



Purpose

There is an error that occurs in particular circumstances when applying for a job with the CBE. This guide identifies the known causes of the application error and the appropriate response.

Issues Causing the Application Error

There are four known issues that may cause an application error on the CBE Careers website:

- Clicking the submit button more than once at the time of completing an application
- Saving and then applying for a job
- Applying for multiple jobs at the same time
- Applying using an unsupported browser

Application Error Messages

There are two potential application error messages beginning with the following statements:

- Data being added conflicts with existing data...
- Page data is inconsistent with database...

Handling the Application Error

1. If you receive either of these messages, your résumé will not be properly submitted
2. After you receive the error message, an e-mail will be sent to you the next business day indicating that your résumé was not successfully submitted. You are instructed to send your résumé via email to resume@cbe.ab.ca (Figure 1)

From: resume@cbe.ab.ca
Sent: June 4, 2014
To: CBE Applicant
Subject: Additional information required - application for job ID 9999 – Teacher - Banff Trail School

We have received your application for job ID 9999 – Teacher – Banff Trail School, however your resume was not successfully submitted.

In order to further consider your application, please forward your resume to resume@cbe.ab.ca in the next 2 days indicating in the e-mail the job ID and position.

If we do not receive your resume within the timeframe, your application for this position will not be reviewed.

We apologize for any inconvenience this may have caused you.
We look forward to receiving your resume.

Figure 1

Note: You must submit your résumé to resume@cbe.ab.ca within two days of receiving the email or your application will not be considered for the competition.

Avoiding the Application Error

When you have completed your application details:

1. Click the submit button only once and allow a few seconds for the application to be accepted
2. Apply for the job without saving it first. If you already saved the job, click the **My Saved Jobs** link and delete the job from the list
3. Only apply for one job, returning to the Careers Home page before applying for another position
4. If you used Safari and received an error message, try upgrading to a newer version or apply with a different browser

Where to go for Help

For questions about the job application error, contact the Employee Contact Centre at 403-817-7333 or ecc@cbe.ab.ca.