

These are some of the most common questions applicants ask about applying online. Be sure to refer to the **Guide to Applying Online** for more information.

*Please note that the software used on this Web site was designed for highest compatibility with Windows XP and Internet Explorer 6.0 or 7.0 or with Firefox 1.0 or 1.5. Some users are experiencing difficulty uploading their resumes or other credentials when accessing this Web site using other operating systems or browsers, which may not be compatible. If you are having difficulty, try using Windows XP and Internet Explorer 6.0 or 7.0 or with Firefox 1.0 or 1.5.*

### I do not remember my user name. How do I retrieve it?

On the Sign In page, leave the User Name and Password fields blank and click the **Forgot your user name?** link. Enter your e-mail address in the appropriate field and click the **Validate** button. The system will display your user name. Click the **Back to login page** link.

### I forgot/want to change my password. How do I do this?

On the Sign In page, leave the user name and password fields blank and click the **Forgot your password?** link. Enter your user name as directed and click the **OK** button. Answer your security question and click the **Confirm** button. You are prompted to change your password.

### My account is locked. How do I unlock it?

After 5 minutes, the system will automatically reset and unlock your account.

### How can I submit my resume without applying for a specific job?

You can create a profile that includes your resume. Scroll down the **Advanced Job Search** page and click the “**Click here to create a new candidate profile or access your existing candidate profile**” link on the right side of the page. See **Create a General Profile (and apply for a job later)** in the **Guide to Applying Online**.

### Do I need to create a profile before I apply for a job?

No. When you apply for a job without first creating a profile, your profile is created automatically from the information you enter on the job submission form.

### How do I know you received my resume?

You will receive an automated e-mail when you have successfully completed the process.

### I saw a great job that I think is perfect for someone I know. How do I tell them about it?

Click on the job title and click the **Send this job to a friend** link on the right side of the page. Complete the e-mail form and click the **Send** button.

### How can I check on my status in the process?

Go to the **Advanced Job Search** page in Taleo and click on **Sign In**. Provide your username and password. Once signed in, go to the **My Jobpage** tab and click on **My Submissions** to view your completed job submissions and the status on each.

### How can I withdraw my application?

Once signed into your profile, locate the appropriate job in the **My Submissions** tab of **My Jobpage**. Click the **Withdraw** link.

### Why am I not getting e-mail notification of jobs that fit my profile?

When you set up your general profile, you may not have selected the option for e-mail notification of positions that match your profile. You can edit your profile to select that option.

### How do I change my contact information?

After logging in, click the **My Account Options** link at the top of the page and click the **Edit** link next to the Personal Information section. Revise the information and click the **Save** button.

### How do I submit an updated resume?

You need to first delete the existing resume, and then upload the new file. Scroll down the **Advanced Job Search page** and click the “**Click here to create a new candidate profile or access your existing candidate profile**” link on the right side of the page. If you are not logged in, log in using your username and password. Once in your **General Profile**, click the **Edit** link next to the Attachments section. Click the **Delete** button next to the appropriate file. To attach the new file, click the **Browse** button, locate the file on your computer, and click the **Attach** button. Make sure to click the **Save and Continue** and **Submit** buttons.

### I attached the wrong resume when applying for a job. How can I fix this?

You need to first delete the existing resume, and then upload the new file. Scroll down the **Advanced Job Search page** and click the “**Click here to create a new candidate profile or access your existing candidate profile**” link on the right side of the page. If you are not logged in, log in using your username and password. Once in your **General Profile**, click the **Edit** link next to Attachments section. Click the **Delete** button next to the appropriate file. To attach the new file, click the **Browse** button, locate the file on your computer, and click the **Attach** button. Make sure to click the **Save and Continue** and **Submit** buttons.

### I am having trouble uploading attachments. What should I do?

Consider file size and file format limitations. You can attach a maximum of three files, one at a time. However, you cannot attach a file that exceeds the allocated limit of 830 kilobytes. Information typed in the cover letter text field cannot exceed 4000 characters. The following file formats are accepted: Word (.doc), Excel (.xls), Text (.txt), Rich Text Format (.rtf), Hypertext Markup Language (.html, .htm), and Portable Document Format (.pdf).