

## **FAQs – General**

### **What browsers and versions does this career page support?**

<b>Browsers</b>	<b>Supported Versions</b>
Internet Explorer	6.0 and 7.0
Netscape Navigator	7.x
AOL	9 and above
Firefox	1.0

### **How do I apply for a job at an MMC company?**

You can apply by visiting the MMC online career page for a complete list of all job openings at all the MMC companies. You can search and apply for specific job opportunities or submit a general candidate profile.

During the application process, please note that your information is saved and sent on a page per page basis every time you click Save or Continue at the bottom of a page.

### **What can I do if I am not interested in a specific job but I would still like to submit my resume/CV?**

You may use the "Access My Profile" option to the right of the job list to create a general Candidate Profile. You will be asked to create a user profile/account that will be secured by a username and password of your choice. When completing the profile, you will be asked to enter your resume/CV and answer some general questions. It is highly recommended that, before beginning to apply for jobs, you complete the candidate profile, as this helps recruiters match your qualifications to any job opportunities we may have in the future. You may also choose to be notified via email of current and future available openings that match your profile

### **What happens to my profile once I have applied?**

If you have applied to a specific job, your profile will be reviewed against the qualifications for the positions and you may be contacted to discuss your interest and next steps.

### **How do I update my application?**

To update a job-specific application, login and update information as necessary. If a position has already been filled or is no longer available, you will not be able to make changes to your application.

### **How do I update my candidate profile?**

To update your general profile, login and make changes. These changes will be applied to future job-specific applications, but will not appear on prior applications.

### How do I attach a file?

You can attach a file by clicking the "Browse" button and selecting the file you wish to attach. Once you've selected the file, click "Open" and then "attach." You may attach up to 3 files of 200 MB.

#### Attachments


Mandatory fields are marked with an asterisk.\*

**\*Attachments**

You can attach files to the candidate record (e.g.: cover letter, resume, references, transcripts, etc.). Once a file is attached, you can overwrite it by attaching a file with exactly the same name and extension.

Select the file to attach

Comments about the file



The attachment will be scanned to ensure it does not contain any viruses.

### How can I delete a file that I have attached?

To delete an attached file, click on the "Delete" button located to the right of the attachment.

This section displays basic information regarding the files attached to the candidate record. You can delete some or all the files.

File Name	Date	Comments	
Resume.pdf	7/11/08		<input type="button" value="Delete"/>

### How do I update an attached file?

To update an attached file, you may attach another file with the exact same name as the file you would like to update. The system will replace the old file with the new file.

### I no longer want to receive email updates on job opportunities. What should I do?

To stop receiving job opportunity emails, log into your candidate profile and update your email preferences under Account Options by changing the option below to "No."

Send me an email notification whenever a new position matching my profile is posted (job posting notification).

### How can I have my candidate file deleted from your system?

To delete your personal information from the database, please send an email to [database.delete@mmc.com](mailto:database.delete@mmc.com) and type "Delete from Database" in the subject line of your email message. Only messages sent in this manner will be acted upon in a reasonable timeframe; *no confirmation will be sent and no other email inquiries will receive a response.*

### I did not complete my job application, but I still received an acknowledgement. Why?

Your application is acknowledged when you have reached or completed a specific page. You can continue to add information to your application if the job is still posted, but you will not receive another acknowledgement.

**I have received a job posting notification, but the link tells me that the job is no longer available. What should I do?**

The job may have been filled or the recruiter chose to post the job for only a short period of time. You may want to go back to the MMC Careers page to verify that the position is no longer posted.

**I was applying for a position and I got an error message. What should I do?**

If you received a system error or an error uploading an attachment, please close the window and try again in a few minutes. If you are having difficulty uploading an attachment, please verify that your browser is supported (see supported browser list above).

**What is EEO and what is the Diversity section on the application?**

The Diversity page captures an applicant's EEO information for the U.S. or diversity information for the U.K. The information you provide will be used solely for reporting and statistical analysis required by the government. Although MMC would greatly appreciate your voluntary cooperation, refusal to complete this form will not subject you to adverse treatment or in any way affect any employment decisions made by MMC regarding your employment. If you choose not to self-identify, your gender and race/ethnicity will be recorded by a company representative based on visual observation.

**I am unable to modify the Diversity information on a job specific application. What should I do?**

It may be normal that you are unable to update Diversity information for a specific job application. Certain actions taken by recruiters while reviewing your application may make the Diversity page unavailable. If needed, recruiters may contact candidates by email to invite them voluntarily to provide any information missing in the Diversity page.

**I was referred. How can I add or modify the information provided by my referrer?**

You may receive correspondence to choose a password and will be allowed to access the career section once to add or modify the information in your candidate profile.

You can access your candidate profile by visiting the online career website of the company where you were referred. If it was a job specific referral, select the job or click "Candidate Profiler." Then, use the returning user login screen. Your username is the email address provided by the referrer and you must click "Forgot Your Password?" to receive email instructions on how to obtain a password.