

## CU Careers: Job Aid

### Correcting Formatting Issues in Taleo

Sometimes you may notice Taleo has the following issues displaying text correctly:

- HTML or special characters appearing in the job description or another field in Recruiting, Career Section, or Job boards.
- Job description appears blank/empty, or another field value not displaying at all.
- Field value formatting or alignment is incorrect.
- Text not displaying in Firefox.
- A difference between Recruiting Job Description and Career Section Job Description.

These formatting issues are usually seen in the in the following sections:

- Job Description
- Qualifications
- Message Templates
- Work Experience - Job Responsibilities description box
- Other fields that use an RTF editor

### Cause

Formatting issues may be caused by hidden HTML code or formatting included with text that was copied from other sources outside of Taleo. For example, text copied from a Microsoft Word document usually includes hidden formatting code, resulting in non-standard, non-compliant HTML characters appearing in the information.

### Solution

When copying text from a Microsoft Word document, it is important to remove hidden formatting codes added by Microsoft Office. The Taleo application offers the Paste from Word feature (formerly known as Remove Conflicting Code) to clear any non-standard or non-HTML tags left behind by MS Word.

**Note:** The Paste from Word feature uses a list of known non-standard HTML tags used by the Microsoft suite. As new Microsoft updates are released, it is possible that the feature might not be updated immediately.

To prevent the import of invalid characters and formatting:

1. Copy the text from MS Word and paste it into a plain text editor, such as Notepad or Notepad++. Or, use <http://stripthtml.com>.
2. Delete any remaining special characters (bullets, squares, etc.).

3. If using Notepad or Notepad++, save the content temporarily to your computer. Saving is required to ensure the removal of remaining background code that would still be invisible at this point.
4. Copy the text from Notepad, Notepad++, or striphtml.com, and paste it into the desired field in Taleo (Rich Text Format - RTF editor).
5. Apply the formatting you want in Taleo itself.

To clean up text that is already in the system and causing issues:

1. Copy the text and paste it into a Notepad++ window or use <http://striphtml.com>.
2. Select all the text and copy it to the clipboard.
3. Just above the field you are editing in Taleo (e.g. Description field in a requisition file), click **Source** (  **Source** ) to view the source code generated from the text.
4. Delete all the content.
5. While still in the Taleo field you are editing (e.g. Description field in a requisition file), click **Source** again to switch back to normal text view mode.
6. Paste the copied text from Notepad++ to the field in Taleo.
7. Apply formatting manually in the Taleo field.
8. Save your changes.