

Frequently Asked Questions

AER Hiring Process

October 2024

- Q1. I have multiple Workday accounts associated with my applications. Can I merge my accounts?**
- A1. Contact peopleservices@er.ca for assistance.
- Q2. I do not have an email address. Can I create an account using my phone number?**
- A2. A valid email address is required to create an account.
- Q3. I forgot my Workday password. How do I recover it?**
- A3. Click “Forgot Password” on the sign-in screen and enter your username.
- Q4. I forgot my Workday username. How do I recover it?**
- A4. Your username is your email address.
- Q5. I used the “Forgot Password” link sent to my email, but I still cannot reset my Workday password. Why?**
- A5. The link is active for three hours after it is received. After three hours, you will need to request another link by clicking on “Forgot Password.”
- Q6. Which file formats do you accept for resumés?**
- A6. Please submit your resumé and cover letter (optional) in either PDF or Word to keep the formatting intact.
- Q7. I am getting an error message, “We were unable to find that email and password in our system.” What should I do?**
- A7. If you have created an account in Workday, click on “Forgot Password.” If you have not logged in recently, you may need to create a new account.
- Q8. How do I upload my cover letter?**
- A8. While completing your application, you will see a button under “Experience” that will allow you to upload another document.

Q9. How long is the recruitment and selection process?

A9. Typically, it takes about four to six weeks.

Q10. Will I be informed if I am an unsuccessful candidate?

A10. You will be notified via email from Workday that you have not been selected.

Q11. My application has been rejected. May I receive some feedback?

A11. Unfortunately, because of the high number of applications we receive, we are unable to offer feedback on each application.

Q12. If a position is no longer posted on your website, are you still accepting applications?

A12. No. Once a job posting is closed, we will no longer accept applications for that position.

Q13. May I send my resumé to the AER even if I am not applying for a specific position?

A13. Yes, by using the “Introduce Yourself” function. Please do not email your resumé to our email address. We cannot accept applications outside of Workday.