



**MAYO CLINIC  
JOB APPLICATION HELP**

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## Quick start — External applicants

As an external applicant, you likely will begin your search in one of two ways:

- » From the Mayo Clinic Jobs home page, <http://www.mayoclinic.org/jobs/>
- » From job boards, social media or search engines

### Introduction

This guide explains in detail the process of starting and searching for a position from the Jobs home page, noting where applicants using a non-Mayo source join the process. From that point, the application process is identical.

Completing your profile may take up to 30 minutes if you have all the required information at hand, such as work history, school information and resume.

### Job application summary



#### Step 1 — Search

Find a job at Mayo Clinic using keyword, location, and/or job category searches.



#### Step 2 — Register for the Talent Community

Set up job agents (automatic notifications) to receive future job notifications and career information from Mayo Clinic.



#### Step 3 — The application process

- » Create login profile
- » Submit resume/CV
- » Submit attachments
- » Complete your application

Get started on a life-changing career

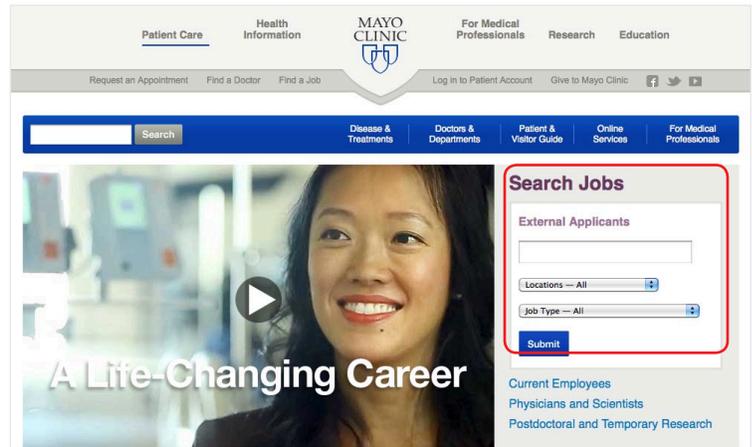


## Step 1 — Search

From the Jobs home page, use the search field shown at right to find current job postings. Though you can use one search field to search, using all fields in combination will provide a more precise result.

- » The top field is for keyword search.
- » The locations menu allows you to choose a specific Mayo Clinic location to search within, even telework and telecommute jobs.
- » You can also specify job type to further refine your search.

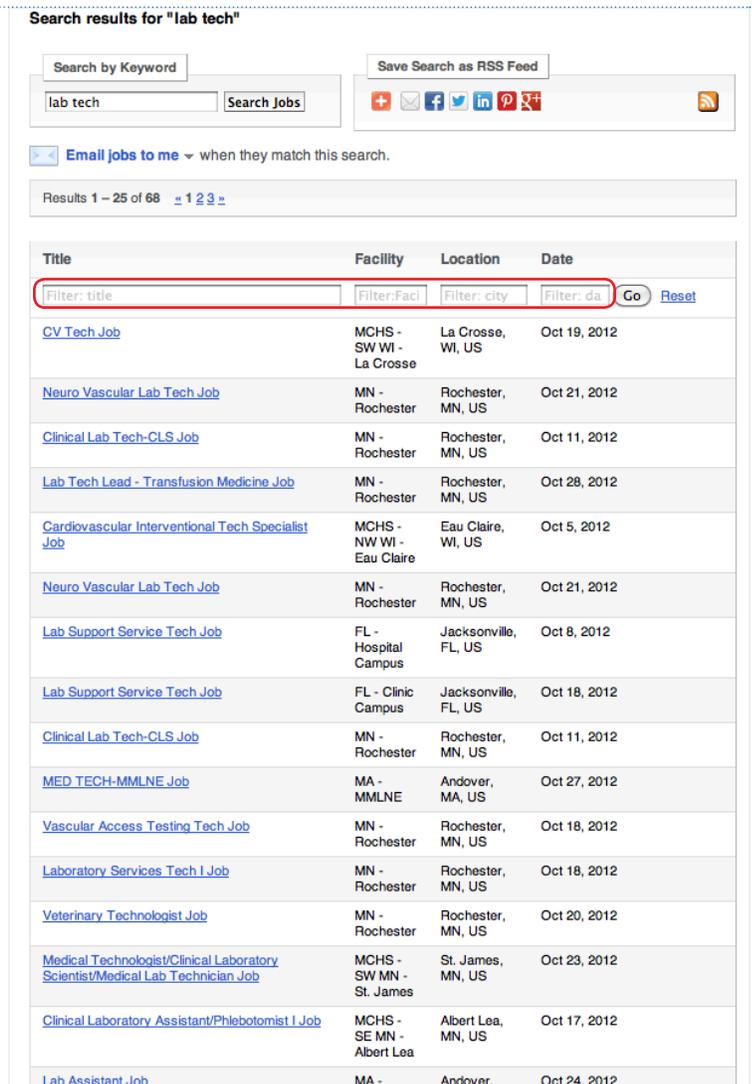
Click the **Submit** button.



The resulting page displays the search results.

Clicking on a job from the list displays the job detail page shown on the next page.

The search can be further refined by using the filter fields along the top of the page.



**Search results for "lab tech"**

Search by Keyword: lab tech Search Jobs

Save Search as RSS Feed

Email jobs to me when they match this search.

