



SINCE 1867

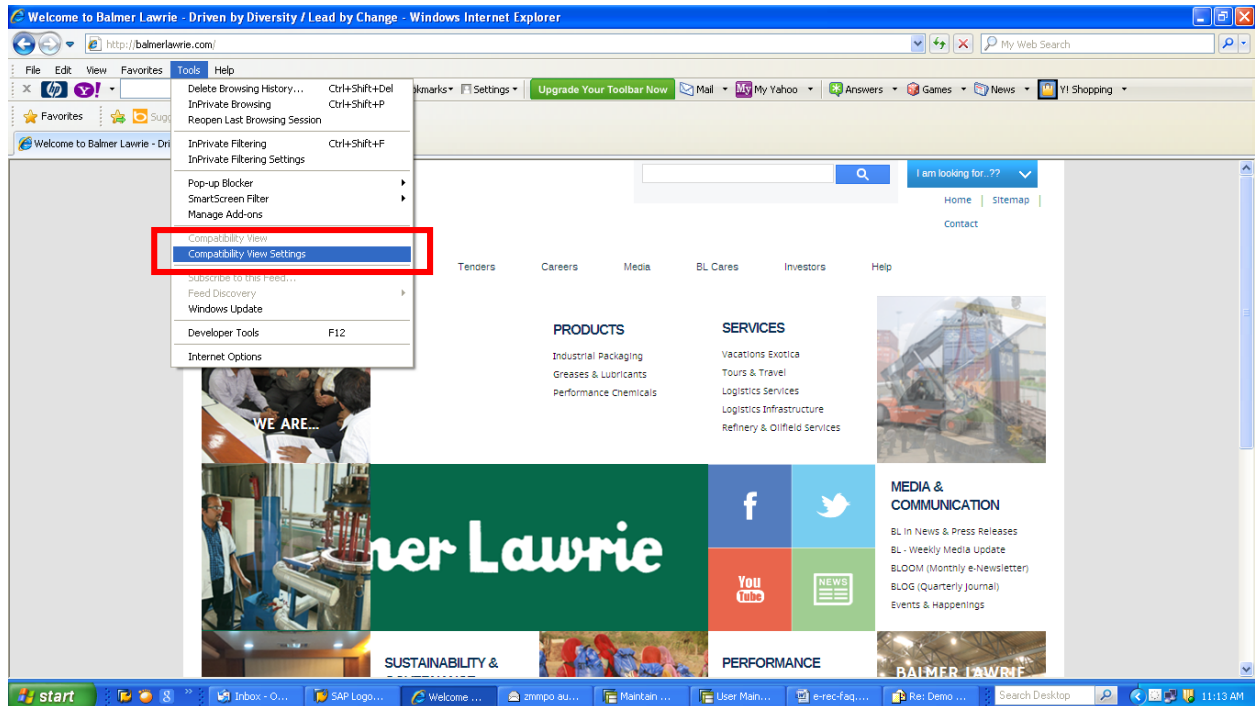
E-Recruitment External Candidate

Frequently Asked Questions

- 1) Do I need to do something when using Internet Explorer 9 or 10?
- 2) I cannot view the web pages?
- 3) How to disable Pop-ups blockers in different Web- browsers?
- 4) My password doesn't work / I have forgotten my password?
- 5) How can I be notified of your current vacancies?
- 6) I requested a new password but I didn't receive an e-mail
- 7) I've entered the wrong password too many times and my account is locked, how can I access my profile?
- 8) When I upload documents I get an error message?
- 9) What could be the reason that I didn't receive a confirmation of my application?
- 10) I have a technical problem; can I send an application by e-mail?
- 11) Can applicants change or delete their application after they have submitted it?
- 12) If an applicant missed the closing date, can they submit a late application in the system?
- 13) What happens if the website is down?
- 14) How can I see the list of applications that I have submitted?
- 15) What are the various HELPDESK facilities available for the e-recruitment site?

