



RECRUITMENT SYSTEM FAQ

Purpose

The purpose of this guide is to answer frequently asked questions regarding the Recruitment System.

Frequently Asked Questions

1. Where can I find information on QatarEnergy's Recruitment Process?

Guidance on our recruitment processes can be found under Careers >> Recruitment Process.

2. I am a QatarEnergy's employee and wish to submit an application for a vacant position using the career portal

QatarEnergy employees cannot register nor apply to a position using the career portal. They must follow the internal transfer process.

3. Can an ex- QatarEnergy employee submit an application?

Yes, however a registration will be required, and all profile information will need to be created in line with the external application process. Please note that the former staff ID will be required.

4. I work for a QatarEnergy subsidiary and wish to apply for a vacant position using the career portal

Employees from a QatarEnergy subsidiary can submit applications through the career portal.

5. I am a fresh Qatari graduate with no experience and wish to submit an application for a vacant position using the career portal

Qatari graduates can submit applications through the career portal. Check the "User Guide for External Applicants" available under the "HELP" category in the career portal.



RECRUITMENT SYSTEM FAQ

6. I am unable to view the pages in Arabic

The system does not support Arabic, applications should be made in English.

7. Do I need a valid email address to register?

Yes, a valid email address is necessary to validate your registration, receive responses to your applications, reset your password and access your profile.

8. Why do I need to verify my email address?

This is a once off validation to ensure we have an accurate email address so that we can send out application-related communications to you. Upon receipt of the verification notification, click on the link included in the message to confirm. You won't be able to access your profile until you complete this action.

9. How long does it take to register in the system?

Registration should not take more than 20 minutes.

10. My email address is already registered and cannot be used for a new registration

In such instances a new registration is not required. Click on "Forgot your password?" link on the logon page, enter the email address and click on "Request Password". A notification will be sent with a new password together with your existing username. Log in the system and change your new password when prompted to do so.

11. What to do when I experience technical issues during registration?

Take a screen shot showing the error and/or provide a detailed description of the issue and email it to RecruitmentSupport@QatarEnergy.qa.

12. How do I delete my registration?



RECRUITMENT SYSTEM FAQ

In the “Candidate Profile” page, go to 'Delete Registration' section. You will receive an email confirming the cancellation of your registration.

13. How do I logoff from the application?

The “logoff” button is located on the top right side of the application screen. Click it to close the session and exit the application. A message will be displayed to confirm you have successfully logged off.

14. How do I change my password?

In the “Overview” page of your profile, go to "Do you want to change your password?" section, enter the old and new passwords and save your entries. The new password will be effective on your next logon.

15. How do I reset my password?

Click "Forgot your password?" in the logon pad, enter the email address used for your registration and click "Request Password". You will receive an email containing your username and new password. Log in the system and change your new password when prompted to do so.

16. How do I change my username?

This can be done on the profile page.

17. How do I change my e-mail address?

Logon to your profile, go to “Personal Data” and replace the old email address with the new one under “Communications Data”.

18. My username / account is locked, what should I do ?

You need to unlock your profile, by resetting your password. Click "Forgot your password?" in the logon pad, enter the email address used for your registration and click "Request Password". You will receive an email containing your username and new password. Log in the system and change your new password when prompted to do so.



RECRUITMENT SYSTEM FAQ

19. I get an error message, "you do not have the required authorization to use this application"

This may be related to session cookies. Refresh the page or logoff and logon again to restart the application.

20. What to do if I am unable to logon due to a technical error?

Delete the cookies in your browser, refresh the page and try to login again. Using an alternative browser such as MS Internet Explorer or Google Chrome may also resolve the issue. You can also contact our technical support team at RecruitmentSupport@QatarEnergy.qa.

21. Can I view my profile details?

Yes, the information is available in PDF format. Use Adobe Reader if your browser cannot read the file.

22. How do I add attachments to my profile?

Logon to your candidate profile, click the "Attachments" tab and then click "add" to upload your most recent CV and other supporting documents.

23. How do I create my personal settings?

On the "personal settings" page you can change the date Format, decimal notation, and the preferred display format of your profile overview (HTML or PDF). The preferred language for correspondence with our recruitment team should be set to English.

24. Why is it important to release my profile?

This provides us with the necessary permission to add your CV to our global talent pool, which enables our recruitment team to contact you with suitable opportunities.

25. What to do if I am unable to access my profile due to an incorrect login or too many failed logon attempts.



RECRUITMENT SYSTEM FAQ

Reset your password by following the procedure described in FAQ 7 or unlock your account using the procedure described in FAQ 8.

26. How do I make my profile visible to all recruiters?

The profile's release places your CV in our talent pool, which enables our recruitment team to contact you with suitable vacancies. It can be activated/deactivated at any stage. From the profile page, go to the "Overview and Release" section, click on "Change Profile Status". Check the box to release your profile and save your selection.

27. How can I be sent career opportunities via email?

Set up a 'job agent' based on your preferred criteria and frequency. This can be done on the "Overview page".

28. How do I set up job alerts?

Under "Employment Opportunities" on your profile page, go to "Job agents" and click "Add", click on "preferred functional area" and click on "Save as Job Agent". Enter a unique title for your job agent, select the frequency and ensure that the "Active" option is checked, then save your entries. On the "Job Agents" page, check the box to be notified by email and save your selection.