Results 1 – 25 of 68 1 2 3

Title	Facility	Location	Date
<a href="#">CV Tech Job</a>	MCHS - SW WI - La Crosse	La Crosse, WI, US	Oct 19, 2012
<a href="#">Neuro Vascular Lab Tech Job</a>	MN - Rochester	Rochester, MN, US	Oct 21, 2012
<a href="#">Clinical Lab Tech-CLS Job</a>	MN - Rochester	Rochester, MN, US	Oct 11, 2012
<a href="#">Lab Tech Lead - Transfusion Medicine Job</a>	MN - Rochester	Rochester, MN, US	Oct 28, 2012
<a href="#">Cardiovascular Interventional Tech Specialist Job</a>	MCHS - NW WI - Eau Claire	Eau Claire, WI, US	Oct 5, 2012
<a href="#">Neuro Vascular Lab Tech Job</a>	MN - Rochester	Rochester, MN, US	Oct 21, 2012
<a href="#">Lab Support Service Tech Job</a>	FL - Hospital Campus	Jacksonville, FL, US	Oct 8, 2012
<a href="#">Lab Support Service Tech Job</a>	FL - Clinic Campus	Jacksonville, FL, US	Oct 18, 2012
<a href="#">Clinical Lab Tech-CLS Job</a>	MN - Rochester	Rochester, MN, US	Oct 11, 2012
<a href="#">MED TECH-MMLNE Job</a>	MA - MMLNE	Andover, MA, US	Oct 27, 2012
<a href="#">Vascular Access Testing Tech Job</a>	MN - Rochester	Rochester, MN, US	Oct 18, 2012
<a href="#">Laboratory Services Tech I Job</a>	MN - Rochester	Rochester, MN, US	Oct 18, 2012
<a href="#">Veterinary Technologist Job</a>	MN - Rochester	Rochester, MN, US	Oct 20, 2012
<a href="#">Medical Technologist/Clinical Laboratory Scientist/Medical Lab Technician Job</a>	MCHS - SW MN - St. James	St. James, MN, US	Oct 23, 2012
<a href="#">Clinical Laboratory Assistant/Phlebotomist I Job</a>	MCHS - SE MN - Albert Lea	Albert Lea, MN, US	Oct 17, 2012
<a href="#">Lab Assistant Job</a>	MA -	Andover,	Oct 24, 2012

If you searched and selected an open job position from a non-Mayo job source, you may be directed to a page similar to the one shown here.

Clicking the **Continue** button will display two options:

- » Start apply with LinkedIn
- » Apply Now

The next page to display is the profile registration page for the Mayo Clinic Talent Community.

**Clinical Lab Tech-CLS Job**

Date: Nov 9, 2012  
Location: Rochester, MN, US

Job Posting Number: 17702BR  
Job Posting Title: Clinical Lab Tech-CLS  
Job Posting Category: Clinical Labs  
Work Site: MN - Rochester  
Department: Lab Medicine and Pathology/Hospital Clinical Lab

**Job Description**  
Performs analyses on biological specimens, e.g. blood and urine, to aid health care providers in the diagnosis and treatment of patients. Participates in the operational support activities necessary to maintain and optimize testing capabilities. Mayo Clinic employees applying for this position are asked to attach their 3 most recent performance evaluations to be considered for this position. \*\*A two-year commitment to this position is required.\*\* (002192-41484)

**Basic Qualifications:**  
Bachelor's degree in medical laboratory science (MLS), clinical laboratory science (CLS) or medical technology (MT) is required. MLS (ASCP), MT (ASCP) or CLS (NCA) preferred. An HEW certificate may be substituted for the specified degree.

**Other Qualifications:**

**Continue** ▶

Start apply with LinkedIn

Apply Now

## Step 2 — Register for the Talent Community

When you join the Talent Community, you can set up job agents to receive future job notifications and career information from Mayo Clinic.

External applicants are required to join the Talent Community before proceeding to the online application process.

A password will automatically be generated. Click **Personalize It** if you wish to create your own.

The email address and password are for the Talent Community only. This is not the job application.

In step 3 you'll create an application profile requiring you to enter the same email address, but create a different password. Click **Next**.

**Profile Information** (Already a member? [Sign In](#))

Email\*   
We have given you a password. [Personalize It?](#)

First Name\*   
Last Name\*   
Phone Number   
Current Employer   
Current Title   
Interest Level

It's ok if a recruiter contacts me.

\* required field

**My Job Agents**

Select All Agent Searches Frequency  
 "Curriculum" OR "Physiology" OR "Quality" AND Rochester MN 7 days [Edit](#) [Preview](#)

[Delete Selected](#)

**Add/Edit Job Agent**  
Create or edit the form below to adjust your job agents.

Keywords (Sales, DBA, etc.)  
"Curriculum" OR "Physiology" OR "Quality"

Location (City, Region (State, Province, etc.), Country)  
Rochester MN

Frequency (in days)  
7

[Add](#) [Preview](#)

**Next** »

The next screen is a confirmation showing where you are in the application process.

There is also information reminding you that this is going to be a separate registration process from the Talent Community. Click **Continue**.