1) Do I need to do something when using Internet Explorer 9 or 10?

If you are using Internet Explorer 9 or 10, please make sure you click on the “compatibility” feature below:



2) I cannot view the webpages?

Please check whether your **pop-up blocker** is deactivated. If, for example, the vacancy is not displayed, it could be related to the activated pop-up blocker.

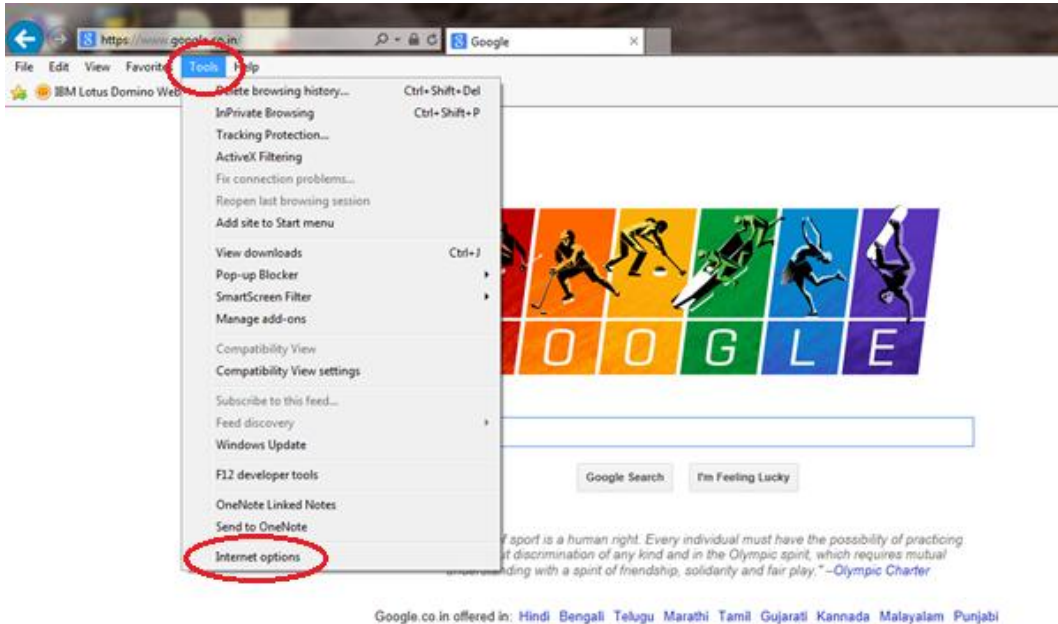
Deactivation of pop-up blocker

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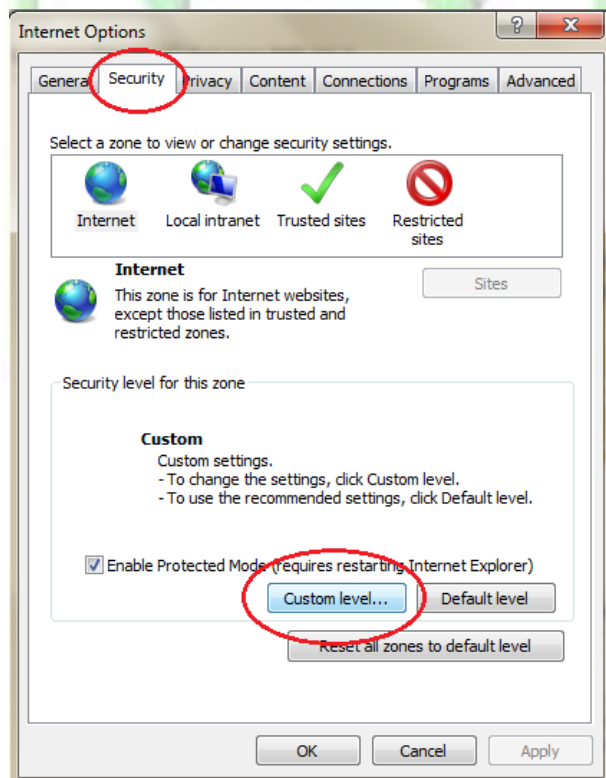
3) How to disable Pop-ups in different Web-browsers