29. Where can I find the reference number of the position I am applying for?

Reference numbers or publication ID of positions are usually displayed in the job advertisement. Click on the job title to display the job description in PDF format. Use Adobe Reader if your browser cannot read the file.

30. I have come upon a job offer on the internet but cannot find it in the system?

All the job opportunities at Qatar Petroleum are listed on our career portal. Unfortunately, many fake ads are posted on the internet and social media.

There are also fraudulent job offers sent by email. Follow the guiding principles provided on our website.



RECRUITMENT SYSTEM FAQ

31. The system timed out whilst completing an application, do I have to start all over again?

The system will time out after 30mins of inactivity. However, your application process will be stored under “My Applications” on your profile under “Employment Opportunities”. Select the required entry and click “Continue” to return to the application wizard and complete your application.

32. I tried to submit an application during the weekend but the system was not accessible

This may be down due to system maintenance activities. Try again later.

33. Can I submit an application by post or email?

All applications should be submitted online using our career portal. We do not accept paper applications.

34. Can I apply for the same position more than once?

Only one application is permitted for each position advertised. The system will notify you if an application has already been submitted. The application history can be viewed on your profile under “Employment Opportunities”.

35. What to do if I am unable to upload my CV?

There is a limit of 10MB per document uploaded. If the document doesn't exceed that limit, contact our technical support team at RecruitmentSupport@QatarEnergy.qa. If files exceed the limit, upload the most important document first i.e. CV, this can also be replaced if out of date when submitting a new application.

36. I have registered my CV but my profile is not released.

The profile's release places your CV in our talent pool, which enables our recruitment team to contact you with suitable vacancies. It can be activated/deactivated at any stage. , From your profile page, go to the "Overview and Release" section, and check the related box.



RECRUITMENT SYSTEM FAQ

37. What to do when I get a pop-up blocker message?

Disable the pop-up blocker in your web browser to proceed.

38. How do I save my data?

The system will automatically save certain entries, for example on the profile page. For other entries, click on the save button when available to prevent data loss.

39. How can I cancel my application?

You can withdraw an application by going to "Employment Opportunities", under "Applications", select the required application and click "Withdraw/delete". The status of the application will change from "In Progress" to "Withdrawn".

40. Will I receive updates regarding my application?

Our recruitment team will send you information about your application in due time. You can also monitor the changes to the application status on the "Overview" page. You can consider the application unsuccessful if you have not heard from us for more than 90 days following your submission.

41. My application was not acknowledged, were the details submitted successfully?

Once an application has been submitted successfully, the application status will change from "draft" to "In process". This information is available on your profile under "Employment Opportunities" and then My Applications. You will also receive a confirmation email in case of a successful submission. Check your junk mail box too if you don't find the message in your inbox.

42. I submit an application but receive a notification that the "publication is not released"

This may occur when a publication was previously saved in your favorites and is no longer active or has been withdrawn. Log an enquiry using our technical support link to investigate and provide feedback. Please include the job title and publication reference code in your request.



RECRUITMENT SYSTEM FAQ

43. My application status reads "Not Selected". How do I obtain more details?

Application status "Not Selected" means that unfortunately you have not been selected for the position. This is usually followed by a confirmation letter from our recruitment team. We receive high volumes of applications and may not be able to provide feedback on the selection criteria. Do browse our career site occasionally for other suitable vacancies.

44. Can I remove my Status Unsuccessful applications from my account?

No, this feature will be implemented in the future.

45. How do I get information on QatarEnergy's data protection policy?

From the profile page, go to "Overview and Release", then click on "Data Privacy".

46. Who has access to my data after registration?

Data privacy is important to us and once your data is released it is only accessible by our recruitment team. Please refer to our data privacy policy on how we handle your information.

47. Do you provide information about supported browsers?

Our career portal is accessible from a number of browsers. Please view our list of supported browsers below

Browser	Version	Operating System
Microsoft Internet Explorer	IE 8	ALL
	IE 9	ALL
	IE 10	ALL
	IE 11	ALL
	MS Edge	ALL
Apple Safari	Apple Safari 7.0	Mac OS 10.9
	Apple Safari 8.0	Mac OS 10.10
	Apple Safari OS X	Mac OS 10.11



قطر للطاقة
QatarEnergy

RECRUITMENT SYSTEM FAQ

Google Chrome	Release Cycle	OS X 10.11 (EL CAPITAN)
		WINDOWS 10 32-BIT
		WINDOWS 8 32-BIT
		WINDOWS 10 64-BIT
		WINDOWS 7 32-BIT
		WINDOWS 8 64-BIT
		WINDOWS 8 32-BIT
		WINDOWS 7 64-BIT
Mozilla Firefox	Extended Support Release Cycle	WINDOWS 10 64-BIT
		WIN VISTA 32-BIT
		WINDOWS 10 32-BIT
		WINDOWS 8 64-BIT
		WINDOWS 7 32-BIT
		OS X 10.11 (EL CAPITAN)
		OS X 10.10 (YOSEMITE)
		WIN VISTA 64-BIT
WINDOWS 8 32-BIT		
WINDOWS 7 64-BIT		

48. Can graduates (Qatari's) with no Work Experience apply for a Job at QatarEnergy?

Qatari's with no work experience can apply through the career portal for positions they are interested in that matches their qualifications.