

## Frequently Asked Questions

### Password Help

**Q: Is it possible to have multiple identities or more than one email address in DOE Jobs ON-LINE?**

**A:** No. You are identified in DOE Jobs ON-LINE by your Social Security Number, your DOE Jobs ON-LINE user ID#, and your password which you entered in the registration process. DOE Jobs ON-LINE will not allow you to create more than one account using the same email address or Social Security Number.

**Q: What if I submit false information?**

**A:** DOE Jobs ON-LINE is a Federal job application system. Providing false information, creating fake IDs, or failing to answer all questions truthfully and completely may be grounds for not hiring, for disbarment from Federal employment, or for dismissal after you begin work. Falsifying a Federal job application, attempting to violate the privacy of others, or attempting to compromise the operation of this system may be punishable by fine or imprisonment (see US Code, Title 18, section 1001.)

**Q: I'm uncomfortable using my Social Security Number. Is there any way I can fill out an application without it?**

**A:** Your Social Security Number is one of the few reliable means government agencies have of distinguishing one applicant from another. Many applicants have the same name, may have changed their mailing address, and may even have the same birthdates. Your Social Security Number is the identifier suggested for use by the Office of Personnel Management for Federal job applications, and is the only way we can definitively differentiate between applicants. In addition, DOE Jobs ON-LINE is a secure, encrypted website and your Social Security Number cannot be accessed by anyone who is not directly involved in the hiring process.

**Q: This is the first time I have ever registered in DOE Jobs ON-LINE and the system is telling me that someone already registered with my Social Security Number. How could this be?**

**A:** No one else is using your Social Security Number. You may have logged out of DOE Jobs ON-LINE before you finished registering. Login to DOE Jobs ON-LINE as a registered user, select "Edit Personal Information" and press "Next." You can then complete the registration process.

**Q: I don't understand why the system won't let me in.**

**A:** Please review the procedures for logging into DOE Jobs ON-LINE. You must be a registered user of DOE Jobs ON-LINE before you can apply for DOE-RL/ORP jobs. In addition, when asked for a password, choose one that is at least 5 characters long and type it twice, **making sure** you use the same lower or upper case both times.

**Q: I tried to login using my email address and it doesn't work.**

**A:** Try using your DOE Jobs ON-LINE ID# that you received from the system when you first registered in DOE Jobs ON-LINE. If you don't have it, you can use your email address, but you **must use the same case** you used when you originally typed it into DOE Jobs ON-LINE. For example, if you originally typed your email address using all capital letters, you must use all capitals when trying to login. It is often easier to use your DOE Jobs ON-LINE ID# instead because it is a number and isn't case-sensitive.

**Q: I KNOW I put in the right password, and it doesn't work.**

**A:** Please review the passwords Help. Remember that passwords are case-sensitive and must be typed the same way each time.

**Q: I forgot my password!**

**A:** Please refer to the "Forgotten passwords" procedures to receive a new password.

**Q: Why did you make this system so difficult to use? It should be more user friendly!**

**A:** In general, the biggest problems our applicants have are logging into the system with their ID and remembering passwords. Once these problems are resolved the rest of the application process is typically easy and user friendly. DOE Jobs ON-LINE has a very high level of security designed to protect your private information from unauthorized people. If the login process was less complex, the system wouldn't be as secure and there would be a risk of unauthorized access of your data.