1. Internet Explorer:

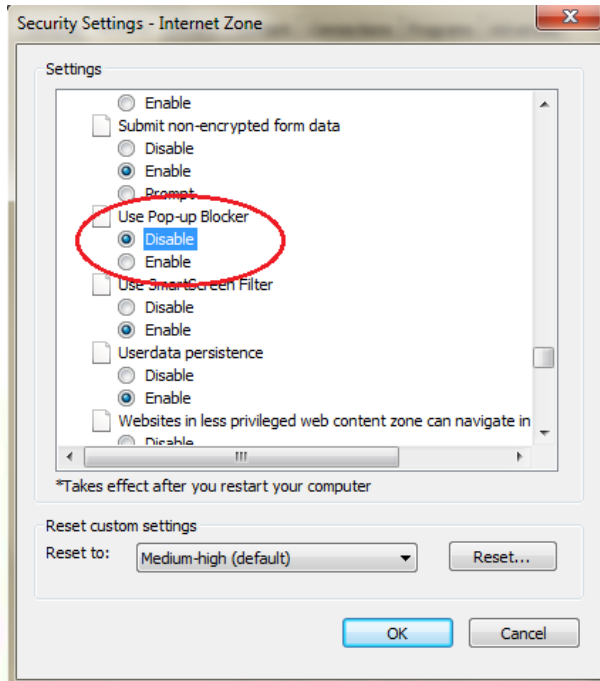
Open Internet Explorer → Go to **Tools** Tab → **Internet Options**



Now Go to **Security** Tab → Click on **Custom Level** as follows:

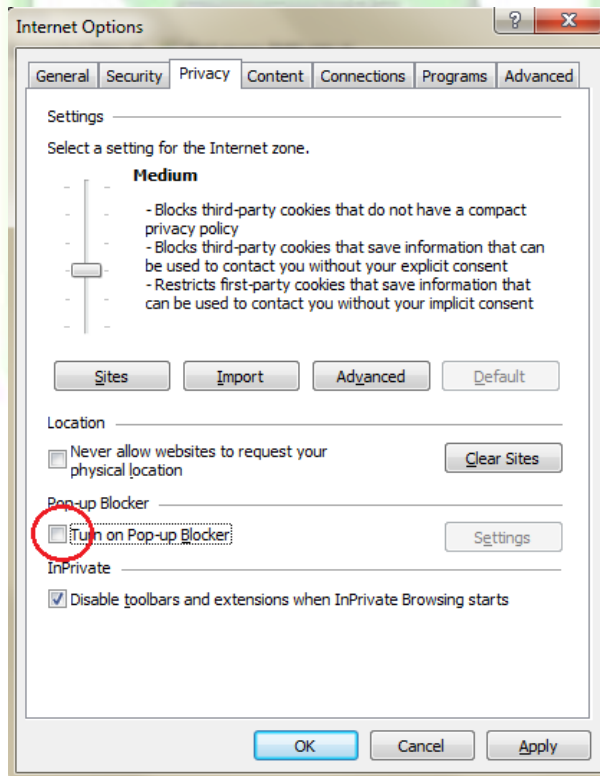


Now Scroll Down, Click on **Disable** Radio Button for Use Popup Blocker as follows:



