

# CAREERS

## Frequently Asked Questions



Question	Answer
<b>What are the minimum web browser requirements for accessing JM Family's Career Page?</b>	Candidates may use any web browser.
<b>How many versions of my resume am I able to upload?</b>	You may have up to three resumes in your profile.
<b>I have three resume attachments in my profile. How do I edit, add or delete the <i>attachments</i>?</b>	<p>There is no function for applicants to edit or delete the <i>attachments</i> in their profile.</p> <p>You may however edit the text in your profile. Click on "Edit Your Profile" and type over the text you would like to change within the text box. You may also edit your personal information. Click "Next" to save the edits.</p>
<b>Why didn't I receive an e-mail when I clicked "Can't remember your password."?</b>	<p>Make sure your e-mail address is typed correctly and check your spam and/or junk folders for any missed messages.</p> <p>If you recently switched e-mail addresses, log in with your former email address and password and update your profile with your new email address.</p> <p>If you forgot your password and don't have access to your old email account, please create a new profile with your new e-mail address.</p>
<b>How come I am unable to create a profile?</b>	<p>If you are unable to create a profile, the screen will alert you of the error at the top of the page.</p> <p>Often times your record already exists in the system or there is missing information. If you think your e-mail is already in the system, try clicking on "Can't remember your password."</p>
<b>I'm getting an error message regarding my zip code, but I know I'm using the correct number. What could be wrong?</b>	You must select your country from the list prior to entering your zip code.
<b>I submitted a resume prior to January 1, 2011, but now it won't let me back in the system.</b>	JM Family started using a new recruiting system on January 1, 2011, that did not convert the old system's data. If you submitted your last resume/application prior to that date, please setup a new profile in our new system. We are sorry for the inconvenience and thank you for your patience.