Search Disease & Treatments Doctors & Departments Patient & Visitor Guide Online Services For Medical Professionals

FIND THE RIGHT JOB SIGN UP FOR E-MAIL UPDATES REGISTER AND APPLY FOR JOBS

**Congratulations, you're almost there, but you have one short step remaining to complete and submit your application.**

Please click on the "Continue" button below where you will be directed to our Applicant Tracking System to complete the application. This is a separate system requiring its own username and password that is designed to maintain and track the online apply process. You must complete the application in this next system in order to apply for a job.

**Continue** ▶

A different job detail page with the same job information displays.

If you wish to apply for multiple jobs now, click the **View similar jobs** button, select multiple jobs and click **Apply to job(s)**.

You can also click the **Search opening** link at the top of the page, search, then **Save to cart**.

Home > **Search openings** > Search  
results > Job details ? Help

**Job details**

Job 1 of 1

**Apply to job** **Send to friend** **Save to cart** **View similar jobs**

**Job Posting Number** 17142BR  
**Job Posting Title** Histology Technician  
**Job Posting Category** Clinical Labs  
**Work Site** MN - Rochester  
**Building** Hilton Building  
**Department** Laboratory Medicine and Pathology  
**Job Description** Performs a variety of technical procedures that result in the creation of microscopic slide preparations. These technical procedures may include: accessioning specimens; specimen



## Step 3 — The application process

Take the time to be as complete as possible when filling out your application. Current information increases your opportunity for possible employment. Any change to your profile information requires only a simple update to the relevant screen.

### Create login profile

The next page is the login page. Assuming you are a first-time applicant, click the **Click here to create a login** link to proceed.

If you are a returning applicant, enter your email address and password to continue. (Continue on page 7 of this guide.)

Home > Search openings > Search  
results > Job details > Log in ? Help

**Log in**

Enter your e-mail address and password to submit your CV.

**Already have an account?**

E-mail address:   
Password:   
**Continue**  
[Forgot your password?](#)

**First time here?**

**Click here to create a login.**

The next screen prompts you to read and agree to our privacy policy. You must click **Agree** to continue.

**Privacy policy** ? Help

I agree to the [Terms of Use Applicable to This Site](#)  
By clicking "Disagree", your submission process will terminate effective with this notice. No personal information has been captured in the system.

**AGREE** **DISAGREE**

Fill in the requested information on the Create login page, paying attention to the password requirements:

- » Use the same email address you used to join the Talent Community, but use a different password than the one you used to join the Talent Community. (This password will be reset every 90 days.)

Click **Continue**. You are now a registered applicant.

- » You are next prompted to log in with your account email address and password and can complete your application for the position(s).

After logging in, the Gateway Questionnaire appears. When completed, you will advance to the submit resume screen.

**Create login**

Enter your e-mail address and choose a password which will enable you to log in and access your information in the future. Select a security question and enter your answer. This information will be used to authenticate your identity in case you forget your password.

**E-mail address**   
**Password**  **Password security tips**  
**Re-enter password**   
**Select a security question** What is the name of your first school?   
**Answer to your security question**

**Password guidelines**

- Your password must be a minimum of 8 and a maximum of 25 characters.
- Your password must contain at least one of the following special characters: { } [ ] , . < > ; : " ' ? / \ ` ~ ! @ # \$ % ^ & \* ( ) \_ + = .
- Your password may not contain spaces.
- Your password may not be the same as your login e-mail address.
- Your password will be case-sensitive.

**Continue** **Cancel**

## Submit resume/CV

You have the option to either upload your resume or CV or enter your own text by copying and pasting from your word processing program. Then click **Continue**.

Supported file attachment types:

- » MS Word (.doc)
- » MS Word for Macintosh (.mcw)
- » MS Works (.wps)
- » Wordstar (.wsd)
- » Rich Text (.rtf)
- » ASCII Text (.asc)
- » ASCII Text ANSI character set (.ans)
- » Hypertext (.htx)
- » Adobe Acrobat (.pdf)

**Resume/CV**

Upload your CV below by choosing the first option.

Upload my CV from my computer

Enter my CV by typing or inserting.

File to upload:  no file selected

Name this resume/CV:  (Maximum file size: 3 MB)

**Cover letter**

We recommend you bypass this section and attach your letter of intent in the attachment section. Click continue to proceed.

Name this cover letter:

The Contact information screen displays next.

Your contact information should be automatically extracted from your resume or CV. If any required fields are not filled in or not filled in correctly, you must make corrections before proceeding.

Be sure to check your information on each tab along the top of the screen.

Click **Continue** (not shown) when done.

**Contact information** | Work experience | Education

\*First name:

Middle name:

\*Last name:

\*Address line 1:

Address line 2:

\*Country:

\*City:

\*State/Region/Province:

## Submit attachments

You can submit a cover letter, letter of intent or any supporting documents you need.

When you're finished uploading, click **Continue**:

Be sure your uploads are under the 5MB size limit.

You cannot add attachments after you have applied to a job, so be careful to add all required documents before you submit your application.

**Submit attachments**

Upload relevant attachments below. You will have the option to select the appropriate attachment category. Be sure to label attachment(s) with a descriptive title (i.e. John A Smith Transcripts). Selection categories available include transcripts, writing samples, cover letters, reference letters and other.

**\*Please note: after you submit your application, you will not be able to add attachments at a later date.**

**Select files**

Select the Browse button to select files to upload.

