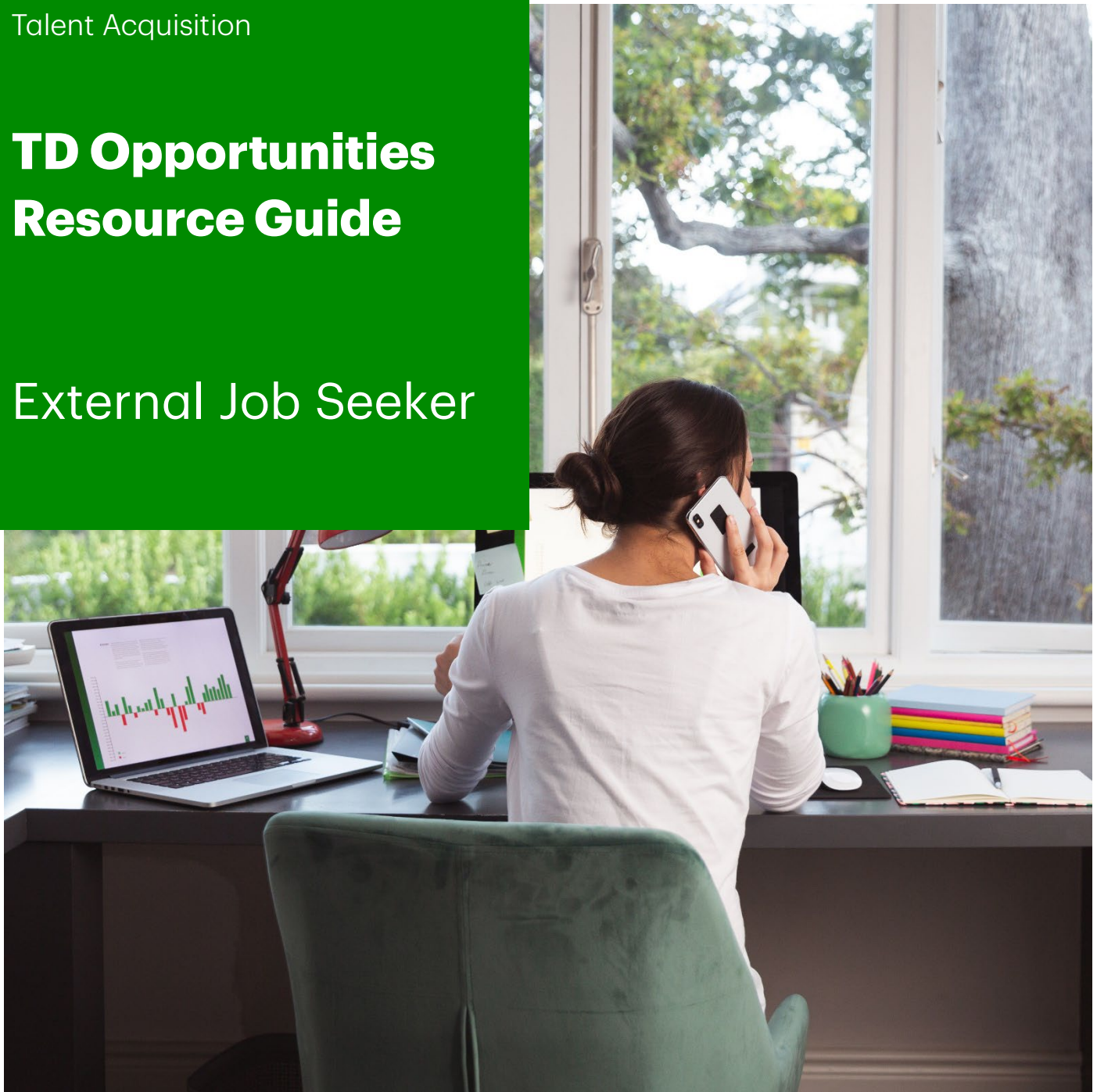


Talent Acquisition

# TD Opportunities Resource Guide

External Job Seeker



---

**What's Inside:**



1. Searching for Jobs
2. Candidate Profile
3. Job Offers
4. Troubleshooting

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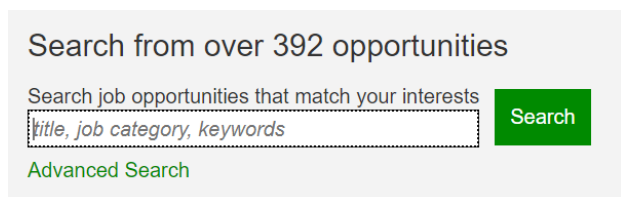
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# Searching for Jobs

## Searching Job Requisitions

You can easily search for roles using the search bar. The search bar will allow the user to search by "Job Title, Job Category, Keywords"



Search from over 392 opportunities

Search job opportunities that match your interests

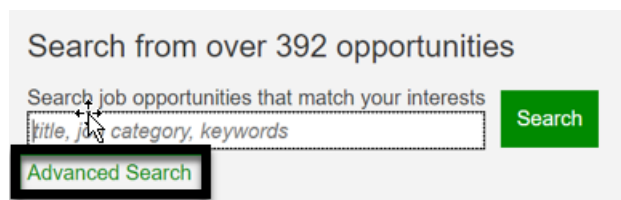
[Advanced Search](#) [Search](#)

Search results will appear in either a drop-down list or auto-populate in bar in bold font

Click on Search to retrieve results

## Creating saved searches

Click on Advanced Search



Search from over 392 opportunities

Search job opportunities that match your interests

[Advanced Search](#) [Search](#)

Select search criteria using keywords, location, grade level, business line, etc.