Click **OK**

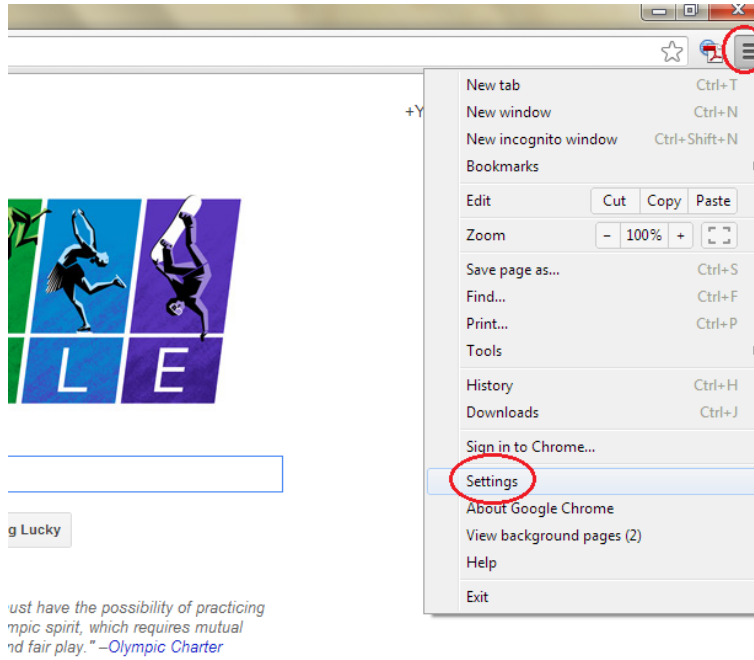
Now Go to → **Privacy** Tab



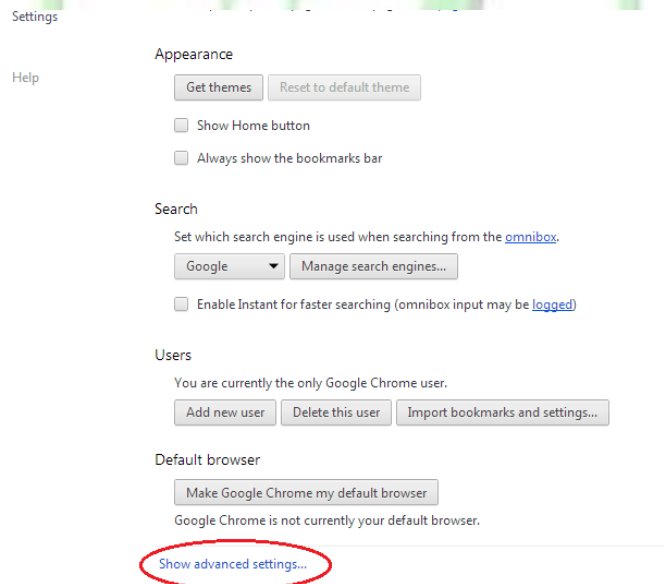
Uncheck the Option: Turn on Pop-up Blocker. Click OK & Restart the Internet Explorer.

2. Google Chrome

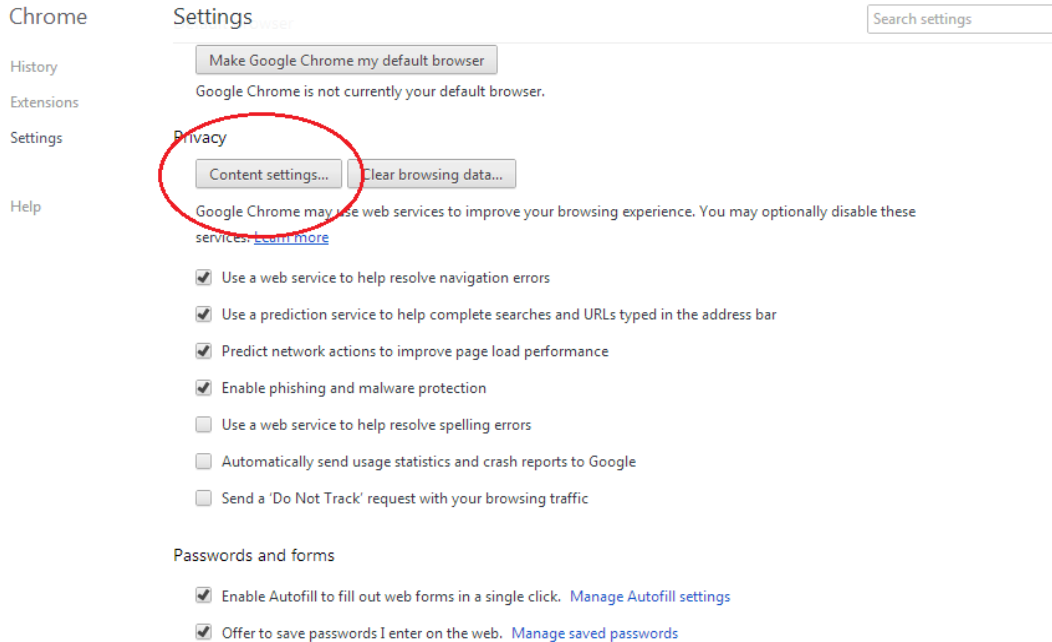
Open Google Chrome → Click on  Button on Top Right Corner) → Click on **Settings**