The attachment must have a file extension of .avi, .bmp, .csv, .doc, .gif, .htm, .html, .jpg, .mov, .mp3, .mp4, .mpeg, .mpg, .ppt, .pdf, .rtf, .swf, .tif, .txt, .wmv, .xls, .xml, .docx, .pptx, .xlsx

File 1:  no file selected

## Complete your application

To complete your application, you need to respond to a few required questions.

When done, click **Continue**.

**Required Questions**

Please answer a few questions: Fields with an \* are required.

[Continue](#) [Back](#)

\*Are you a U.S. citizen, permanent resident, refugee or asylee?  Yes  No

If you will require or already have temporary authorization to work in the United States under U.S. immigration law, will you need assistance by Mayo Clinic to obtain or extend your work authorization?  Yes  No  N/A

**Disclaimer:** To move back in the application process, please use the progress bar at the top of the page.

[Continue](#) [Back](#)

Finally, respond to these additional questions, click **Submit your CV**, and you have completed the application process.

The next section, **Managing your profile**, explains what you'll want to do to specifically check your application status.

**Additional information**

Please answer a few additional questions.

[Submit your CV](#) [Back](#)

\*Gender

\*Race

\*How did you hear about this opportunity?

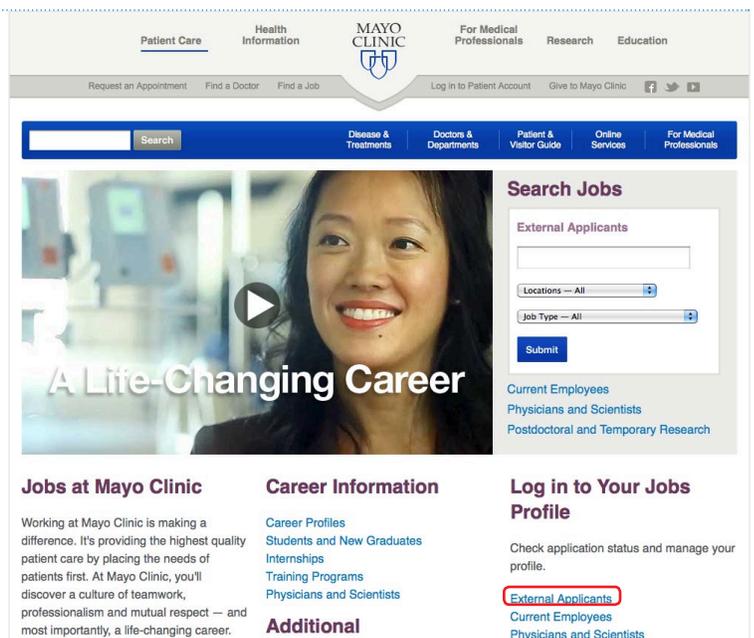
[Submit your CV](#) [Back](#)

## Managing your profile

From the Jobs home page, click on the **External Applicants** link to log in and manage your profile.

You are next asked to log in with the email address and password associated with the online application system. The resulting page displays these options:

- » Search openings
- » Job submission status
- » Edit your profile
- » Create, update or delete saved job searches
- » Resume/CV manager
- » Job cart
- » Candidate portal
- » Saved drafts



The screenshot shows the Mayo Clinic Jobs website. At the top, there are navigation links for Patient Care, Health Information, MAYO CLINIC, For Medical Professionals, Research, and Education. Below this is a search bar and a navigation menu with links for Disease & Treatments, Doctors & Departments, Patient & Visitor Guide, Online Services, and For Medical Professionals. The main content area features a large video player with the text "A Life-Changing Career" and a play button. To the right of the video is a "Search Jobs" section with a search bar, filters for "Locations" and "Job Type", and a "Submit" button. Below the video and search section are three columns of content: "Jobs at Mayo Clinic" with a description of the organization's commitment to patient care, "Career Information" with links for Career Profiles, Students and New Graduates, Internships, Training Programs, and Physicians and Scientists, and "Log in to Your Jobs Profile" with a description and a link to "External Applicants" (highlighted with a red box). Other links in the Log in section include "Current Employees" and "Physicians and Scientists".

## ? FAQs — All applicants

Here you will find the questions applicants ask the most about applying for a job at Mayo Clinic. If you run into a problem during your application process, check here first for answers before contacting further help. Should you still require assistance, use the contact information at right.

### → Employee Service Center

Hours: Monday-Friday  
7 a.m.- 6 p.m. Central

#### Contact numbers:

Internal: (77)6-0440  
External: 507-266-0440  
Toll-Free: 888-266-0440

## Searching and reviewing jobs

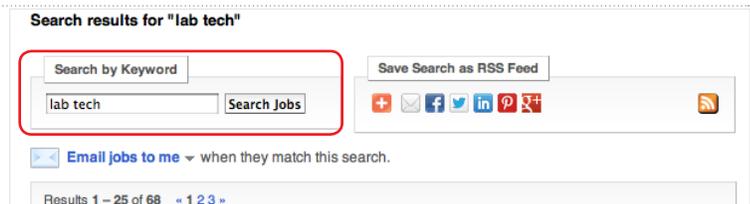
### How do I search for a job?