As a user, you can search from any field singularly or a combination of fields for a narrow search result

Keyword: Informative word(s) of significance for the type of role desired

Auto Req ID: TDO posting number

Province/State: Search by Province (Canada) or State (US)

City: Search by specific city

Job Category - Primary: Job category

Job Title: Specific job title desired

Business Line: option for business line of choice

Short Term Assignment: Do you want a role that is for a short period of time

Time Type: Is the desired role full time or part time

Level: Search roles from LO1 to Executive level roles

Posting Date: Search roles posted on a specific date

Language: Search roles in either English, French, or both

Work Remotely: Use search criteria only for US. For Canada, please use "remote" in keyword search



**Job Title**

**Auto req ID**

**\*\*Province/State (Primary)**


**City (Primary)**

**Job Category - Primary**

**Work Remotely**  
☐ Nationwide  
☐ Statewide

**Job Category - Primary**


**Business Line**  
☐ TD Canada Trust  
☐ Corporate  
☐ Other  
☐ TD Commercial Banking  
☐ TD Auto Finance  
☐ Cards and Merchant Solutions  
☐ TD Asset Management  
☐ TD Insurance  
☐ TD Securities  
☐ TD Ameritrade Careers  
☐ TD Wealth  
☐ TD Bank AMCB



**Post Date**  
 Include postings from  
 m/d/yyyy 



Select Save this search in the upper right hand corner

 Back

 Save this search

Search job opportunities that match your interests  
   
  
[Advanced Search](#)

Filter selections  
 City 

**2 teller results**  
 Your selections: 1  
 City : Boston   
 Sort by:    

☐ 21-Dec-2020  
**CSR I (US)**  
 294686BR  
 The Customer Service Representative I delivers a legendary Customer Experience while providing solutions an... [Show more](#)

Choose your Search Frequency by selecting how often you'd like to receive search results and enter your email address. Results will be emailed to you at your requested time interval.



## Save Search

Fields marked with an asterisk (\*) are required.

\* Search name

I want to receive updates

- ☐ Never  
☐ Daily  
☒ Weekly  
☐ Bi-weekly  
☐ Monthly

\* Email address

**Save** Cancel


## Candidate Profile


### Creating a Profile


Creating a candidate profile is the best way to store your Contact Information, Education History, Work Experience and Skills as well as track submitted applications, save job searches and upload resumes and cover letters.

To create a profile, click on "Don't have an account yet" from the login screen.

Choose your sign in option

 Sign in with LinkedIn

 Sign in with Facebook

 Sign in with Twitter

Or

Fields marked with an asterisk (\*) are required.

\*Email address

\*Password

[Forgot Username or Password?](#)

**Sign in**

**Don't have an account yet?**

You will be presented with Profile screen and can view or edit your Profile information for accuracy.



TD

[Home Page](#)[TD Careers](#)[Carrières TD](#)[Privacy](#)[Confidentialité](#)[Candidate Zone](#)[Sign Out](#)

3

Welcome, Olivier Giroud!

At TD, we're passionate about what we do and we're committed to doing it well. When you join TD, you'll be part of a unique and inclusive environment where every Employee has the opportunity to reach their full potential. We value differences and celebrate the diverse perspectives of all our Employees, and we're dedicated to building a workforce that reflects the diversity of our customers and communities in which we live in and serve. Thanks for your interest in TD and we look forward to getting to know you.

For additional security, there is now an optional 2-factor authentication available. If you want to use it, please go to Candidate Zone > Account Settings and check the box for "Enable 2-Factor Sign in By Email"

Dashboard

Profile

Account Settings

Message Archive

Search from over 4 opportunities

Search job opportunities that match your interests

Search

[Advanced Search](#)

To create your profile using the "Import Profile" option:  
When using "Import" social media, you can only use Facebook  
When using "Upload", you can use your resume to create your profile

TD

[Home Page](#)[TD Careers](#)[Carrières TD](#)[Privacy](#)[Confidentialité](#)[Candidate Zone](#)[Sign Out](#)

Back

Hello!

Profile

My Files

You have not set up your profile yet.

Import Profile

Or

Enter it myself

TD

[Home Page](#)[TD Careers](#)[Carrières TD](#)[Privacy](#)[Confidentialité](#)[Candidate Zone](#)[Sign Out](#)

Back

Hello!

Profile

My Files

You have not set up your profile yet.

