supported by some browsers. Check the table below to see if your operating system and web browser version are compatible with our Taleo online application system.

Supported Operating Systems and Browsers for Taleo Enterprise Products*					
	Windows XP	Windows Vista	Windows 7	Mac OS X 10.6	Mac OS X 10.7 and later
IE 9	Not Available	Supported	Certified	Not Available	Not Available
IE 8	Certified	Certified	Certified	Not Available	Not Available
IE 7	Supported	Supported	Not Available	Not Available	Not Available
IE 6	Supported	Not Available	Not Available	Not Available	Not Available
Safari 5.1.x	Not Supported	Not Supported	Not Supported	Supported	Certified
Safari 5.0.x	Not Supported	Not Supported	Not Supported	Not Supported	Supported
Firefox 7	Certified	Certified	Certified	Not Supported	Supported
Chrome 15	Not Supported	Not Supported	Supported	Not Supported	Not Supported

# It's not letting me progress through my application

Check that all the mandatory fields have been completed. These are the fields marked with a \*red asterisks.

If these instructions do not resolve your issue, please send a description of the problem to our recruitment centre.