There are several ways to search depending where you are in the job application process:

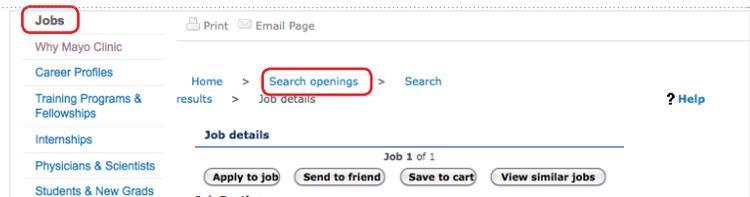
» From the home page if you are just starting the application process



» From the search field located at the top of the job list page or job detail page



» From either the **Jobs** or **Search openings** links on any application pages



### What if there are no open job positions after a keyword or category search?

Job postings are updated frequently each day. If you'd like to be notified when a position that meets your search criteria becomes available, click **Email jobs to me** on your search-results page and submit your email address.



### Why do I need separate passwords for the Talent Community and for the online application profile?

The Talent Community and the online application are separate systems. The Talent Community enables you to receive future job notifications and career information. The online application is a system that manages your job application information. Registering in both systems is necessary, as each has unique password requirements.

The password for the online application will be reset every 90 days.

## Can I review job postings without joining the Talent Community or applying for a job?

Yes. Joining the Talent Community, however, is a required step before applying for a job.

## Do I have to log in to the Talent Community every time I wish to apply for a job?

No. Upon joining the Talent Community, a cookie is placed on your computer, enabling it to remember your Talent Community profile. You may be required to log in again if your browser security settings do not allow cookies, or if you begin a job application on a computer or device other than the one with which you originally joined the Talent Community.

## Applying for jobs – Completing a profile

### How long will it take to complete my online application profile?

Completing a profile may take up to 30 minutes if you have all the required information at hand, such as work history, school information and resume.

### How do I apply for multiple jobs?

After reviewing a job from the list of your job-search results, click **Continue**. If you haven't already joined the Talent Community, you'll be prompted to do so.

**Clinical Lab Tech-CLS Job**

Date: Nov 9, 2012  
Location: Rochester, MN, US

Job Posting Number: 17702BR  
Job Posting Title: Clinical Lab Tech-CLS  
Job Posting Category: Clinical Labs  
Work Site: MN - Rochester  
Department: Lab Medicine and Pathology/Hospital Clinical Lab

Continue

Start apply with LinkedIn

Apply Now

Once you've joined, you'll see the job posting again along with some additional action buttons. Now click **View similar jobs**.

**Job details**

Job 1 of 1

Apply to job Send to friend Save to cart View similar jobs

Job Posting 17142BR

On the resulting screen, you may adjust your search criteria, select multiple jobs and proceed with applying for multiple jobs by clicking **Apply to job(s)**.

**Search results** Your search criteria: N/A Refine search

Results 1-50 of 68  
Page 1 2 Next

View job(s) Apply to job(s) Send to friend Create search agent Save to cart

Clear checked

Job Posting Number	Job Posting Title	Work Site	Date updated
<input type="checkbox"/> 17702BR	Clinical Lab Tech-CLS	MN - Rochester	12-Sep-2012
<input type="checkbox"/> 18755BR	Clinical Lab Tech-CLS	MN - Rochester	11-Oct-2012
<input type="checkbox"/> 13041BR	Vascular Access Testing Tech	MN - Rochester	27-Apr-2012
<input checked="" type="checkbox"/> 19161BR	Technical Specialist I (Information Technology)	MN - Rochester	19-Oct-2012
<input type="checkbox"/> 19731BR	Medical Technologist/Clinical Laboratory Scientist/Medical Lab Technician	MCHS - SW MN - Waseca	20-Nov-2012
<input checked="" type="checkbox"/> 18694BR	Lead MT/MLT - Fairmont	MCHS - SW MN - Fairmont	02-Nov-2012

### What if I haven't finished completing my online profile and want to finish it later?

Once you have logged in to the Gateway Questionnaire, you have the option to click **Save as draft**. This will enable you to retrieve your profile at a later time.

If the posting you wish to apply for is expired and no longer posted, you will not be able to submit an application.

**\*How did you hear about this opportunity?**

Select one

**\*Did you select Employee Referral from the list?**

Yes  
 No

Previous Clear Close Save as draft Continue

## How do I attach additional documents such as a resume, cover letter or letter of reference after my online profile is completed?

From the Jobs home page, click on the **External Applicants** link to log in and manage your profile. Choose **Resume/CV manager** from the list.

You cannot add other types of attachments after you have applied to a job, so be careful to add all required documents before you submit your application.

<b>Jobs at Mayo Clinic</b> Working at Mayo Clinic is making a difference. It's providing the highest quality patient care by placing the needs of patients first. At Mayo Clinic, you'll discover a culture of teamwork, professionalism and mutual respect — and most importantly, a life-changing career. <a href="#">Why Mayo Clinic</a>	<b>Career Information</b> <a href="#">Career Profiles</a> <a href="#">Students and New Graduates</a> <a href="#">Internships</a> <a href="#">Training Programs</a> <a href="#">Physicians and Scientists</a>	<b>Log in to Your Jobs Profile</b> Check application status and manage your profile. <a href="#">External Applicants</a> <a href="#">Current Employees</a> <a href="#">Physicians and Scientists</a> <a href="#">Internships and Summer Applicants</a> <a href="#">Postdoctoral and Temporary Research</a>
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## Managing your profile

### Can managers or staffing contacts see updates I make to my online profile after applying?

When the hiring manager reviews a candidate's application, the manager can view all updates made until the time he or she receives the profile. Any changes made to the attachments (for example, resume, CV or cover letter) also are viewable by the hiring manager.

