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 V58
   - Firefox V52
   - Safari V10.1
   - Microsoft Edge 39.x

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.