TD Opportunities and the TD Talent Community Support FAQ

This FAQ has been created to answer common questions that candidates may have when navigating the TD Careers website.

1) **If you are a person with a disability and require assistance in order to successfully submit an application:** Please email us at: TD.TDOpportunitiesTechSupport@td.com to make this request.

2) I have forgotten my password or the ID I registered with and I do not remember the answers to my security questions.
- Click the "**Forgot your username?**" or "**Forgot your password?**" link to request the information you require. If you do not receive an email in your inbox, please be sure to check your junk mail in case the email was moved over to your junk box.   Please note that passwords and answers to your security questions are case-sensitive. If you still experience issues, please email us at: TD.TDOpportunitiesTechSupport@td.com

3) I received an error message after submitting my application.
- This may occur when too much text or non-text characters (<,>, %,^, @, etc.) are entered into a field on the Responsibilities and Skills fields in the Work Experience tab. Please enter a single short paragraph in these fields and re-submit the application. If you still experience issues, please email us at: TD.TDOpportunitiesTechSupport@td.com

4) I would like to provide my resume for any positions that are available at TD Bank. Can I send you a copy of my resume?
Please take a moment to visit our career site and create a candidate profile to apply for currently available roles. We are unable to forward resumes to Talent Advisors.
   • You can access the TD Career Site at https://jobs.td.com/

5) How do I update my Cover letter and Resume?
   1. After logging in, click on the **Resume/ CV manager** link on the Home Page.
   2. In the Resume/ CV Manager, you can view and edit all of the resumes/CVs and cover letters you have stored on the site, or add new ones.
- To view or edit a resume/CV or cover letter, click its name or the corresponding **View** icon (binoculars).
- To add a new resume/ CV, click the **Add new resume/CV** button.
- To add a new cover letter, click the **Add new cover letter** button.
NOTE: It is not possible to update the Resume or Cover Letter for a submitted application.

6) How do I find out which jobs I have applied for?
> 1. After logging in, click on the **Resume/ CV manager** link on the Home Page.
> 2. In the Resume/ CV Manager, click the **View submissions** link in the History column.

7) How do I stop receiving search alerts communications from TD Opportunities?
> - To unsubscribe from the **Search Agent**, and no longer receive recently posted jobs based on your search criteria, simply clink on *Click here to delete this Agent* at the bottom of the Search Agent emails you receive.

8) How do I stop receiving communications from the TD Talent Community?
> - If you wish to stop receiving updates, articles, news, events and other information including job opportunities as part of the TD Talent Community membership, you will need to click *Unsubscribe* at the bottom of the Talent Community emails sent to you.

9) How do I delete my profile?
> - You can request TD to delete your Talent Community Profile and/or your Job Application Profile information by sending an email with your **full name, address, and email address to** TD.TDOpportunitiesTechSupport@td.com

10) All that appears is a blank screen, and I do not see anything else loading on the page.
> Information on how to clear your cache can be found in your browser's help functionality. Instructions may vary depending on your operating system and the version of your browser.

Clearing Your Cache - Google Chrome (Windows or MacOS)
> 1. Select the **Chrome** menu on the browser toolbar; select More
> 2. Select **Clear browsing data**.
> 3. Select the checkboxes for "**Cookies and other site and plug-in data**" and "**Cached images and files**".
> 4. Select the amount of data that you want to delete. Select **beginning of time** to delete everything.
> 5. Select **Clear browsing data**.

Clearing Your Cache - Google Chrome (iOS or Android)
> 1. On your browser toolbar, tap More
> 3. Tap **History**, and then tap **Clear browsing data**.
> 4. Under "**Clear browsing data**", select the checkboxes for "**Cookies and other site and plug-in data**" and "**Cached images and files**".
> 5. Use the menu at the top to select the amount of data that you want to delete. Select **beginning of time** to delete everything.
> 6. Tap **Clear browsing data**

Clearing Your Cache – Safari (MacOS)
1. Navigate to the **Safari** menu
2. Click on **Preferences,** then click **Advanced** in the Preferences tab.
3. Check the box for **Show Develop menu in menu bar.**
4. Access the menu bar and select **Click on Develop**
5. Click on the **Empty Caches** button

Clearing Your Cache – Safari (iOS)
1. Access **Settings**.
2. Select **Safari**.
3. Select **Advanced**.
4. Select **Website Data**.
5. Select **Remove All Website Data** option at the bottom of the screen.

Clearing Your Cache – Microsoft Internet Explorer
1. Select **Tools**
2. Select **Internet Options**.
3. On the **General** tab, under **Browsing history**, click **Delete…**
4. Check the boxes **Temporary Internet files** and **Cookies and website data**.
5. Unselect the box for **Preserve Favorites website data**.
6. Click the **Delete** button.

11) I am receiving a message, "Cookies disabled", and the screen is mostly blank.
We recommend you investigate the following if you are receiving a 'cookies error'.
- The **security settings** on the computer may need to be adjusted. Please check your browser settings to enable cookies and add the website (URL) as a trusted site.
- It is possible that there is a **group policy setting** that may be producing the same error and results. If you are accessing from a network (LAN) environment there may be settings on the network restricting you from updating your security settings. Examples of locations include: office, library, internet café. The network owner or administrator may have controls on the environment and it may be necessary to access a different computer.

If you still have questions that have not been answered by this FAQ, you can contact us at TD.TDOpportunitiesTechSupport@td.com. Please provide full details (including your operating system and browser) in order that we may find a resolution as quickly as possible.