TD Opportunities Support FAQ

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.

This FAQ has been created to answer common questions that candidates may have when using the TD Opportunities system.

1. I have forgotten my password or the ID I registered with and I do not remember the answers to my security questions.
2. How do I view and/or edit my Profile?
3. How do I upload my Resume and/or Cover Letter?
4. How do I withdraw from submitted job application(s)?
5. How do I reverse my withdrawal from submitted job application(s)?
6. How do I view and accept my offer letter?
8. How do I delete my profile?

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.
1. 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 password?" link to request the information you require. You will be asked to verify your identity in one of two ways: you can either have a 6-digit numeric passcode sent to your email address, or you can answer your configured security questions. 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 and please provide your best answers to your security questions as well as your home address and phone number for verification.
- 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 10 minutes.

2. How do I view and/or edit my Profile?

- Navigate to 'Candidate Zone' and click 'Profile' from the drop-down menu
- You will be presented with Profile screen and can view your Profile information for accuracy
3. How do I upload my Resume and/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
4. How do I withdraw from submitted job application(s)?

- Navigate to 'Candidate Zone' and click 'Dashboard' from the drop-down menu
- Click the Applications tab and 'Submitted Applications' to view your completed job applications
- Navigate to the job you would like to withdraw from and click 'Withdraw' to withdraw your submitted job application(s). You will be prompted to confirm the withdrawal

**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'
5. **How do I reverse my withdrawal from submitted job application(s)?**

- Navigate to 'Candidate Zone' and click 'Dashboard' from the drop-down menu
- Click the Applications tab and 'Submitted Applications' to view your completed job applications
- Navigate to the job you would like to reverse the withdrawal for and click 'Reactivate' to resubmit your original application

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

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

6. **How do I view and accept my 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
Hello, Jennifer Ottesen!

Jobs Applications [2] Searches

Saved Applications
Submitted Applications [2]

Senior Bus Mgmt Specialist
Status: Under Review - 01-May-2019

Change Management Analyst II
Status: Offer Accepted - 13-May-2019

You have received an offer for this job:
Review offer

Senior Bus Mgmt Specialist
Current status: Under Review
Last update: 01-May-2019

Review application  View job description  Add files

Status  Documents (1)

Documents

- Action required
- Date added: 01-May-2016

- Offer review

Documents (2)
• The offer letter will open. **We strongly encourage you to download and retain a copy of your offer letter.**

• 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' and fill in all required fields.
Accepting the Offer

*Candidate Offer Acceptance:

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 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 in 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 this Your Employment at TD document, which shall replace all previous offers, agreements or terms and conditions, if any.
  - Yes

- I am legally entitled to work in Canada.
  - Yes

*Full Legal Name: ________________________________

*Preferred Name: _______________________________

*Date: 5/2/2019

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.

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

Submit

- Press Submit
- If you are not accepting the offer, please click on 'I do not accept' and fill in the required fields

- Applicants will receive an email notification of Offer Letter. A link will be provided that directs you to the Offer Letter located in the Candidate Zone/Portal within TDO.
- You can also get to your Offer Package by logging into the Candidate Zone, click "Candidate Zone" from the top menu bar, selecting "Dashboard" from the drop down, followed by "Applications", and then clicking the job title that you have received an offer for, then on the following page clicking "Documents".
- Access the Candidate Zone/Portal. Once in the portal, the you will see the Document Package. To view the contents you will need to click **View Packet**.
Once View Packet has been clicked, you will see all content that has been uploaded for review such as benefits documentation. Your Offer Letter will also be present there and can begin the process of acknowledgement. Click "Review offer".

Clicking on the link will open the Offer letter. **We strongly encourage you to download and retain a copy of your offer letter.** Navigate to the bottom of the screen to submit your responses to the offer.

You will now need to accept or decline to offer using the selection buttons at the bottom of the letter.
Acknowledgement and Signature

*By signing below I understand and agree to the terms and conditions contained in this Offer Letter and any included Restrictive Covenants and Non-Disclosure Agreements.

- If you Accept, users will be prompted to type their name and select the date.

- If you Decline, users will be prompted to select a reason for their decision. The choices are Offer Decline or Salary.

- Hit Submit on the form. The page will reload with the form in view mode and can no longer be edited.
8. **How do I delete my profile?**
   - To enquire about profile deletion please email 
     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.