

1. How do I reset my username and password?

You will be able to retrieve or reset your username and/or password by clicking on the ‘*Forgot User Name*’ or ‘*Forgot Password*’ link on the Sign In page. Follow the instructions provided.

2. I experience long wait times (the page doesn’t load) when I click on links or buttons. I see a spinning wheel icon.

If pages do not open or it takes considerable time to load them, try using one of the following browsers:

List of compatible browsers:

Internet Explorer V11
Google Chrome V35
Firefox V24, V30
Safari V9

3. How do I upload two documents (e.g., cover letter and resume)?

Upload your cover letter and resume as one document. Our Careers site does not accept more than one attachment per job application.

4. I’m trying to update my cover letter and resume, and keep receiving an error message that states there is a conflict.

Once you submit an application for a specific SickKids job, you are unable to modify or remove your application for the same posting. Please ensure future applications are carefully reviewed before you submit your application.

5. I received an email that directs me to click on a link to complete a questionnaire (about the job I applied for), but the link is inactive.

Please disregard the email. There is no need for you to complete the questionnaire – it will not impact your application for the job.

6. I have checked/addressed the above types of issues and I’m still having difficulty applying for a specific SickKids job. Who can I contact for assistance?

Send an email to SickKids’ [aSK HR](#) team. In your message, include a short description of the issues you are experiencing.

PLEASE NOTE: we do not accept resumes sent to this inbox, but will respond to requests for technical assistance.