Import Profile

Or

Enter it myself

Create Your Profile

Import

Upload

Save time by importing your profile.

Facebook

Cancel



TD Home Page TD Careers Carrières TD Privacy Confidentialité Candidate Zone Sign Out

Back

Hello!

Profile My Files

You have not set up your profile yet.

Import Profile

Enter it myself

### Create Your Profile

Import Upload

Save time by uploading your résumé/CV.  
Please use: doc, docx, htm, html, mht, mhtml, pdf, rtf or txt.  
**Maximum file size 3MB.**

Dropbox

Browse or drop files in this section.

Cancel

You can also manually enter your details to create your profile

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Back

Hello!

Profile My Files

You have not set up your profile yet.

Import Profile

Or

Enter it myself

Once your profile is created, you can view and edit this information in the same section under "contact information"

TD Home Page TD Careers Carrières TD Privacy Confidentialité Candidate Zone Sign Out

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Hello, Olivier Giroud!

Jobs Applications (2) Job Searches and Alerts

Saved Jobs  
You do not have any saved jobs.  
Search for jobs to save jobs.

Dashboard

Profile

Account Settings

Message Archive



Back



Hello, Olivier Giroud!

Profile My Files

Import Profile

Contact Information

Olivier Giroud  
Stade de France  
QC  
Canada

Home phone  
999-999-9999

Email  
test@gmail.com

## Logging In

Choose your sign in option



Sign in with LinkedIn



Sign in with Facebook



Sign in with Twitter

Or

Fields marked with an asterisk (\*) are required.

\*Email address

\*Password

[Forgot Username or Password?](#)

Sign in

[Don't have an account yet?](#)

If you originally used one of your social media accounts (LinkedIn, Facebook, Twitter) to sign in, you will need to continue to use those credentials to sign in by clicking on the appropriate icon.

## My Files

You to store, maintain, and track up to 100 versions of resumes/CVs and cover letters. You can also upload other documents including licenses, certifications, transcripts and reference letters

To upload a Resume or Cover Letter:

Navigate to 'Candidate Zone' and click 'Profile' from the drop-down menu

Click the My Files tab

You can upload your Resume/CV and/or cover letters from this screen





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Back

Hello, Olivier Giroud!

Profile My Files

**Résumé/CV**  
You may store up to 100 résumés/CVs.  
Add

**Cover Letter**  
You may store up to 100 cover letters.  
Add

**Other Document**  
What would you like to upload?  
Choose... ✓

**Test resume.pdf**  
Converted from Test resume.docx  
Date added: 03-Dec-2021  
Remove

## Your Candidate Zone - Dashboard

TD Home Page TD Careers Carrières TD Privacy Confidentialité Candidate Zone Sign Out

Back

Hello, Olivier Giroud!

Jobs Applications (2) Job Searches and Alerts

**Candidate Zone**  
Dashboard  
Profile  
Account Settings  
Message Archive

**Saved Jobs**  
You do not have any saved jobs.  
Search for jobs to save jobs.

### Jobs

Displays all jobs you have saved to view or submit at a later date.  
You can search for jobs directly through this tab.

### Applications

Saved Applications - View saved job application drafts you started, but have not submitted  
Submitted Applications - Completed Job Applications that you have submitted in the past 60 days.

### Job Searches and Alerts

Search agent manager allows you to create, edit and run your saved searches. Saved searches can be configured to have the newest results of your search e-mailed to you on a regular basis.

## Tracking your application

Once submitted, an application cannot be changed. You can track the status of your application in real time under the Application Status section.

Click on the Applications tab and Submitted Applications to view your completed job applications. Navigate to the job that you would like to check and click on the Title.

You will see the Application Tracker indicating what step in the process your application is currently on.



TD Home Page TD Careers Carrières TD Privacy Confidentialité Candidate Zone Sign Out

Back

Hello, Olivier Giroud!

Jobs Applications (2) Job Searches and Alerts

Saved Applications

Submitted Applications (2)

Filter by status: All statuses

Senior Private Banker  
2048BR

Status: Offer Extended - 06-Jul-2021

Team Manager, Business Mgmt  
2026BR

Status: Application Withdrawn - 28-Jun-2021

Reactivate

TD Home Page Candidate Zone Sign Out

Back

Bus Mgmt Specialist (Talent Acquisition Program Manager)

Current status: Applied

Last update: 05-Aug-2021

Review application View job description Add files Withdraw application

Status Documents (0) Forms (0)

1 2 3 4 5

**1. Applied**

05-Aug-2021

We have received your application and a member of our Talent Acquisition team or the Hiring Manager will be in touch. Your application status can be viewed at any time by logging into the Candidate Zone through TD Opportunities.

## Withdrawing/Reactivating a submitted job application

To withdraw or reactivate a submitted job application, navigate to 'Candidate Zone' and click 'Dashboard' from the drop-down menu

Click the Applications tab (1) and Submitted Applications (2) to view your completed job applications



Navigate to the job you would like to withdraw from and click Withdraw (3) to withdraw your submitted job application(s). You will be prompted to confirm the withdrawal.

