

## Frequently Asked Questions

### 1. How do I submit my job application?

To apply for a job, click “Apply” for the job opening you are interested in. Then create a candidate account.

### 2. How do I create a candidate account?

There are two ways you can apply for a job:

1. Click “Apply” for the job opening you are interested in and a window will appear. Click “Create Account”.
2. Click “Sign In” in the upper right-hand corner of the job posting page and a window will appear. Click “Create Account”.

You must create an account to be able to complete your application.

### 3. What do I do if I forget my username or password?

Your username is your email address.

Click “Sign In” in the upper right-hand corner of the job posting page and a window will appear. Click “Forgot Password” and follow the instructions.

### 4. How do I delete my candidate profile?

Log into your candidate account, then select “Account Settings” and “Delete My Information”.

### 5. How do I apply for more than one position?

You can apply for multiple positions.

First, log into your candidate account. Then, when you will apply for other jobs, the system will recognize that you have submitted more than one application and will ask you if you wish to use your last application.



## **6. How do I make changes to my resumé?**

You can only make changes to your resumé on your next application. The system will ask you when you apply again if you wish to use the same application information or upload a new resumé.

## **7. What is the best browser to use to apply?**

It is strongly recommended to use Google Chrome to optimize browsing on our Career page.

## **8. What do I do if I don't find any jobs that correspond to my profile?**

There are two options:

1. Create an alert in your candidate account created previously.
2. Submit a spontaneous application in the “Career opportunities” section on our career page. The Talent Acquisition team will have your application on hand for future opportunities.

Until then, watch for new job postings on our career page!

## **9. Will I get a confirmation email when I apply for a job?**

Yes, you will receive a confirmation email. If not, please check your junk mailbox. A message will also display on your screen thanking you for applying.

## **10. What happens if I hit a snag when I apply?**

If there's a problem with your application, write to [emplois@ssq.ca](mailto:emplois@ssq.ca).

Keep in mind that this email address cannot receive job applications or resumé. Applications sent to this address won't be processed.