In the Settings Menu, Scroll down. Click on **Show advanced settings...**



Now Click on **Content Settings** in Privacy Option



Chrome Settings

History: Make Google Chrome my default browser

Extensions: Google Chrome is not currently your default browser.

Settings: **Privacy**

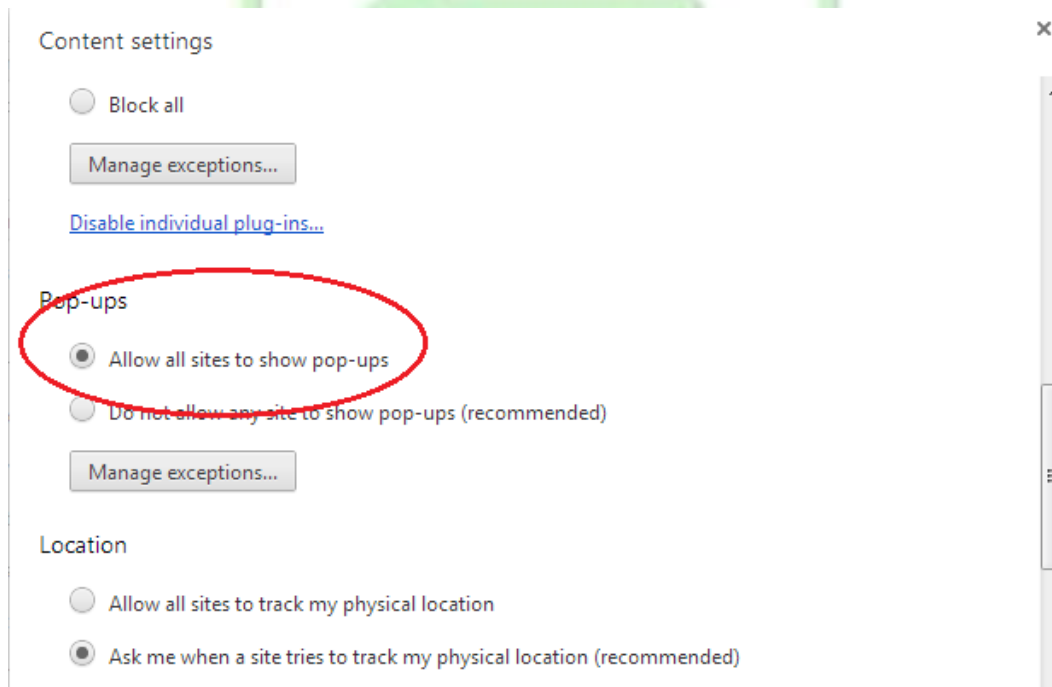
Help: Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Predict network actions to improve page load performance
- Enable phishing and malware protection
- Use a web service to help resolve spelling errors
- Automatically send usage statistics and crash reports to Google
- Send a 'Do Not Track' request with your browsing traffic

