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Register as a New User

1. On the Advanced Job Search page, click **Sign In** located in the top-right corner next to **My Job Cart**. You will be directed to our Privacy Agreement and must review the information and click **I Accept** to reach the Login page.
2. Click **New User**.
3. Create a unique user name, write it down for your records, and enter it in the User Name field. Please review the User Name Requirements provided below.
4. Create a password and enter it in the **Enter Password** and **Re-enter Password** fields. Please review the Password Requirements provided below.
5. Enter your email address. Please note that any notifications will be sent to this email address.
6. Click **Register**.
7. You will be directed to the Security Question page. Create and enter a security question and answer and click **OK**.
8. Once you are signed in you can perform a job search, apply for a position, or create/update your profile or resume.

User Name Requirements

The system will not allow you to submit a user name that is already being used. We encourage you to pick a user name that is easy for you to remember, but that will be unique. Spaces are not allowed in your user name and it is **not** case sensitive.

Password Requirements

Password must be at least six (6) characters in length and include a combination of letters (abc, ABC) and numbers (123). Your password **is case sensitive**.

Email Requirements

If you receive a message that there is already a user for that email address, please refer to the **Forgot User Name or Password** section of this guide. Please do not create multiple accounts as this can cause delays in processing your application.

TIP! Be sure to write down your user name and password for future reference! You will need it throughout the application process.

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Logging In from the AT&T Careers Web Site

From the AT&T Careers Web Site (www.att.jobs), click **Job Search & Apply**, then click **Detailed Search***. There are three ways to log into your account on our employment site once you have Registered as a New User. Note: You should create a candidate profile before applying for an open position so that you can attach a resume or relevant files for your application.

Option 1:

On the Advanced Job Search page, click **Sign In** located in the top-right corner next to **My Job Cart**. You will be directed to our Privacy Agreement and must review the information and click **I Accept** before reaching the Login page. Enter your user name and password and you will be directed to the Advanced Job Search page.

Option 2:

When viewing a list of jobs, click **Apply** under a specific job description and you will be directed to our Privacy Agreement. You must review the information and click **I Accept** before reaching the Login page. Enter your user name and password and you will be directed to the beginning of the application.

Option 3:

Either on the Advanced Job Search page or once you are viewing a job description, click **My Account Options** across the top-left side of the orange banner and you will be directed to our Privacy Agreement. You must review the information and click **I Accept** before reaching the Login page. Enter your user name and password and you will be directed to your general profile; this is **not an online application for a job**.

*On the AT&T Careers home page, after clicking **Job Search and Apply**, you can click **Returning Job Seekers** on the right side if you have already created a profile.

Note: If you enter an incorrect password three times, your account will be locked. You must wait 15 minutes before trying again. Please refer to the [Forgot User Name or Password](#) section.

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Forgot User Name or Password

Forgot your user name?

1. When you click **Forgot your user name?**, you will need to provide your email address.
2. Click **Validate** and a new page will appear with your login information.
3. Write down your user name and note any capital letters and special symbols as it is case sensitive.
4. If you know your password, you can click **Back to login page** and proceed.
5. If you have also forgotten your password, click **Forgot your password?**, verify your user name and email address, and click **OK**.
6. Answer your security question and click **Confirm**. You will receive an email with instructions on how to change your password.

Forgot your password?

1. Enter your user name and click **Forgot your password?**.
2. Enter the email address that corresponds to the account you are attempting to access and click **OK**.
3. Answer your security question and click **Confirm**. You will receive an email with instructions on how to change your password.

Note: If you enter an incorrect password three times, your account will be locked. You must wait 15 minutes before trying again.

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Advanced Job Search

- Performing an advanced job search allows you to drill down for further information regarding specific jobs matching your selected criteria. When viewing a job, you can click **Back to search menu** to return to the Advanced Search page.
- You can search for a specific position by **Job Number**. The seven-digit job number can be found by clicking on the job title and locating the series of numbers after the job title but before the description.
- You can search for positions by **Keywords**. By typing either partial words, whole words, or abbreviations, your search results will retrieve jobs that include your keywords in either the job title or the job description.
- You can select multiple criteria to search for jobs by using the drop-down features to select the **Job Field** or **Location** you are interested in.
- You can also narrow your search by providing specific details about what you are looking for in a position, such as a full-time or part-time **Schedule** or **Employee Status** (regular, temporary, or limited term).