The screenshot shows the TD Career Portal interface. At the top is a dark green navigation bar with links: Home Page, TD Careers, Carrières TD, Privacy, Confidentialité, Candidate Zone, and Sign Out. Below the navigation bar, a user profile section displays 'Hello, Test Test!'. A breadcrumb trail shows 'Jobs' > 'Applications (1)' > 'Job Searches and Alerts', with 'Applications (1)' highlighted by a green box and a green circle with the number 1. Below this, a 'Saved Applications' dropdown menu is open, showing 'Submitted Applications (1)' with a green box and a green circle with the number 2. Under 'Submitted Applications', a job listing for 'Team Manager, Business Mgmt' (2026BR) is shown with a status of 'Applied - 28-Jun-2021'. A green box and a green circle with the number 3 highlight the 'Withdraw' button at the bottom of the job listing.

TIP: You are only able to withdraw your application from jobs that are still 'Open' and where you have not been Declined or made an Offer. If the job is visible in the 'Submitted Applications' section, it is considered 'Open'

NOTE: Once you withdraw your application, you cannot reapply. You can only reactivate the original job application

### To Reactivate a Job Application

Navigate to 'Candidate Zone' and click 'Dashboard' from the drop-down menu

Click the Applications tab (1) and Submitted Applications (2) to view your completed job applications

Navigate to the job you would like to reactivate and click Reactivate (3) to resubmit your original application Delete this box

This screenshot is similar to the first one, showing the TD Career Portal interface. The navigation bar and user profile are the same. The breadcrumb trail 'Jobs' > 'Applications (1)' > 'Job Searches and Alerts' is present, with 'Applications (1)' highlighted by a green box and a green circle with the number 1. The 'Submitted Applications (1)' dropdown menu is also open, highlighted by a green box and a green circle with the number 2. In this instance, the job listing for 'Team Manager, Business Mgmt' (2026BR) has a status of 'Application Withdrawn - 28-Jun-2021'. A green box and a green circle with the number 3 highlight the 'Reactivate' button at the bottom of the job listing.



TIP: You are only able to reactivate your application to jobs that are still 'Open'. If the job is visible in the 'Submitted Applications' section, it is considered 'Open'.

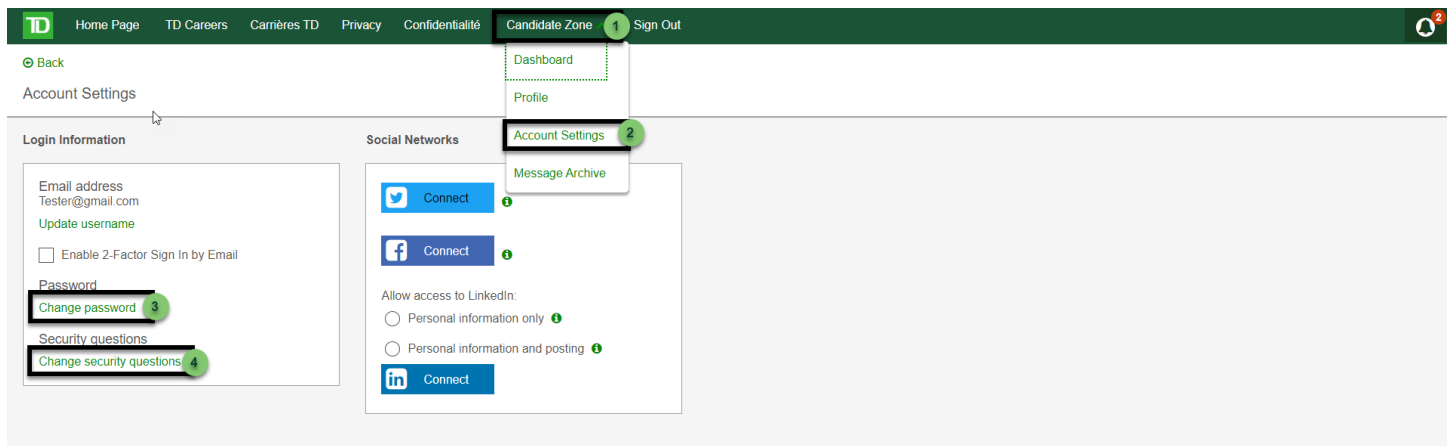
TIP: Reactivating your application will allow you to re-submit your original application only. You cannot submit a new application at this stage

## Changing Password and Security Questions

To change your Password and/or Security Questions, log into the Candidate Portal using the Sign In Feature.

Click on the Account Settings menu item under the Candidate Zone.

From there, under Login Information click on the Change Password (and/or Change Security Questions) links.