Passwords and forms

- Enable Autofill to fill out web forms in a single click. [Manage Autofill settings](#)
- Offer to save passwords I enter on the web. [Manage saved passwords](#)

In Content Settings, Scroll Down → Click on **Allow all sites to show pop-ups**



Content settings

Block all

[Manage exceptions...](#)

[Disable individual plug-ins...](#)

Pop-ups

- Allow all sites to show pop-ups**
- Do not allow any site to show pop-ups (recommended)


[Manage exceptions...](#)

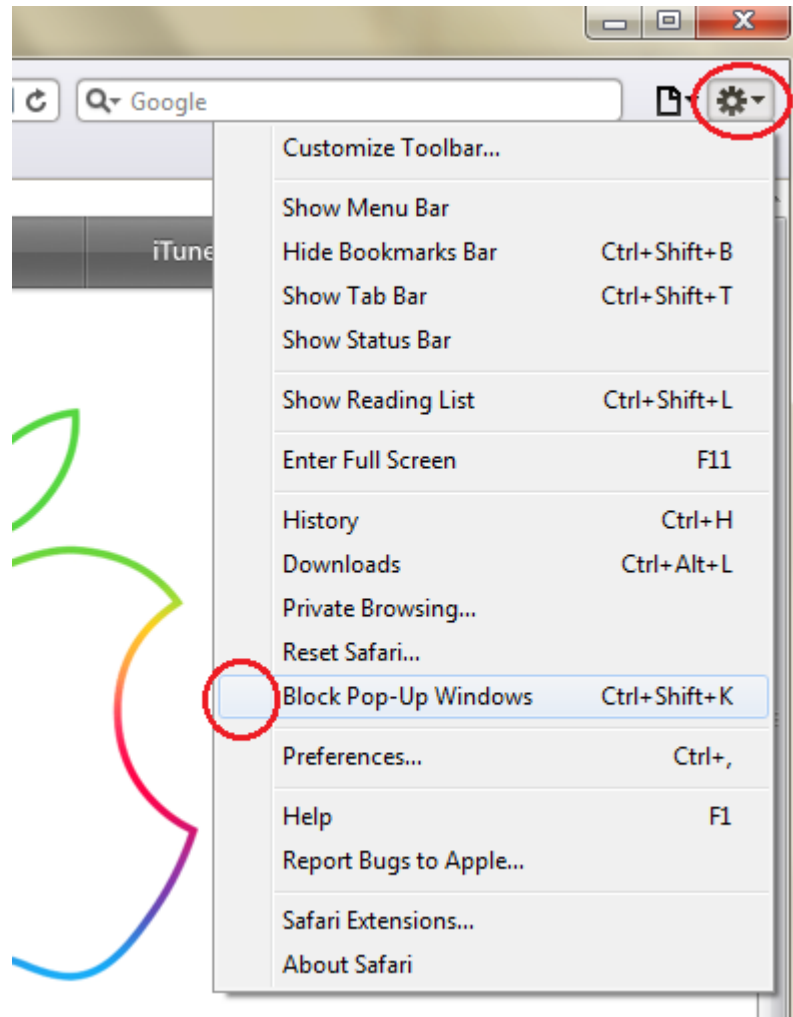
Location

- Allow all sites to track my physical location
- Ask me when a site tries to track my physical location (recommended)

Now Press **OK** and Restart the Google Chrome.

3. Apple Safari

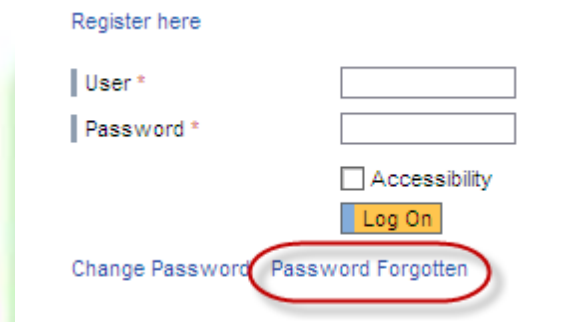
Open Apple Safari, Click on  button on the Top Right Corner. Now **Uncheck** the Option **Block Pop-up Windows** as follows:



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4) My password doesn't work / I have forgotten my password?