### What if I don't want the hiring managers to see any other positions for which I have applied?

Managers cannot see any other jobs to which you have applied or any of your activity history. However, the manager can see all additional documents that you attached to your profile, such as cover letters.

### How do I withdraw from a position?

If you accidentally apply for a position or change your mind about a position to which you applied, you can withdraw your job submission, but only when the job posting is open. From the Jobs home page, click on the **External Applicants** link to log in and manage your profile. Choose **Job submission status** from the list and click the **Withdraw** button.

### What if I accidentally withdraw from a position that I applied for?

You can reactivate your status; however, you will need to wait at least three hours due to system constraints. Go to the Jobs home page, click on the **External Applicants** link to log in and manage your profile. Choose **Job submission status** from the list and click the **Reactivate** button next to the posting you withdrew from.

The ability to reactivate is available only when the job is posted.

### Will I receive updates on my status?

You should first check your application status by going to the Jobs home page, then clicking the **External Applicants** link to log in and manage your profile. Choose **Job submission status** from the list.

Turnaround times on automated status may vary depending on the volume of applicants and the needs of the hiring department. Be certain to check the email account that you provided on your application for status updates (for example, receipt of application, incomplete application or other notifications).

## When am I NOT eligible to apply for a job?

You cannot apply for a job if:

- » Your current applicant status for any other job is “Hired”
- » The job is no longer posted

## Why did my session timeout?

You'll be automatically logged out of your online application profile if your computer is idle with no activity for 90 minutes. If the Timeout pop-up appears, click anywhere on the screen to avoid being logged out.



## Technical issues

### Password recovery

#### I forgot my Talent Community password. What do I do?

If you forgot the password required to sign-in to the Talent Community, or were automatically provided a generated password and are unaware of what that is, click **Forgot your password** from the login screen and enter the email address you originally used to join the Talent Community. You will receive a password-recovery email containing a link and instructions for creating a new Talent Community password.

This password is for the Talent Community only.

#### I forgot my online application password. What do I do?

If you forgot the password required to sign-in to the online application, click **Forgot your password** from the login screen and enter the email address you originally used to register for the online application. You will receive a password-recovery email containing a link and instructions for creating a new online application password. This password is for the online application only.

#### I forgot my online application username. What do I do?

If you forgot the username, click **Forgot your username** From the login screen and enter your first name, last name, and either your home phone number or your e-mail address you originally used to register for the online application. You will then receive your username on the next screen.

This username/password is for the online application only.

### Already have an account?

E-mail address:

Password:

[Forgot your password?](#)

Log in to access your profile and jobseeker tools.  
First time visitors, [click here to create a new account](#)

E-mail address

Password

[Forgot your username?](#)

[Forgot your password?](#)

## **Why didn't I receive the password-recovery email? (Pertains to online application)**

If you get a message that states "We were unable to find that email or password in our system," it means that you have entered either field incorrectly or you have not created a profile yet. This applicant tracking system was implemented on Jan. 1, 2011. If you created a profile prior to this date, you will need to create a new profile. Some additional options to consider:

1. Your user name (email address) and password are case sensitive. Be sure that the user name and password are being entered exactly how you created your profile.
  2. Verify the email you used is your online application user name.
  3. If your email is set up to filter junk mail, be sure to check your junk mail folder and deleted items. You may also consider adding the following email address to your "safe" list: Password\_Security@trm.brassring.com.
  4. [Clearing your browser cookies and cache](#), closing all Web browsers and starting with a new browser may allow you to log in successfully.
- 

## **I received the password-recovery email, but am still unable to reset my password.**

Some important information to consider:

- » When did you receive the password-recovery email?  
The link embedded in the password-recovery email is active for only three hours after the email is received. If it has been more than three hours, you will need to request the password-recovery email from the system again.
  - » The new job posting application works optimally with the Web browsers below. If you are utilizing a Web browser other than the ones listed, you might consider trying one of these approved browsers:
    - › Internet Explorer (IE)
    - › Firefox
    - › Safari
  - » [Clearing your Internet browser cookies and cache](#), closing all Web browsers and starting with a new browser may allow you to successfully reset your password.
  - » If you are using a Web-based email address such as Hotmail, Gmail or Yahoo, be certain to log in to your email account directly instead of going through an email program such as Outlook or Entourage.
- 

## **What do I do if I attempt three times to log in to the online application with an invalid password and get locked out?**

You will need to wait 15 to 20 minutes for the system to reset, even after clicking the **Forgot your password** link and retrieving the correct password.

## Uploading attachments

### Why do I receive errors when trying to upload attachments?

The most common reason attachments fail to upload is that they exceed the 5MB file size or are an unapproved file type. Approved file-types are listed on the Submit attachments screen at right.

Another reason may be using uncommon fonts in your documents. Use common fonts, such as Times and Arial, and if your document includes headers and footers, check them as well.

**Submit attachments**

Upload relevant attachments below. You will have the option to select the appropriate attachment category. Be sure to label attachment(s) with a descriptive title (i.e. John A Smith Transcripts). Selection categories available include transcripts, writing samples, cover letters, reference letters and other.

**\*Please note: after you submit your application, you will not be able to add attachments at a later date.**

Continue Back

**Select files**

Select the Browse button to select files to upload.