## 2-Factor Authentication for Sign In

### Enabling/Disabling 2-Factor Authentication

- Navigate to 'Candidate Zone' and click 'Account Settings' from the drop-down menu.
- Select either:
  - Off (to Disable 2-Factor Authentication)
  - Email
  - Google Authenticator
- For either method (email or Google Authenticator), you will have to provide a passcode to enable the 2-Factor authentication initially, as well as every time you sign in.
- If you check the box for "Email". A passcode will be sent to your contact email (sample below)
- Enter the passcode to verify your identity and enable 2-Factor Authentication



TD Home Page TD Careers Carrières TD Privacy Confidentialité **Candidate Zone** Sign Out

Welcome, **Olivier Giroud!**

At TD, we're passionate about what we do and we're committed to doing it well. When you join TD, you join a unique and inclusive environment where every Employee has the opportunity to reach their full potential. We value differences and celebrate the diverse perspectives of all our Employees, and we're dedicated to building a workforce that reflects the diversity of our customers and communities in which we live in and serve. Thanks for your interest in TD and we look forward to getting to know you.

For additional security, there is now an optional 2-factor authentication available. If you are interested, please go to Candidate Zone > Account Settings and check the box for "Enable 2-Factor Sign in By Email"

Dashboard  
Profile  
Account Settings  
Message Archive

Search from over 4 opportunities

Search job opportunities that match your interests

[Advanced Search](#)

TD Home Page TD Careers Carrières TD Privacy Confidentialité **Candidate Zone** Sign Out

Back

Account Settings

Login Information

Email address  
ghetto\_gir97@hotmail.com  
[Update username](#)

2-Factor Authentication for Sign In  
☒ On  
☐ Email  
☐ Google Authenticator

Password  
[Change password](#)

Security questions  
[Change security questions](#)

Social Networks

Allow access to LinkedIn:  
☐ Personal information only  
☐ Personal information and posting

TD Home Page TD Careers Carrières TD Privacy Confidentialité **Candidate Zone** Sign Out

Back

Account Settings

Login Information

Email address  
[REDACTED]  
[Update username](#)

2-Factor Authentication for Sign In  
☐ Off  
☒ Email  
☐ Google Authenticator

Security questions  
[Change security questions](#)

Social Networks

Allow access to LinkedIn:  
☐ Personal information only  
☐ Personal information and posting

Verify Passcode

We've sent a passcode to validate your email address to [REDACTED] with the subject "Your Passcode", which will expire in 20 minutes. Be sure to check your Spam or Junk Mail folder if you do not see it in your Inbox, or [resend the passcode](#).

Fields marked with an asterisk (\*) are required.

\* Enter your passcode:



## TD Jobs

Your passcode is:

[REDACTED]

This email is to validate your email for account sign in. You can ignore this email if you did not submit this request..

Use this passcode to verify your email.

