



Please use this document as a reference if you have any technical issue with the recruitment portal

Registration

Issue: I cannot log in

Details: You cannot log in with the email you used to register

Solution:

- 1- Make sure you are using the save email that you registered with before logging in.
- 2- Please not that if you are an AUB employee, you will not be able to use the AUB user and password to log in, you must register to access this the recruitment website.
- 3- Make sure you're typing your credentials correctly.

Confirmation Email

Issue: I did not receive any email

Details: You registered and saw the message that a confirmation email was sent, but did not receive the email

Solution:

- 1- Please make sure you are checking the same email you used for registration
- 2- Check Spam/ Junk folder

Login

Issue: I enter my username and password in the login screen but nothing happens, username, the fields just cleared out

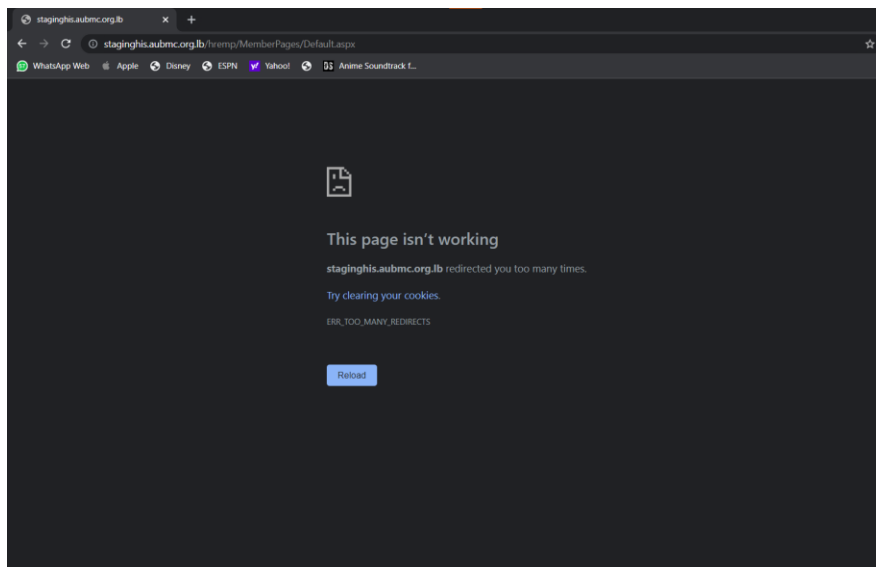
Details: After pressing the registration link and getting redirected to login, some people type the username and password and press login but the fields get erased and nothing happens

Solution:

- 1- Please go to this link: [AUBMC \(https://hrempp.aubmc.org.lb/hrempp/default.aspx\)](https://hrempp.aubmc.org.lb/hrempp/default.aspx)
- 2- Click on Login
- 3- Use your username and password to login in

Personal Profile : Personal Info

Issue 1: The whole page is not working, and I receive this error ERR_TOO_MANY_REDIRECTS



Details: If you were entering the birthdate manually into the textbox you will receive this error

Solution:

- 1- Copy the link of the current webpage.
- 2- Open a new Incognito window (You can do this by pressing CRL + SHIFT + N)
- 3- Paste the copied link into the browser and log in again.

4- Fill the info you previously filled in the last window before this happened and make sure that you select the birthdate from the calendar and do not enter it manually, otherwise this error will be caused again.

Date of Birth*

Country of Birth*

City of Birth

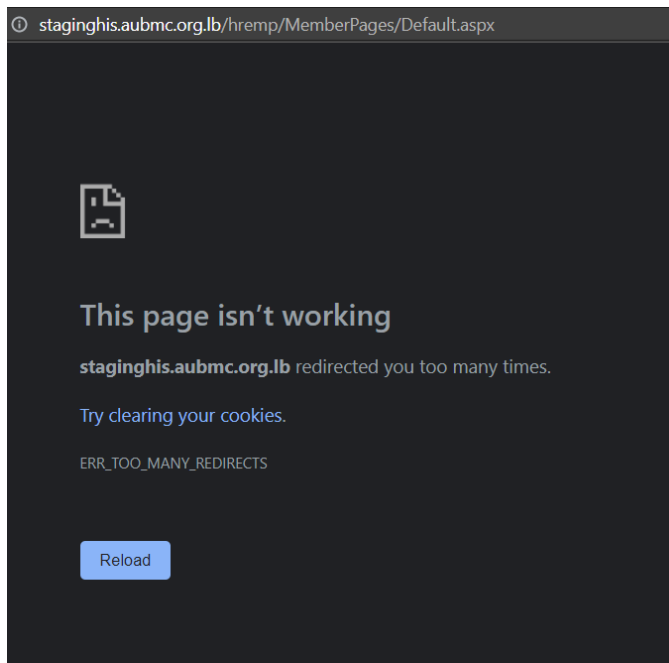
Nationality*

| December, 2003 | | | | | | | |
|----------------|-----|-----|-----|-----|-----|-----|-----|
| Today | | | | | | | |
| wk | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
| 49 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 50 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 51 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 52 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 53 | 29 | 30 | 31 | | | | |

Select date

The date will get automatically filled inside the textbox, If you attempt to type it manually you might have to repeat the steps from step 1)

Issue 2: ERR_TOO_MANY_REDIRECTS after uploading a picture

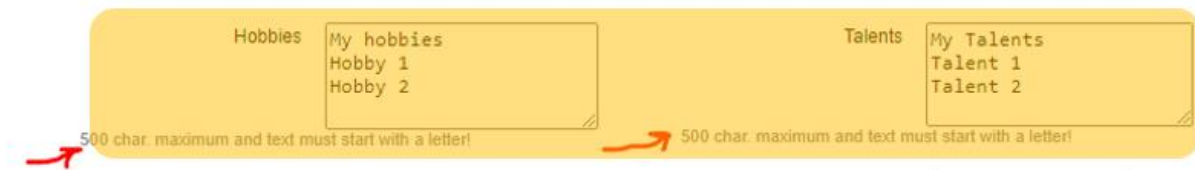


Details: You are trying to upload a picture whose size is too large which caused this crash

Solution: Please only upload pictures as specified (correct format and smaller than maximum size) and it will work

Additional Information : More Information

Issue 1: I received the 500 char maximum but I did not write 500 chars



Details: This problem happens when a user presses the “enter” keyword

Solution: Please do not include add a “New Line” using the keyboard “Return” or “Enter” key

Issue 2: I saved the More Information section but nothing happened .

Details: You entered all the information in the More Information section but still cannot save

Solution:

The following questions are required. Please provide a Yes/No response to them.

- “Have you ever been employed by AUB/AUBMC?”
- “Any relatives currently working at AUB/AUBMC?”

General

Issue: Nothing happens after pressing “Save and Continue”

Details: The user hasn’t filled all the required fields as he has not seen that they are required, especially that some required fields do not have a red star

Solution: Please check that you have filled all the required fields and that you filled them correctly

If an example hint or a “required” hint is still showing below the text box, that means you haven’t filled the text box correctly according to the specific format in the hint or you haven’t filled at all.

- 1- Make sure that you entered a valid email
- 2- Make sure that you entered a phone number according to the format below:
961-1-123456, 961-3-521241, 961-78-221421
Please include the dashes between the numbers as the example above.

When the hint text or the “required” hint text disappears, that means you can finally save and continue, and this is the correct format.