Note: You can also save your search. Review the Saving A Search section of this guide for assistance.

Adding Jobs to Job Cart

- You can save jobs you are interested in to view at a later time by clicking **Add to My Job Cart** while viewing a job description.
- You can access your job cart at any time by clicking **My Job Cart** located in the orange banner in the top-right corner.

TIP! It's always good to click clear before starting a search.

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Saving a Search

Note: You must be logged into your account to save a search. Refer to the **Logging In** section for assistance.

You can save your search criteria by clicking **Save this Search**, located on the right side near the top of your search criteria or results. You must enter a name for your search, such as Project Manager – NY, in the **Search Query Name** field and click **Save**.

You can view your saved searches by selecting the **My Jobpage** tab in the orange banner and then selecting the **My Saved Searches** tab.

View Jobs Matching Your Profile

If you have indicated preferences in your profile, such as full-time or specific job fields, you can view current jobs that match these preferences. To view jobs matching your profile, you must be on the Job Search tab and select **Jobs Matching My Profile**.

You can also indicate on your profile to be notified through email whenever a new position matching your profile is posted. The email will direct you to the Jobs Matching My Profile tab on the Advanced Job Search page. To update/change this notification selection, take the following steps:

1. On the Advanced Job Search page, click **Access my profile** located on the right side below the search criteria.
2. Click on **Personal Info** and change your selection by clicking the box labeled Send an email notification whenever a new position matching this profile is posted.
3. Click **Save and Continue**.

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Apply for a Job

Note: You must be logged into your account to apply for a job. Refer to the **Logging In** section for assistance. Upon logging in, you will need to complete a General candidate profile **BEFORE** applying for an open job. This will allow you to attach a copy of your resume , cover letter or other pertinent documents you would like included with your job application.

There are two ways to apply to a position.

1. After performing a job search, you can click **Apply** under the job title and listing and follow the instructions.
2. If you are within a job description, you can also click **Apply Online** and follow the instructions.

Note: once you click Apply, you cannot attach any documents to your job specific application. All attachments need to be contained in your General Profile. (Access my Profile)

TIPS!

- Be sure to review your application and answers to prescreen questions carefully! Once you submit your application, answers to these questions cannot be changed.
- Be sure to click **Save as Draft** if you cannot complete your application in one sitting/session.
- Be sure to use the same email address on all documents for your application.
- Complete all required fields (*) before submitting your application.

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Helpful Hints for Application Pages

- All fields marked with a red asterisk (*) are mandatory and must be filled out before you can proceed. Fields not marked with a red asterisk can be left blank.
- In the Personal Info section, you are asked to specify how you heard about the position. Depending on your selection, there might be another drop-down menu; please allow a few seconds after each entry for the next drop-down list to load. The information might already be filled out for you.
- In the Personal Info section, you must specify your country, state/province, and region in three separate drop-down menus. Please allow a few seconds after each entry for the next drop-down list to load.
- International work locations cannot be selected at this time. Please enter international work locations in the Work Experience section of your profile.
- When entering dollar amounts, only enter numbers; do not use a dollar sign.
- All questions in the Prescreen Questions and Skills section are required and must be completed.
- On the Summary screen, you can review the information you have provided and click **Edit** next to any section you would like to update. Once you have reviewed the information, you can either submit your application or save it as a draft.
- If you receive an error message, carefully read the message to determine the steps for correcting the error and refer to the Frequently Asked Questions section for additional tips.

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Request for Additional Information

If your application meets the minimum qualifications for the job, you will receive an email from AT&T Staffing requesting that additional information be provided. Please click the link in the email to access your application and provide all requested information. Any information that you provide will be recorded and maintained in a confidential file, separate from all other records. This information will not be used during consideration of your employment.