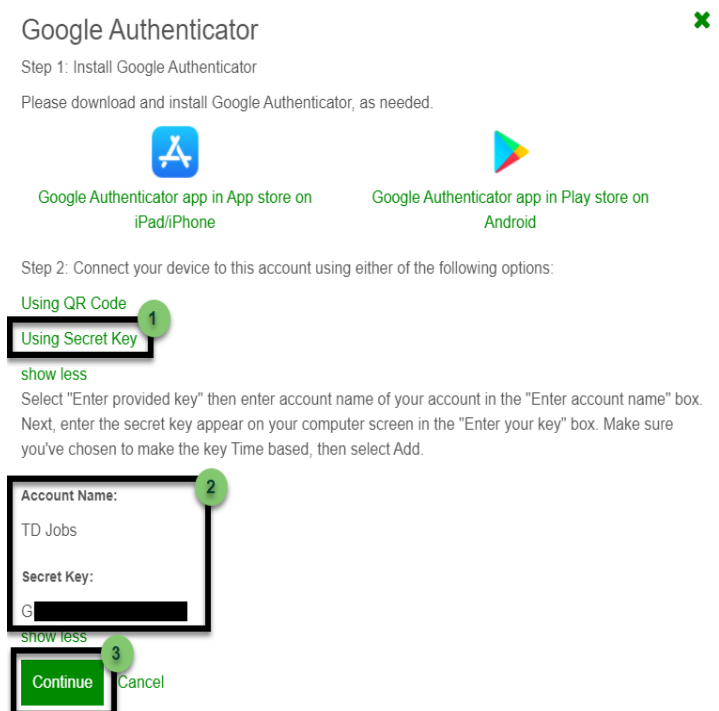
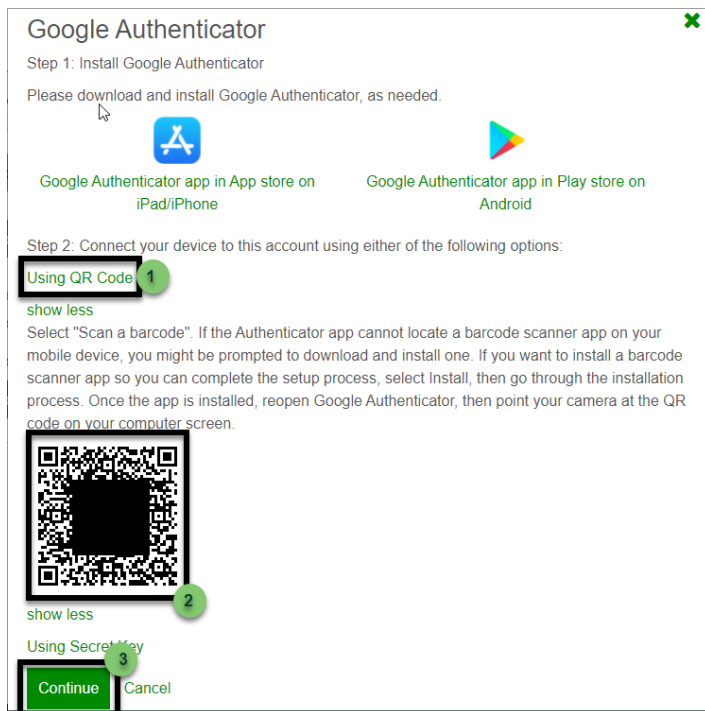
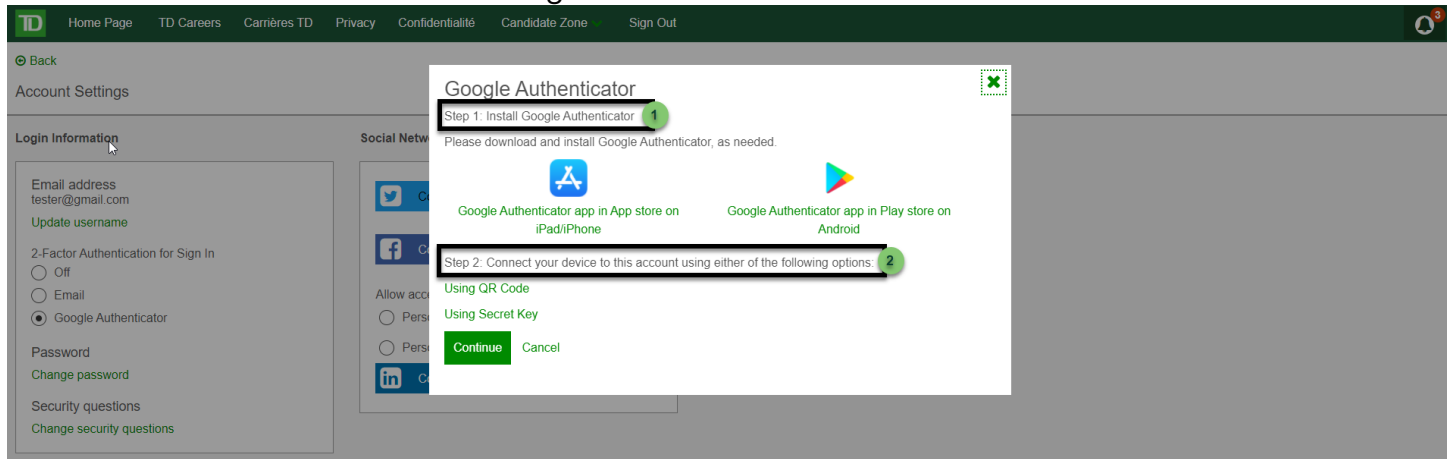
Passcode expires in 20 minutes.

Do not reply to this email.



- If you check the box for "Google Authenticator", you will need to download the Google Authenticator app if you do not already have it
- On the popup screen from Candidate Zone Account Settings, select one of two options to verify your identity: "Using QR code" or "Using Secret Key".
- On the Google Authenticator app, select the same option: "Scan a QR code" or "Enter a setup key/secret key". This will prompt you to scan the code or enter the secret key. Google Authenticator will generate a 6-digit code for the Careers@TD Jobs application.
- On the popup screen from Candidate Zone Account Settings: Click Continue, and then enter the 6-digit code from the Google Authenticator app to verify your identity and enable 2-Factor Authentication

### On the Candidate Zone Account Settings:



From the Google Authenticator app:



2:30



☰ Search for accounts



Authenticator (Careers@TD Jobs)

079 517



On the Candidate Zone Account Settings:

### Verify Passcode

Please enter the 6-digit code from Google Authenticator app as shown under the account name "Careers@Careers@TD Jobs"

Fields marked with an asterisk (\*) are required.

\* Enter your passcode:

Verify Passcode[Back to instructions](#)

## Job Offers

### Viewing offer letter

Once you have received the email notification that the offer letter is posted, click the link in the email and access TD Opportunities.

Sign in, and if not already taken directly to your offer letter, then proceed to 'Candidate Zone' and click 'Dashboard' from the drop-down menu

Click the Applications tab and Submitted Applications. You will be able to view all your completed job application(s)

Navigate to the job application that you have received the offer for and click the Job Title

TD

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[Back](#)

Hello, Olivier Giroud!

