

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 [Access my profile](#), then select [New User](#). It will you to create an account, then you can proceed with creating your profile.

The screenshot shows a job listing for 'Support Worker - Equipment and Supply' with Requisition ID: 037284. Below the job title are buttons for 'Apply', 'Add to My Job Cart', and 'SHARE'. A red box highlights the 'Candidate Profile' section on the right, which contains the text: 'Candidate Profile: Take a few minutes to create or modify your employment profile and to specify your preferred working criteria for future openings matching your interests. Access my profile'. Below this is another section for 'Import Profile from Third Party' with the text: 'Import Profile from Third Party: Use a third party to create or update your general profile. Import my 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 [Validate](#). Your user name will then appear on the screen.

The screenshot shows the login page with the heading 'Welcome. You are not signed in.' Below this is a 'Login' section with the text: 'To access your account, please identify yourself by providing the information requested in the fields below, then click "Login". If you are not registered yet, click "New user" and follow the instructions to create an account.' There are two input fields: 'User Name' and 'Password'. A red box highlights the 'Forgot your user name?' link below the 'User Name' field. To the right, there are social media icons for LinkedIn, Google, and Yahoo. At the bottom, there are 'Login' and 'New User' buttons and a 'Powered by Taleo' logo.

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.

This screenshot is identical to the previous one, showing the login page with the 'Forgot your password?' link highlighted in a red box below the 'Password' field.

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).

The action cannot be completed.
A valid record already exists under this user name.
If you have already used our system as a candidate or a referrer, please go back to the login page and sign in as a returning user, or use the "Forgot your username?" feature.
[Forgot your user name? Back to login page](#)

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.