The attachment must have a file extension of .avi, .bmp, .csv, .doc, .gif, .htm, .html, .jpg, .mov, .mp3, .mp4, .mpeg, .mpg, .ppt, .pdf, .rtf, .swf, .tif, .txt, .wmv, .xls, .xml, .docx, .pptx, .xlsx

File 1: Choose File no file selected

Upload Attach more files

### Why am I getting system timeouts and sluggishness?

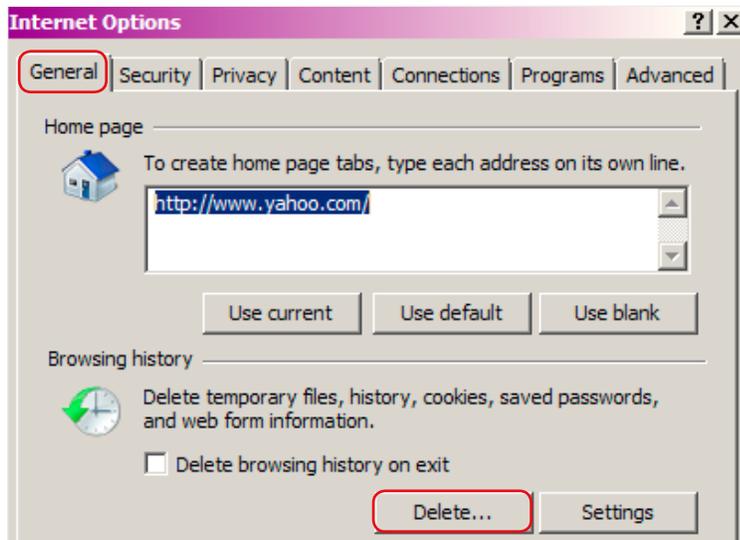
An important factor in maintaining a fast connection is keeping your cache clear. (see below) A full cache can result in system timeouts and sluggishness.

## Clearing your browser cache

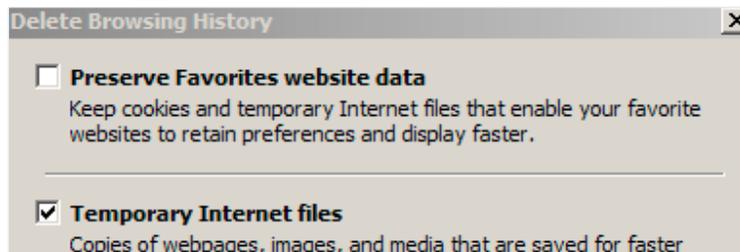
### How do I clear my browser cache?

Internet Explorer: Under the Tools menu, choose **Internet options**.

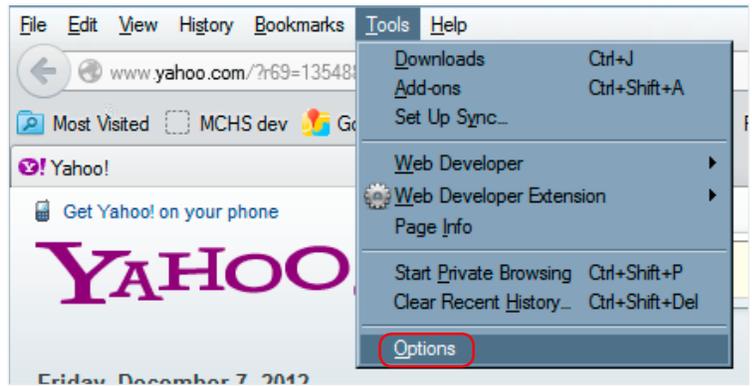
On the resulting Internet options screen, make the sure the **General** tab is selected and click **Delete**.



On the Delete Browsing History screen, make sure **Temporary Internet Files** is checked and click **Delete** (not shown).



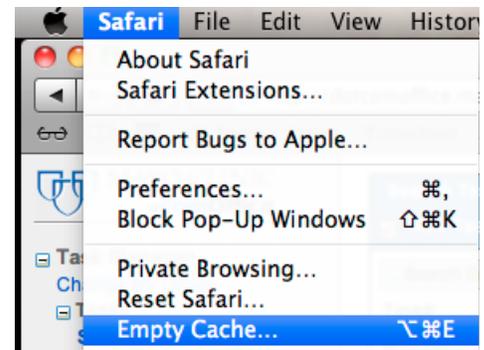
Firefox: Under the **Tools** menu, choose **Options**.



On the resulting Options screen, make sure the **Advanced** tab is selected, and click **Clear Now**.



Safari: Under the **Safari** menu, choose **Empty Cache**.