You can retrieve your password easily via the logon screen. Click on the "Password Forgotten" link which will open a new dialogue box. Please make sure to insert your username and the e-mail address you registered with. An e-mail containing a new password will be sent to you.



The image shows a login form with the following elements: a blue link "Register here" at the top left; two input fields labeled "User *" and "Password *"; a checkbox labeled "Accessibility"; a blue "Log On" button; and two links at the bottom: "Change Password" and "Password Forgotten", with the latter being circled in red.

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5) How can I be notified of your current vacancies?

You can register for job agents in order to receive information on our employment opportunities. You can search for employment opportunities, define criteria based on key words, contract type, etc. and set up the frequency of your e-mails (i.e. daily, weekly, monthly). Whenever a position is advertised which matches the criteria you specified, you will receive notification.

6) I requested a new password but I didn't receive an e-mail

First and foremost, we would advise you to check in your spam folder. If you haven't received an e-mail check that your e-mail address and username is correct and if this is correct, use the feedback/help form

<http://balmerlawrie.com/feedback>

7) I've entered the wrong password too many times and my account is locked, how can I access my profile?

You can retrieve your password easily via the logon screen. Click on the "Password Forgotten" link which will open a new dialogue box. Please make sure to insert your username and the e-mail address you registered with. An e-mail containing a new password will be sent to you.

8) When I upload documents I get an error message

It is important to use the correct format of Word (doc, docx) Excel (xls, xlsx) or PDF or jpeg. Any other format will not be accepted by the system. The attachment must be less than 2mb to upload or The virus scanner is restricting the file from being uploaded.

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9) What could be the reason that I didn't receive a confirmation of my application?

When you register initially, you receive your access data by e-mail. If you don't get an e-mail, please check whether the size of your mailbox is eventually exceeded and whether the e-mail possibly is in your spam folder.

For each application, you receive a separate confirmation. Should you not have received an e-mail, despite having checked the above, please check in your profile under "My Applications" the status of your application. If the status is Draft then the application is not submitted. If the status is in-process then your application has been submitted successfully. For further query through the help form.

<http://balmerlawrie.com/feedback>

10) I have a technical problem; can I send an application by e-mail?

We do not accept applications sent by e-mail. The issue you have may be browser related, in which case you can refer to the section above on browser settings. If your issue isn't browser related, Please send the issue and we will revert to you soonest. Please be aware that HR Support operating hours is Monday to Friday 09:30 until 18:30 and that no applications will be accepted after the deadline for application defined in the vacancy.

11) Can applicants change or delete their application after they have submitted it?

No – an applicant cannot withdraw their application at any time.

12) If an applicant missed the closing date, can they submit a late application in the system?

No, Vacancies are published on the web for a sufficient window to allow candidates plenty of time to apply. Applicants may also register for the Email Alert Service, which will contact them as soon as vacancies are published that match their preferences. Delaying the short listing process in order to accept late applications slows down the recruitment process and increases the risk that you will lose quality candidates that have submitted their applications on time.

13) What happens if the website is down?

Please try after some time.

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14 How can I see the list of applications that I have submitted?

You can view the job postings you have submitted applications for by clicking on “My Applications” which gives you an overview of the number of applications you currently have open, together with the reference numbers of the positions and status. If you need to refer to the vacancy notice, you can click on the link below Job Posting. Once the closing date has expired, the link is deactivated.

15) What are the various HELPDESK facilities available for the e-recruitment site?

There are multiple ways that you can the help the candidate
There is a feedback form <http://balmerlawrie.com/feedback>
There is a helpdesk email-id chrd@balmerlawrie.com

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