

## **Frequently Asked Questions: External Candidates**

### **General questions**

#### **What is E-Recruiting?**

E-Recruiting is Amgen's new global applicant tracking system.

#### **Why do I need to set the Personal Settings in E-Recruiting?**

You may customize your E-Recruiting Personal Settings to suit your preferences. These include the date format and decimal display. Additionally, in order to view the Data Overview for your Career Profile, you must add a printer. This is strictly an internal printer that allows you to view the Data Overview screens.

#### **What happens if I hit the back button?**

E-Recruiting does not recognize the browser back button and will log you out of the system. If you accidentally click on the back button, click on your internet browser refresh button as quickly as possible to resume access. Otherwise, you will need to log back in to E-Recruiting.

#### **Will E-Recruiting time out if I don't use it for a specific period of time?**

Yes, after 30 minutes of inactivity, you will be logged out of E-Recruiting.

### **Access**

#### **My e-mail address is already registered, how can I access the system?**

In order to access E-Recruiting, you need a user name and password. Both your user name and password were system generated and e-mailed to you when you first applied for a job at Amgen. If you do not have or cannot remember your user name or password, follow these steps:

- Click on the "*Returning User*" link
- Click on "*Password via e-mail*" link
- Enter your e-mail address
- Click on "*Request Password*"

You will receive an e-mail with your user name and a new password. When you login using your new password, you will be prompted to change it.

#### **I forgot my password. How do I access the system?**

If you do not have or cannot remember your password, follow these steps:

- Click on the "*Returning User*" link
- Click on "*Password via e-mail*" link
- Enter your e-mail address
- Click on "*Request Password*"

You will receive an e-mail with your user name and a new password. When you log in using your new password, you will be prompted to change it.

#### **How do I change my e-mail address?**

If you need to change your e-mail address, follow these steps:

- Click on the "*Returning User*" link and log on
- In the *Personal Data* section, click on *Communication Data*
- Enter your new e-mail address
- Click save

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### **I am a returning applicant, but have not applied to Amgen in the last 12 months. My password is not working. How do I access the system?**

Amgen recently changed applicant tracking systems. Anyone who applied for a job at Amgen in the U.S. and Puerto Rico during 2007 was converted to the new system. *Your e-mail address will be your user name.*

- To request a password, follow these instructions:
- Click on the “*Returning User*” link
- Click on “*Password via e-mail*” link
- Enter your e-mail address
- Click on “*Request Password*”

You will receive an e-mail with your user name and a new password. When you log in using your new password, you will be prompted to change it.

### **Application Process**

[Entering data, uploading documents and editing entries](#)

### **Do I need to fill out every section of the Career Profile?**

The only mandatory fields are your first name, last name and e-mail address. However, we search for applicants based on the qualifications provided; therefore, we recommend completing as much information as possible in addition to attaching your resume.

### **Can I submit my CV/resume in any language?**

You may submit your CV/resume in any language. Although the Attachments tab in the Application Wizard is titled “English”, you may submit it in any language except Chinese. This is due to system’s ability to recognize Chinese characters.

### **Can I enter my personal information or resume without applying for a job?**

No, you must apply for a specific job opening in order to create your Career Profile.

### **In what format can I attach my CV/resume or other documents?**

You may include up to two attachments, not to exceed 1 MB each, in the following formats:

- .DOC (Microsoft Word Document)
- .PDF (Adobe PDF Document)
- .TIF/.TIFF (Tagged Image File Format Document)
- .TXT (Plain Text Document)
- .HTM/HTML (Hyper Text Markup Language Document)
- .WPG (WordPerfect Graphics Metafile Document)
- .XML (Extensible Markup Language Document)

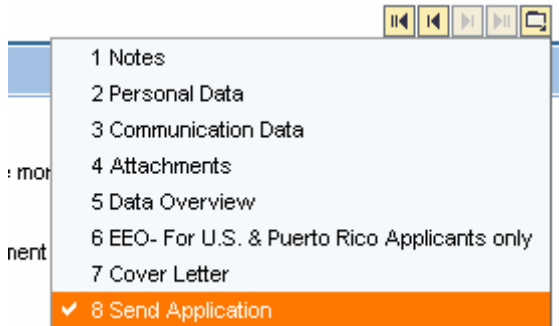
### **Do I need to “release” my profile?**

You may choose to “lock” or “release” your profile. Your profile must be released in order to be searchable by recruiters. If you lock your profile, your information will only be attached to the position for which you applied. You will not be considered for any other positions. You can lock or release your profile at any time.

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### **I entered all of my information but I can't find the submit button. Is there something else I need to do?**

Ensure that you completed all of the tabs in the Application Wizard. The initial screen only displays the first 5 tabs so you need to click on the navigation icon (located on the right hand side of the screen) to view the rest (see below). The "Send Application" tab will have a submit button.



### **Some of my information has changed. How do I update my profile?**

Once you have registered, you can log in to your account using your username and password, update your Career Profile and attach a new CV/resume at any time.

## **Application Process**

### **What happens next?**

#### **How can I search for jobs?**

If you already know which job you want to apply for and the reference code for this job, then enter the reference code in the *Search For* field.

By selecting *Search for Jobs*, you can browse job opportunities using various search criteria, such as *Career Category*, *Hierarchy Level*, *Country*, and *Contract Type*.

If you select *Favorites* in the *Employment Opportunities* section, you will see a display of job opportunities you bookmarked as interesting during your job search. You can apply directly for one of the jobs listed.

In the *Employment Opportunities* section under *Applications*, you can call up an overview of the applications you have released and applications you have withdrawn.

#### **Is it possible to withdraw an application once I have submitted it?**

Yes. From the My Amgen Career Home Page, in the *Employment Opportunities* section, click the 'Applications' link. Highlight the job posting you want to withdraw from and click the 'Withdraw' link. Then click 'Accept.'

#### **How will I know if my application was received?**

When you submit your application, a message will appear stating that your application was sent successfully. In addition, you will receive a confirmation e-mail to the e-mail address you provided containing a User ID and initial password that will allow you to log in to our system and complete a Career Profile.

#### **Who can access my application and uploaded documents?**

No one can see your data until you have given your consent and released your profile. Please read the corresponding data privacy statement carefully and then click the button to agree to and accept it. You can lock your profile at any time to prevent further access to your data.

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### **How long will my data be searchable in your database?**

Your information will remain active in our database for a period of time dictated by each country's legal requirements or until you choose to lock your profile

### **Job opportunities, searching for job postings**

#### **What types of job postings are available on E-Recruiting?**

E-Recruiting contains all job postings advertised for external applicants at all Amgen locations globally.

#### **I applied for a job. Will my application be automatically checked for a match with all other job postings?**

No. You should apply to all jobs you are interested. In addition, your resume data will be in the searchable database for access by recruiters.

#### **Can I apply via e-mail?**

E-mail applications are not accepted at any Amgen location.