If for any reason you are not able to update/enter the requested information on your application, please send an email to attjobssupport@att.com for technical assistance. Please note that only technical questions can be addressed through this email address. When applying for AT&T jobs, information about your job application status or AT&T employment cannot be addressed through this email.

If you have applied for other AT&T jobs within a 60-day period, your application will be pre-populated with information you have already provided; you may only need to provide an e-signature and unique identifier on the Statements & Disclosures page.

On the Statements & Disclosures page you must provide an e-signature with your name and unique identifier and click **Submit**. This is required before we can proceed with your application. If you exit the document without e-signing, your application will not be considered.

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Create/Update Profile (Resume)

If you do not want to apply for a specific job, you can still create a profile (resume). Creating a profile makes it easier to apply by pre-populating your profile information into your application. It also allows us to automatically notify you when newly posted jobs match your profile.

From the AT&T Careers home page, click **Job Search and Apply**, then click **Detailed Search** on the right side to access the Advanced Job Search page. Click **Access my profile** located on the right side below the search criteria. Log into your account to proceed.

Upload Resume

To create your profile, you can upload a resume and the relevant information will be pre-populated.

1. Click **I want to upload a resume.**
2. Click **Browse...**, locate the resume, and click **Open.**
3. Click **Save and Continue** to upload and save your resume.
4. Continue through the screens by verifying the uploaded information and entering any missing information. Save your work as you proceed.
5. Complete all required fields (*).
6. When you reach the Review & Send page, ensure your information is correct and then click **Submit.**

Create a Profile (Resume)

You can also complete your profile manually.

1. Click **I do not want to upload a resume.**
2. Click **Save and Continue.**
3. Complete the information and remember to save your information. When you reach the Review & Send page, ensure your information is correct and then click **Submit.**

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Attaching Files

Note: You must be logged into your account to attach files to your profile or job application. Refer to the **Logging In** section for assistance.

You can attach your resume or cover letter in your profile or within a specific application.

1. On the Summary page of your profile or a job application, click **Edit** in the Attachments section.
2. Click **Browse...**, locate the document, and click **Open**. Please note the Attachment Requirements provided below before proceeding.
3. Enter comments in the **Comments about the file** field if you like.
4. Click **Attach**. Your attachment will be listed in the attachments section.

Attachment Requirements

- You can attach up to 5 files per account.
- Files can be updated up to 5 times in a 30-day period.
- Files can't exceed 100KB (kilobytes). You can minimize your files by removing graphics and animations.

Note: You can overwrite an existing attachment by replacing it with a file that has the same name. Overwriting documents can save space. **The new file must have the same name as the file you wish to overwrite.** If it doesn't, and you have used that resume when applying for a job, the original resume will be used. You will be prompted to confirm that you want to overwrite the existing file.

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Deleting Attached Files

Note: You must be logged into your account delete attach files. Refer to the **Logging In** section for assistance.

You can delete attachments while in your profile or within a specific application.

1. On the Summary page of your profile or a job application, click **Edit** In the Attachments section.
2. Your attachments are listed at the bottom. Click **Delete** under Actions in the row of the attachment you wish to delete
3. You will be prompted to confirm that you wish to delete the attachment. Click **Yes** to delete it or click **No** to return to the list of attachments.

Note: If you have used an attachment when applying for a job, and then delete the attachment using the above steps, it will be deleted from your job application. **Do not** delete attachments used in job applications. You can overwrite an existing attachment by replacing it with a file. **The new file must have the same name as the file you wish to overwrite.**

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Saving Your Work

Each page of the application or profile must be completed within sixty (60) minutes. If you do not click **Save and Continue** at the top or bottom of each page within sixty (60) minutes, your information will not be saved. You will need to log back in and re-enter it.

When entering your information the first time, you can click **Quit** and your information will not be saved. You can also click **Finish Later** to save your information.

Note: While on the Advanced Job Search page, you can click on the **My Jobpage** tab, then click **My Submissions** to view a list of any jobs you have applied for and submitted as well as those applications that are in draft form.

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Helpful Hints for Your Profile

Following are some helpful hints for creating and working in your profile.