Jobs

**Applications (2)**

Job Searches and Alerts

Saved Applications

**Submitted Applications (2)**

**Senior Private Banker**

2048BR

Status: Offer Extended - 06-Jul-2021

**Team Manager, Business Mgmt**

2026BR

Status: Application Withdrawn - 28-Jun-2021

[Reactivate](#)

Filter by status: 

All statuses

Click Documents (1) and then Review Offer (2)





⏮ Back

You have received an offer for this job.  
[Review offer](#)

## Solutions Analyst III

Current status: Under Review

Last update: 27-Jun-2021

Review application

View job description

Add files

Status Documents (1) Forms (0)

### Documents

Action required

Offer Letter Farrtest Tester (2025BR) 27-Jun-2021 16:33:09

Date added: 27-Jun-2021

Review offer

The offer letter will open. We strongly encourage you to download and retain a copy of your offer letter.

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[TD Careers](#)
[Carrières TD](#)
[Privacy](#)
[Confidentialité](#)
[Candidate Zone](#)
[Sign Out](#)

⏮ Back

Language: [English \(US\)](#)

Offer Letter Farrtest Tester (2025BR) 27-Jun-2021 16:33:09

CandidateProfileDwvld.asp

1 / 7

100%

+

-

⌂

🔍

1

2

3

4

5

**We're excited to offer you a role with us.**

Everyday, TD enriches the lives of millions of customers, colleagues and community members. By joining one of the largest banks in North America, you'll join a caring, supportive and confident culture that is committed to your growth and development, so you can unlock your full potential and achieve your career goals. After all, a better you means a better us.

So, here it is – your offer letter. In the following pages, you'll find the details about your role, compensation and key terms and conditions of your employment. Please review this material carefully and follow the instructions to accept your offer. If you have any questions, feel free to contact me directly.

When you invest your time and talent with us, we provide you with support and opportunities in return. Because when you're happy our customers are happy – and that's what makes TD a great place to work. We can't wait for you to join us!

Internal

Internal

## Accepting an offer

Navigate to the bottom of the screen to submit your responses to the offer.

To accept scroll to the bottom of the offer until you see the offer acceptance fields. Click on I accept (1) and fill in all required fields. Click on Submit (2)

Fields marked in asterisk (\*) are required

1

Accepting the Offer

\*Candidate Offer Acceptance:

☐ Yes, I accept this offer

☐ No, I do not accept this offer

2

Submit

Enter all mandatory fields with valid information (red asterisk fields)

Click submit when completed

Note: There are different versions of offer acceptance questions based on your country

Fields marked in asterisk (\*) are required

Accepting the Offer

\*Candidate Offer Acceptance:

☒ Yes, I accept this offer

☐ No, I do not accept this offer

1. Review the Offer as it outlines a number of terms and conditions that apply to your employment at TD. It is important for you to understand these before accepting the offer, so please contact me if you have any questions. Of course, you can also seek independent advice as you review the offer. In addition, review all other documents in your offer package.

2. Accept the Offer by completing the following actions and attestations:

I declare that:

\*Are you, or are you a Family Member or Close Associate of, a Politically Exposed Person? ☐ Yes ☒ No

A "Politically Exposed Person" includes a current or former senior official in the executive, legislative, administrative, military or judicial branches of a government (whether elected or not), a senior official of a political party, or a senior executive of a government-owned enterprise, corporation, business or entity formed by or for the benefit of such individual.

Family member includes a spouse, domestic partner, parent, child or sibling, regardless of whether the relationship is biological, step, in-law or adoptive.

Close associate includes a person that holds joint accounts with a PEP or family member of a PEP, a person with power of attorney or trading authority over the PEP's holdings or account(s), a person who has given power of attorney or trading authority over their holdings or account(s) to a PEP, a person that is a guarantor/guarantee of a credit product with a PEP, a personal advisor to a PEP with such PEP has influence on financial, military, legal or political matters, or any person operating an account for the benefit of a PEP.

:

\*I have read, understood and accept the terms and conditions and all other information contained in the offer, including the **Your Employment at TD** document. ☐ Yes

\*I have read and agree to comply with the **Code of Conduct and Ethics**. I will attest to my ongoing compliance annually. ☐ Yes

\*Once hired, TD has permission to deduct from my pay (and/or deduct from my bank account) the amount of my premiums and contributions towards the cost of any benefits coverage and retirement/savings plans that I automatically participate and/or choose to participate in. TD also has permission to deduct from my pay (and/or deduct from my bank account) the amount of any overpayment paid to me by TD. These deductions may be made in lump sum amounts or in increments, at TD's discretion. ☐ Yes

\*I have not relied upon any inducement, representation, commitment, opinion or advice by TD except as set out in the offer letter or the **Your Employment at TD** document, which shall replace all previous offers, agreements or terms and conditions, if any. ☐ Yes

\*Does your Social Insurance Number (SIN) start with a 9?

\*Full Legal Name:

\*Preferred Name:

\*Date:

3. Review What Happens Next. You should have already received an email from First Advantage Background Services. TD has partnered with First Advantage Background Services to complete the background check. Please follow the instructions in the email to ensure a speedy completion of your background checks. If you are currently employed, please do not resign from your current employer until we have contacted you with your results. If you haven't received the email from First Advantage, please contact me immediately.

