



## **Amgen Career Site Frequently Asked Questions (FAQs)**

This guide will assist you in navigating the Amgen career site and address the most frequently asked questions.

### **Logging in to your Candidate Account**

#### **❖ How do I create a candidate account?**

- ✓ When applying to a position at Amgen you will be required to create an account on our careers site.
  1. Please note – as you start the application process, the first prompt will ask you to join our Talent Community. This feature is optional and if you choose to sign up for it, we will send you jobs relevant to your skills or jobs similar to what you have previously applied to. You have the option to opt out by choosing “No thanks, continue to apply” at the bottom of this page.
  2. The next step will bring you to candidate login page where you can choose “Create Account” option. Complete each step until your candidate account is created, and you have submitted your application.

#### **❖ How do I return to my candidate account?**

- ✓ Select “Returning Applicant” in the upper right corner of the career site. You can also find a link to log into your candidate account within the “Join Our Talent Community” drop down options.

#### **❖ How do I unlock my candidate account/reset my password?**

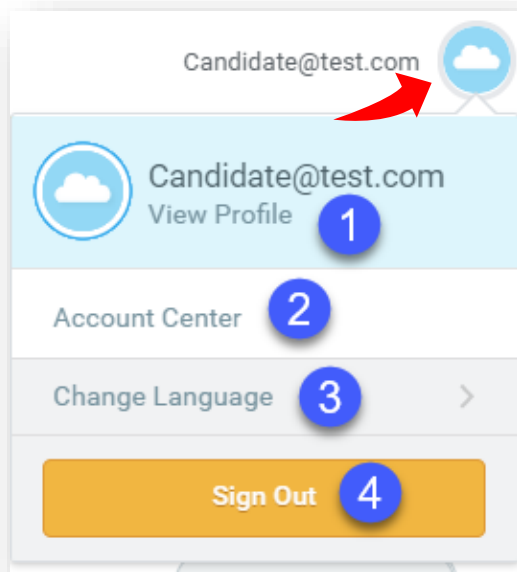
- ✓ When applying to positions at Amgen you will be required to create an account on our careers site. Our system automatically locks a candidate’s account for 30 minutes after 5 unsuccessful sign-in attempts\*.
  1. Please click “Forgot Password?” to request a one-time use link for resetting your password. You will need to enter your email you have used to create candidate account with and hit “Submit”.
  2. You will receive an email to the email address you have created your candidate account with. Please be sure to check your spam/junk mail. The email will contain a link that will redirect you back to our site to enter your new password, and you will then be logged in.

\*Our system limits candidates to 5 password reset requests in a 24-hour period. If you have exceeded that limit, please wait 24 hours and try again.

- ❖ If I am an employee do I still apply via the job requisition on the career site?
  - ✓ You can apply either from Amgen career site or directly from MyHR. When applying from Amgen career site, look for “Current Amgen Employees click here” link on the Job Search page. This link will redirect you to MyHR where you need to complete your application.

### **Navigating your Candidate Account**

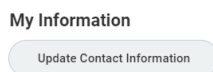
**Account Menu:** On the upper right-hand corner you will see your email address followed by the image of a cloud. When you click on the cloud, it will present a menu of options to help you navigate your account.



1. View Profile – Your profile is essentially your candidate account dashboard. It includes:
  - ✓ Submitted Applications
  - ✓ Application Status’
  - ✓ Update Contact Information
  - ✓ Search for Jobs
  - ✓ A list of Similar Jobs (based on past applications)
2. Account Center – This is where you can change/correct your email address.
3. Change Language – This is where you can update the account language to translate to any of the available option. (Portuguese, French, Chinese, German, Spanish)
4. Sign Out – This is how you log out of your account.

- ❖ Why do I keep receiving errors during my application process?
  - ✓ Here are a couple of tips on how to avoid application errors:
    1. Use the following browsers for applying: Google Chrome (Preferred), Internet Explorer 9+, Firefox, and Safari. Always use the most updated version of that browser.
    2. Clear your cache, close all open browsers and then try again. Please refer to your browser instructions on how to clear cache.
    3. Ensure the position is still available on the website to apply to.

- ❖ **Can I correct/edit/add my resume/CV or any other document to my already submitted application?**
  - ✓ You are not able to update/change/edit your resume once your application has been submitted. Amgen compliance requires that once a resume is submitted with an application, it must be considered as the final submission for that job requisition. For this reason, please take care in reviewing your full application and attachments prior to submittal. You will be given the option to upload a new document with any subsequent application.
  
- ❖ **Can I upload more than one document to my application?**
  - ✓ Yes, you can upload multiple documents. Be sure your file type meets the following criteria: DOC, DOCX, HTML, PDF, or TXT file types (5MB max). The initial “Quick Apply” screen is for uploading your resume ONLY. This will enable our systems to scrape your resume for information and pre-populate your data, thus allowing for a more efficient application process for you. You will have another opportunity on the “My Experience” page to upload other types of documents.
  
- ❖ **Can I check my application status?**
  - ✓ Yes, you can review your application status for each of the requisitions you’ve applied to. Please log into your candidate account.
    1. Click on the image of the cloud on the upper right-hand corner.
    2. Click on “View Profile”.
    3. Under “My applications” you will see each requisition you applied to and what your current application status is.
  
- ❖ **How do I update my contact information?**
  - ✓ If you would like to correct your contact information, please log into your candidate account.
    1. Click on the image of the cloud on the upper right-hand corner.
    2. Click on “View Profile”.
    3. On this page you will see a gray box named “**Update Contact Information**” at the right-hand side of the screen. You may enter your contact information here.



❖ **How do I update my email address if it has changed?**

- ✓ If you would like to change your email address, you can do it directly in your candidate account. Please note, you will get an error if you attempt to change your email to an email that is in use by another account.
  1. Log into your candidate account.
  2. Click on the image of the cloud on the upper right of the page.
  3. Click on “Account Center”.
  4. Enter in your new email address in the “New Email” field.
  5. Go to your email account to confirm the change. You will receive two alert emails from [amgen@myworkday.com](mailto:amgen@myworkday.com). One will ask you to confirm the change by clicking on the link within the email.
  6. You will be directed back to your account where you will be prompted to enter your password to confirm the change.

**Other Questions**

❖ **How do I get my past/current employment and/or income with Amgen verified? (For US/PR Only)**

- ✓ For Verification of Employment please contact: The Work Number at +1-800-367-5690.  
**User ID: SSN PIN Scheme: MMDDYYYY** of birth
- ✓ Please contact HR connect in case of specific problems or issues:  
Phone #: +1 805-447-1111 Email: [HRconnectTO@amgen.com](mailto:HRconnectTO@amgen.com)

❖ **How can I get more information about an Internship and/or position not posted on the career site?**

- ✓ All open and actively recruited positions are posted on the career site. Only those who apply will be considered, so please apply to all positions you are interested in. If you are looking for a job that is currently not on the career site, consider making a Talent Community profile on our site to be alerted when new jobs become available. We will not accept resumes via our Talent inbox.

❖ **What can I do if I have a disability and require accommodations to apply for a job?**

- ✓ Amgen provides reasonable accommodation in job application procedures for qualified individuals with disabilities and disabled veterans. If you have a disability that inhibits your ability to apply for a position through our online application process, you may use the alternative methods described below to contact us about your interest in Amgen.

By Email: [talentacquisitioninquiries@amgen.com](mailto:talentacquisitioninquiries@amgen.com)

By Mail: Amgen Inc.

Talent Acquisition  
One Amgen Center Drive  
Thousand Oaks, CA 91320