- All fields marked with a red asterisk (*) are mandatory and must be filled out before you can proceed. Fields not marked with a red asterisk can be left blank. Please read the instructions on each page before proceeding.
- A light red error box will appear at the top of the page to advise you of required information that is missing.
- In the Personal Info section, you must specify your country, state/province, and region in three separate drop-down menus. Please allow a few seconds after each entry for the next drop-down list to load.
- International work locations cannot be selected at this time. Please enter international work locations in the Work Experience section of your profile.
- In the OLF (Employment Preferences) section, you must select at least one value in the Job Field drop-down list even though there is no red asterisk (*). To save a selection, you must select **Add to List**.
- You must click **Submit** for your profile to be submitted.
- Do not use the Back button on your internet browser. Instead use the navigation options available on the page.

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Change User Name, Password, or Email Address

Note: You must be logged into your account to change your user name or password. Refer to the **Logging In** section for assistance.

1. Click **My Account Options** in the orange banner at the top of the page .
2. Click **Edit** next to **Login Information**.
3. Change your user name, password, or security question. Please note that changing your user name will not force you to change your password or security question. You can change one, two, or all three of these at once, if you wish.
4. Change your **email address** by clicking **Edit** next to **Personal Information**
5. Click **Save**.

Note: You can also edit your Personal Information or Correspondence settings from My Account Options.

TIP! If you change your email address, please be sure to update your **Account Information** and **General Profile** with the new address or you may miss important communications from us.

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Change/Stop Notification Options

Note: You must be logged into your account to change/stop your notification options. Refer to the **Logging In** section for assistance.

AT&T's job application system allows you to indicate if you want to be notified by us through email about jobs that match your profile or interests. You can turn this option on or off at any time.

1. Click **My Account Options** in the orange banner at the top of the page .
2. Click **Edit** next to **Correspondence**.
3. Edit your correspondence preferences by clicking the appropriate boxes.
4. Click **Save**.

Note: You can also edit your Personal Information or Login Information from My Account Options.

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Email Notification Settings

When you apply for a job at AT&T, our primary way of communicating with you is by email. You will receive an acknowledgement from AT&T each time you apply and might receive requests for additional information. Please be sure your email address is current on your account. Please also check your spam filter to ensure that your emails are not misdirected.

The following are some of the email notifications you may receive while we are reviewing your application.

- Resume Acknowledged
- Request for Additional Information
- Not Qualified
- Invitation to AT&T Pre-Employment Testing
- Scheduled for AT&T Pre-Employment Testing
- AT&T Testing Exemption
- Not Qualified on Testing
- Testing Status Update
- Withdrawn
- Not Considering You at this Time
- Met Minimum Qualifications
- Invitation to Apply
- Resume Forwarded to Hiring Manger
- Awaiting Final Decision
- Not Selected

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Please ensure that you have enabled both JavaScript and pop-ups while using this site. If you have any questions, please consult the documentation for your web browser. Please review the following information for optimal viewing of this site.

Operating System	Maximum Performance	Limited Performance	Highly Limited Performance	Not Supported
Windows 7	<ul style="list-style-type: none"> • IE 6.0 or higher • Netscape 7x • Firefox 1.0 or higher • AOL 7 			<ul style="list-style-type: none"> • Google Chrome
Windows XP	<ul style="list-style-type: none"> • IE 6.0 or higher • Netscape 7x • Firefox 1.0 or higher • AOL 7 	<ul style="list-style-type: none"> • Netscape 7.x 	<ul style="list-style-type: none"> • AO 6.0, 8.0, or 7.0 • Safari 1.x • Opera 9.0 	<ul style="list-style-type: none"> • Google Chrome • IE 5.5 or lower
Windows 2000		<ul style="list-style-type: none"> • IE 7.0, 6.0, or 5.5 	<ul style="list-style-type: none"> • IE 5.0 • AOL 9.0, 8.0, or 7.0 • Netscape 7.x • Firefox 1.0 or 1.5 	<ul style="list-style-type: none"> • Safari 1.x
Windows NT4 Windows ME Windows 98			<ul style="list-style-type: none"> • IE 7.0, 6.0, 5.5, or 5.0 • AOL 9.0, 8.0, or 7.0 • Netscape 7.x • Firefox 1.0 or 1.5 	<ul style="list-style-type: none"> • Safari 1.x
Windows 95			<ul style="list-style-type: none"> • IE 7.0, 6.0, 5.5, or 5.0 • Netscape 7.x • Firefox 1.0 or 1.5 	<ul style="list-style-type: none"> • Safari 1.x • AOL 9.0 or 8.0
Windows Vista			<ul style="list-style-type: none"> • IE 7.0, 6.0, 5.5, or 5.0 • AOL 9.0, 8.0, or 7.0 • Netscape 7.x • Firefox 1.0 or 1.5 	
Mac OS 9.X and X			<ul style="list-style-type: none"> • Netscape 7.x • Firefox 1.0 or 1.5 • Safari 1.x 	<ul style="list-style-type: none"> • IE All versions • AOL All versions

