

Troubleshooting FAQ

Despite our efforts to ensure an optimal on-line experience, candidates sometimes encounter technical difficulties. If your technical issue is not listed below or is not resolved, please contact us and we will get back to you promptly.

For supported browsers and Operating Systems, [click here](#).



When I try to sign in or apply on a job from the “current job openings” page on www.bdc.ca/careers the page does not load.



The latest versions of Internet Explorer for Windows, following Internet Explorer 8, may have some compatibility issues when used to run PeopleSoft applications. The default installation of these versions leave the compatibility mode set to off. PeopleSoft applications require that the compatibility mode be set to “on”. To turn on compatibility mode, look for a small gray icon representing a torn sheet of paper on the top tool bar, just to the right of the field used to enter a URL. Click the gray, broken paper icon and it will turn blue. Check that the icon stays blue after you move your mouse away. When the icon is blue, compatibility mode is turned on. A gray icon indicates that compatibility mode is turned off. If the problem persists please try using another browser such as Firefox or Google Chrome.



I am unable to complete my application because I receive an error message when I arrive at the “competencies” section of my profile.



We have experienced some technical difficulties with the “competency” section of our online recruitment system, which have since been fixed. However, if you are attempting to apply and were unsuccessful, please re-create your profile from the beginning as a new candidate and re-apply to the desired position.



When I upload my CV or reference documents, I receive an error message that says that my resume “cannot be parsed at this time”.



Save your document as a PDF or with Microsoft Word 2010. When saving your document/s, ensure that the title of the document is short (i.e.: “mycv”). Remember that when creating your profile you can upload all reference documents but when you are applying to a specific job, you will be prompted to upload your CV for each individual application to a specific job.



When I click on “current job openings” I do not see the list of jobs and see an error messaging saying “**there is a problem with your session**”.



Close your internet browser and re-open it again. Once you have done so go to your “internet options” setting and delete your browsing history, including temporary files, cookies and history. Then, close your browser a second time, reopen it, and go to www.bdc.ca/careers.



The **university institute of post-secondary education** I’ve attended in Canada or internationally is not listed in the drop-down menu.



Chose the degree you hold or “**other**” (code 99 on the drop down list) and in the text boxes below, you can indicate the name of the school and/or degree.



I have not completed my **post-secondary education**.



When prompted to choose the institution, select “other” and continue with your application.



I want to upload my **CV** when I create my online profile.



When creating your profile you can **upload reference documents** and **cover letters**. You can upload your CV only when you are applying on an actual job. Once you’ve uploaded your CV for a specific job opening, you cannot remove or edit it. Should you want to change the CV you used for that specific job opening, you will need to re-apply on that position.

**Please note that for your candidacy to be considered, you must register and apply through our online system.*