Completion of the name and date fields above constitutes your digital signature.

Submit

English (United States)

Technical Help

Assistance technique

Accessibility

Accessibilité

IBM Online Privacy Statement



## Declining an offer

If you are not accepting the offer, please click on I do not accept (1) and fill in the required fields

Click Submit (2)

Fields marked in asterisk (\*) are required


Accepting the Offer

\*Candidate Offer Acceptance:

☐ Yes, I accept this offer


☒ No, I do not accept this offer 1

\*Reason for Decline:

Choose... 

\*Full Legal Name:

\*Date:

6/27/2021 

2

English (United States) Technical Help Assistance technique  
Accessibility Accessibilité IBM Online Privacy Statement

## Troubleshooting

### Forgot Password

*I have forgotten my password or the ID I registered with or I do not remember the answers to my security questions.*

Click the Forgot your username or password? link to request the information you require.


You will be automatically sent a passcode email to the contact email on file. If you do not have access to your email, you have the option to correctly answer one of the security questions originally selected. If you do not receive an email in your inbox, please be sure to check your junk mail in case the email was moved there.

Important Reminders:

- The passcode is valid for 10 minutes.
- You MUST keep the TD Opportunities browser page open while waiting for email – the passcode is only valid for that browser session.
- You can request up to 5 resends of the code – but after 5 unsuccessful attempts, you will only be given the option to use the security responses for authentication.
- Passwords and answers to your security questions are case-sensitive.
- If you originally used one of your social media accounts (LinkedIn, Facebook, Twitter) to sign in, you will need to continue to use those credentials to sign in by clicking on the appropriate icon.
- If you get locked out of your account, candidates can re-attempt to login again after 30 minutes.
- You are only allowed to reset your password once in a 24-hour period.



If you still experience issues, please email us at: [TD.TDOpportunitiesTechSupport@td.com](mailto:TD.TDOpportunitiesTechSupport@td.com)

 [Home Page](#) [TD Careers](#) [Carrières TD](#) [Privacy](#) [Confidentialité](#) [Sign In](#)

### Welcome to TD Opportunities

TD is a great organization powered by great people who want to make a difference every day. Our over 90,000 employees world-wide are a big part of what makes TD stand out from any other organization. Every day, we deliver legendary customer and client experiences to our approximately 26 million customers. We're an award-winning organization that reinvests constantly to ensure future growth.

If you are a current TD employee, please click [HERE](#) to apply for internal CAN opportunities.


To access all relevant content, please disable any Pop-Up Blockers. For best results, you need to use a modern web browser. We recommend that you update your browser to its latest version.


### Search from over 4 opportunities


Search job opportunities that match your interests

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Fields marked with an asterisk (\*) are required.

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## Verify Passcode



We've sent a passcode to reset your password to k\*\*\*\*\*@gmail.com, with the subject "Your Passcode", which will expire in 10 minutes. Be sure to check your Spam or Junk Mail folder if you do not see it in your Inbox, or [resend the passcode](#).

Fields marked with an asterisk (\*) are required.

\* Enter your passcode:

If you're unable to access your email address (associated with this account) [you can answer security question](#)





## TD Jobs

Your passcode is:



This email is in response to a request to recover a forgotten password. You can ignore this email if you did not submit this request.

Use this passcode to reset your password.

Passcode expires in 20 minutes.

Do not reply to this email.

### Delete Your Profile

- To enquire about profile deletion please email [TD.TDOpportunitiesTechSupport@td.com](mailto:TD.TDOpportunitiesTechSupport@td.com) for further support.
- Due to US regulatory requirements (EEO), we are unable to delete job application history for any candidates in the US or any applicant that has applied to a US job until 3 years after their last activity.

### Background Check Support

For support with your background check you should contact your recruiter or First Advantage directly at [customer\\_support@fadv.ca](mailto:customer_support@fadv.ca) or 1-844-227-1933.

### Resume Upload Issues

If your files are in docx or pdf form, they should attach with no issues. We also advise to clear your cookies/cache and attempt applying via Chrome browser on a desktop.

#### Additional Tips:

- Is the file less than 3MB in size? If not, please reduce the file size (e.g. if images are embedded, include lower resolution or smaller images).
- What type of file is it? If not one of the listed file types, please convert or save as one of the listed types.
- How long is the filename, and are there any special characters in the file name? Try saving the file with a simple, short name before attempting the upload.

Should the above not support with your issue/solution, please following the steps below:

- Use Chrome or Safari browser
- Clear your browser cache including cookies and cached images/files (you can exclude the browsing history from the clear), close all browser windows, and then start over.
- Try using another device to apply to your role (laptop, desktop, cell phone, tablet, etc)
- If you are still encountering the issue below, please take a screenshot capturing the error. Please include the entire browser window.
- Please email a description of the problem with a screenshot to [TD.TDOpportunitiesTechSupport@td.com](mailto:TD.TDOpportunitiesTechSupport@td.com) for further support.