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Application Status

While on the Advanced Job Search page, you can click on the **My Jobpage** tab, then click **My Submissions** to view a list of jobs you have applied for and submitted as well as those applications that are in draft form or are withdrawn. Submissions are listed in groups based on their status. For each listing, the following information is provided:

- Job title and status (full-time, part-time)
- Location, city, and state
- Job number
- Job status
- Status of the submission with options, depending on the status, to finish the draft submission, view the submission, withdraw it, or view email messages related to the submission; click on the Submission Status title to see details of your submission

Unknown Application Submission

On the **My Jobpage** tab, **My Submissions** page you might find a position listed under **Completed Submissions** for which you did not apply. This can occur if you have been matched to a job by a recruiter who is interested in reviewing your general profile for a particular position.

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Frequently Asked Questions

Q: Do I have to create a profile and/or attach my resume?

A: It isn't mandatory that you create a profile or attach a resume. However, you will not be able to attach any related documents such as a resume or cover letter if you do not create a Candidate Profile. We highly recommend you create a candidate profile before applying for open jobs.

Q: Can I copy/paste my resume information into my Account Profile?

A: Yes.

Q: Can I delete my account or profile?

A: At this time you cannot delete or remove your account.

Q: What does OLF mean on my profile page?

A: OLF refers to the User Preferences section of your profile.

Q: Why must I apply for jobs individually?

A: If you have created a profile, much of your information will be pre-populated. However, the pre-screening questions and skills are specific to each job opening.

Q: Can I apply in person, using a paper application?

A: AT&T can no longer accept in person, paper, or faxed employment applications or resumes. Our online ATT.JOBS site and employment application system is easier, faster, and allows us to notify you when we have jobs that match your interests.

Q: What happens if I do not enter my social security number or enter the unique identifier on my application?

A: Your application might not be considered. We must have your social security number to confirm your identity and cannot proceed without your e-signature verifying your application is true and complete.

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Frequently Asked Questions - Continued

Q: Why am I being notified about jobs I didn't indicate as an interest in my profile?

A: If you applied for a job that was available in multiple locations, including the one in your Employment Preferences, you may be notified of jobs in those additional locations.

Q: Why do I need to enter my Social Security Number and how do I know this site is secure?

A: Our Staffing Dept needs your SSN information to check re-hire and/or testing eligibility.

Q: How do I remove previous job applications from the My Submission page?

A: At this time, it is not possible to remove previously submitted applications.

Q: How do I contact the Human Resources department?

A: There is no one contact for the Human Resources department. The best way to contact us is to apply for one of the many exciting jobs we have on our ATT.JOBS site and by completing a personal profile and/or uploading a copy of your resume.

Q: How do I change my email address?

A: If you have already created an account, you can log in to your account and click **Account Options** to change your email address. Refer to the Change User Name, Password, or Email section for further instruction.

Q: Can I have more than one email address?

A: Your account should only have ONE email address.

Q: Where/Who can I call for assistance with my application?

A: For Technical Assistance with your account or application **only**, you can send an email to attjobssupport@att.com. Please note that only technical questions can be addressed through this email address. When applying for AT&T jobs, information about your job application status or AT&T employment cannot be addressed through this email.