## Cookie settings

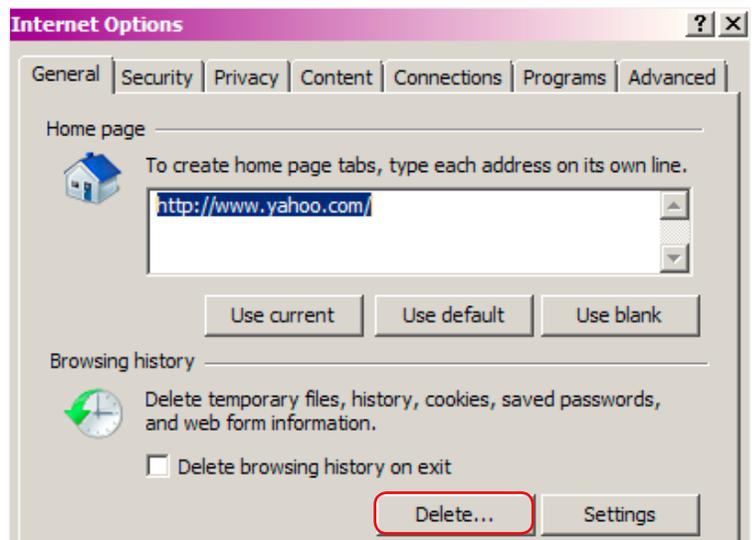
### How do I clear or enable cookies?

Internet Explorer: To clear cookies, under the Tools menu, choose **Internet Options**.

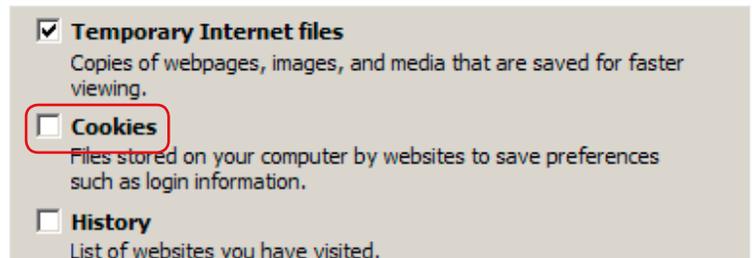
On the resulting Internet Options screen, make the sure the **General** tab is selected and click **Delete**.

Clearing cookies is only suggested as a last resort to potentially fixing technical problems such as not receiving a password reset email.

Make sure you have your username and passwords saved somewhere off your computer, as your login information will be erased with the cookies, and you will need to log in to the Talent Community on your next visit.



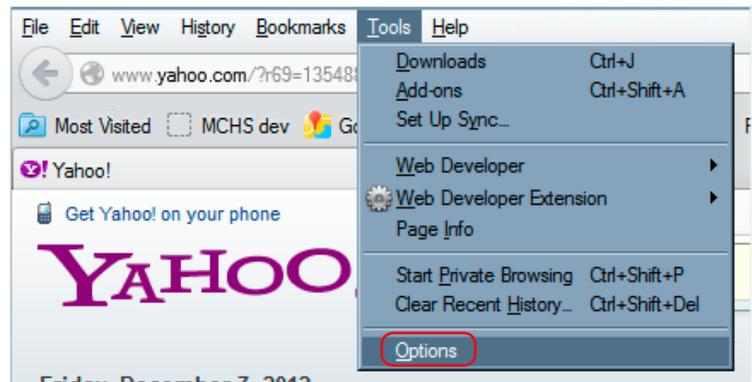
On the Delete Browsing History screen, make sure **Cookies** is checked and click **Delete** (not shown).



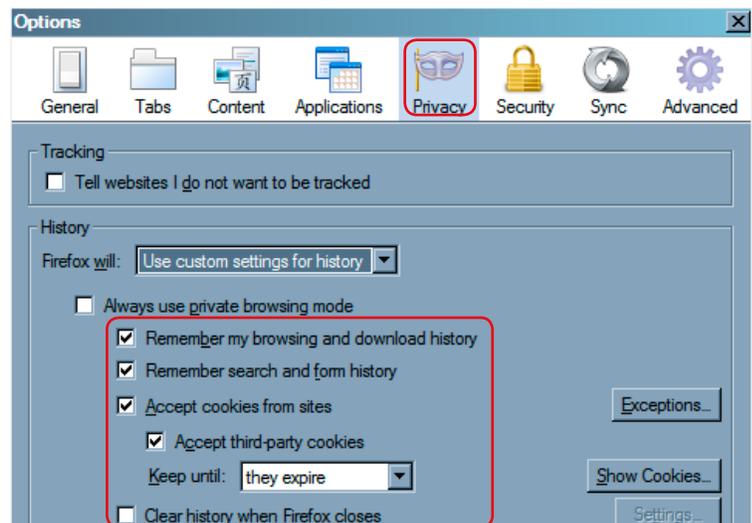
To enable cookies make sure the **Privacy** tab is selected, and adjust the **slider** down to change the privacy setting.



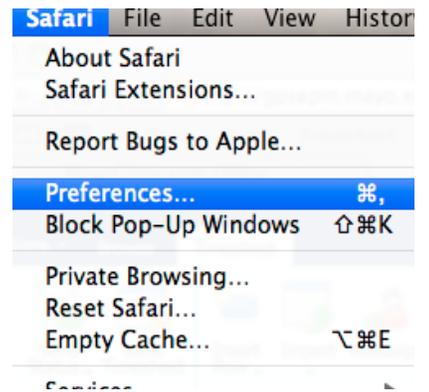
Firefox: Under the **Tools** menu, choose **Options**.



On the resulting Options screen, make sure the **Privacy** tab is selected and check the appropriate boxes to accept cookies. To clear cookies, check the **Clear history when Firefox closes** box, then close and reopen Firefox to continue.



Safari: Under the **Safari** menu, choose **Preferences**.



To clear cookies, make sure the **Privacy** tab is selected and click **Remove All Website Data**. To enable cookies, make sure the **Always** box is not selected and select one of the other two.

