



The following are instructions for returning users to update an existing TalentFlow profile and to apply for the Operations Firefighter 2012 career opportunity. If you have completed the online application in 2008, 2009 or 2010 you are considered a returning user.

## Log-In

1. Start by navigating to the Toronto Fire Services recruitment website:

<http://www.toronto.ca/fire/recruitment>

2. Under the *2012 Operations Firefighter* heading, click '**Online Applications**'
3. Towards the bottom of the page, enter your **Username** and **Password**

### Log-In

Log in below if you have already submitted a resume and want to update your profile or check your application history.

Username:  Password:

[Forgot your Username and/or Password?](#)

4. Click '**Login**'




*If you cannot remember your username and/or password, please click on [Forgot your Username and/or Password?](#)*

5. You may be prompted to merge your accounts. If so, please click '**Confirm**'
6. You may be prompted to change your password and update your security question. If so, please complete all fields and click '**Update**'
7. You will be asked to complete a '**Getting To Know You**' survey. The survey is optional and you are only required to complete the question marked in red with an asterisk. Once complete, click '**Save and Continue**'

## Update Your Personal Data

Once logged in, your Job Seeker Desktop will be displayed.

 You will need to review your existing profile and update all relevant information **before** applying for the Operations Firefighter 2012 opportunity.

1. Start by reviewing your **Personal Data** by clicking '**Edit**' next to the appropriate selection

### Personal Data

Contact Information	<a href="#">Edit</a>	Edit Username and Password	<a href="#">Edit</a>
Education and Experience	<a href="#">Edit</a>	Edit Security Question	<a href="#">Edit</a>
Job Location / Pay Information	<a href="#">Edit</a>	Edit Getting to Know You info	<a href="#">Edit</a>
Employment Eligibility	<a href="#">Edit</a>		
Availability	<a href="#">Edit</a>		
References	<a href="#">Edit</a>		

2. Once your changes have been made, click '**Save and Continue**'

## Update Your Profile (Resume)

1. Delete any existing profiles by clicking '**Delete**' next to the profile name

### Profile

To add another resume, click **Add Additional Profile**.

Old Resume	<a href="#">Edit</a>	<a href="#">Delete</a>
	<a href="#">Add Additional Profile</a>	

2. When asked "Are you sure you want to delete this profile", click '**Confirm**'
3. You are required to enter a **Profile Title** for your new profile. Your profile title can be anything you like, i.e. *Fire*. This is for your personal reference only
4. You will need to select a **Job Stream** for your profile. Select '**Fire Services**' from the drop down menu
5. There are two different ways you can attach your resume to your profile:
  - You can upload your resume from a file (Microsoft Word is recommended) using the **File Manager**
  - You can **Type/Copy & Paste** your resume in the Resume text box

### Uploading a Resume Using File Manager

To upload your resume from your data files using the **File Manager**:

- a. Click '**Add New**'
- b. Click '**Browse**' and select the file you want to upload
- c. Click '**Upload**'
- d. Click '**Return & Attach**'

Depending on the format of your uploaded document, your resume may appear in the resume text field. **DO NOT** modify your resume in the text field as the changes will not be reflected when you apply to a job. Your resume will be submitted exactly as it appeared when uploaded.



*If you click on the '**Delete Profile**' button, you will delete the personal profile that was just created. You will have to re-enter all your information again.*

- e. Click '**Save and Continue**'
- f. Your resume text will be displayed
- g. Click '**Continue**'

### Type or Copy/Paste a Resume

- a. You can type your resume into the text box provided. Use the tools at the top of the text box to format your resume (i.e., bold, add bullets etc.). You can also cut and paste from a word document
  - b. Once complete, click '**Save and Continue**'
  - c. You will be able to preview and edit your resume. Once finalized, click '**Continue**'. This will take you to **Step 4** of the Registration process
6. You will be asked to complete a Core Skills and Job Positions inventory



*If you click on the '**Delete Profile**' button, you will delete the personal profile that was just created. You will have to re-enter all your information again.*

7. Select all applicable Core Skills from the drop down and select the number of years using each skill. If you have additional Skills you would like to add, click '**Add More Skills**'

- Select all applicable Job Positions from the drop down and select the number of years in each position. If you are a new graduate, select the job titles that you WANT to work in, and select "**Academic Only**" for Years of Experience
- When complete, click '**Save and Continue**'
- To **Remove** a Core Skill or Job Position selection, go to the Remove column and place a checkmark in the field you wish to remove. Click '**Save and Continue**' and the field will be removed
- You will receive an on-screen confirmation that you have successfully edited your profile

## Update Your Cover Letter

Please note, submitting a Cover Letter with your application is optional.

- Delete any existing cover letters by clicking '**Delete**' next to the cover letter name

### Cover Letter

Old Cover Letter [Edit](#) [Delete](#)  
[Add Additional Cover Letter](#)

- When asked "Are you sure you want to delete this cover letter", click '**Confirm**'
- Click '**Submit Cover Letter**'
- Enter a title for your cover letter
- You can type your cover letter into the text box provided. Use the tools at the top of the text box to format your cover letter. You can also cut and paste from a word document

## Apply

- From your Job Seeker Desktop, click '**Job List**'

### Jobs Management

[Application History](#) [Job List](#)

- Click on the '**Operations Firefighter 2012**' job title

Posting Date	Job Title	Job Location	Additional Location Details
23-Aug-2012	<b>Operations Firefighter 2012</b>	Canada-Ontario-Toronto	

- Review the job posting and click '**Apply Online Now**'
- Select the appropriate **Profile** from the drop down menu


Select a Profile to Send  
Click [here](#) to return to your Desktop where you can edit/review your Profile BEFORE applying

- Select the appropriate **Cover Letter** from the drop down menu


### Cover Letter

Select a Cover Letter from the pull-down menu or type/paste your cover letter in the box below.

- Complete the **Questionnaire**. **You must complete the questionnaire in order to submit your application and complete the application process.** Questions which are marked with an asterisk are mandatory

 *Once submitted, your responses to the questionnaire cannot be edited.*

- Ensure the correct **Profile** and **Cover Letter** are selected and review your **Questionnaire** for accuracy


 *Once you Confirm and Submit your application, you will not be able to revise it.*

- Click '**Confirm and Submit Application**'

**Congratulations!** You have successfully submitted an online application for the **Operations Firefighter 2012** career opportunity. An acknowledgement screen appears thanking you for your application and also provides confirmation of the Job ID # and Job Title that you have applied for. You will also receive an email confirmation to your registered email address.


## **Review Your Application**


- Click on the '**Application History**' link
- Ensure that '**Operations Firefighter 2012**' is listed in your application history

 *If you delete your application you will not be able to re-apply.*

## **Technical Assistance**

If you experience any technical difficulties during the registration process you can contact TalentFlow Support (provided by Zylog Systems Canada Ltd.):

 Monday – Friday, 8:30am – 8:00pm EST

 1-877-223-1833

 [support@talentflow.com](mailto:support@talentflow.com)

For all other inquiries please contact City of Toronto staff :

 [jobshelp@toronto.ca](mailto:jobshelp@toronto.ca)

*In accordance with the Accessibility for Ontarians with Disabilities Act (2005), the provision of accessible formats and communication supports for persons with disabilities is available upon request. If you encounter a problem registering or applying on line, please call 416-392-8665 (accessibility issues only) or email [jobshelp@toronto.ca](mailto:jobshelp@toronto.ca) for assistance.*