



# ONBOARDING SYSTEM FAQ

## Purpose

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

### 1: Where do I log in to QatarEnergy Onboarding Portal?

You should have received an email with your login credentials and an appropriate link.

If you cannot locate the email, please contact our support team at [Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa) and we will assist you to obtain the exact Web address.

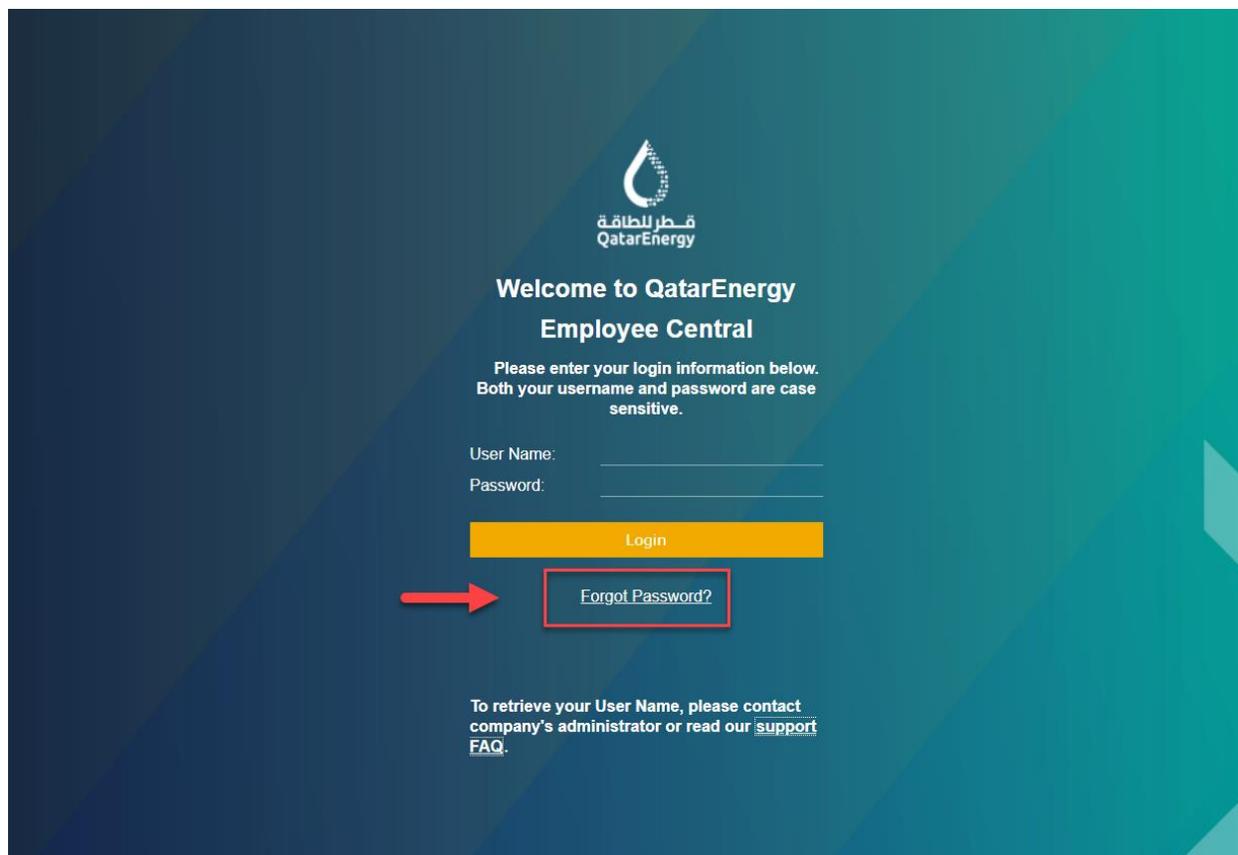
### 2: I can't remember my username. How can I retrieve it?

You should have received an email with your login credentials when you were first granted access to the system. If you have forgotten your username, please email our support team at: [Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa) for help.

### 3: I can't remember my password. How can I retrieve or reset it?

You can regain access to QatarEnergy Employee Central Portal by clicking the "Forgot Password" link on the login page. You will be able to either retrieve or reset your password, as per our QatarEnergy's password policy. If you don't know where to log in, please email our support team at: [Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa)

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## 4. Who at QatarEnergy's designated Support Contact Administrator?

Please email our support team at: [Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa)

## 5: I used the Forgot Password feature, and the web page says that it sent me an email, but I never received it.

There are several reasons why you might not have received an email:

- The email may be caught in your spam folder. Please check it to see if you've received the email.
- You may have entered your username or email address incorrectly. Please check the spelling and try again.
- You may have entered an email address that we don't have on record or that we haven't associated with your account. Every QATARENERGY Onboarding Portal



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account has only one primary email address associated with it. If you have multiple email addresses, please try a different one.

- In some cases, for technical or security reasons, we cannot confirm your identity and authorization to access the system.

If the problem persists, email our support team at: [Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa)

## 6: I'm locked out of my account. Can you help me?

To reset a locked account, please email our support team at:  
[Recruitmentsupport@qatarenergy.qa](mailto:Recruitmentsupport@qatarenergy.qa)

## 7: Why can't I have access to the Portal?

The access to the Portal shall be provided after 24 hours from accessing the Onboarding Portal and completing the paper work activity.

## 8 : 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](mailto:Recruitmentsupport@qatarenergy.qa)

## 9: I tried to submit an application during the weekend but the system was not accessible.

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

## 10: How do I get information on QatarEnergy's data protection policy?

From the personal data panel, go to "Overview and Release", then click on "Data Privacy". You can also click on this link:

## 11: 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 authorized Staff. Please refer to our data privacy policy on how we handle your information.

<https://www.qatarenergy.qa/en/Careers/Documents/Data%20Privacy%20Policy.pdf>

## 12: Do you provide information about supported browsers/operating systems?

Our system is accessible from a number of browsers. Please view our list of supported Browsers/OS below



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## Browser:

Microsoft Edge  
Mozilla Firefox  
Apple Safari 9, 10  
Google Chrome

## OS:

Microsoft Windows Vista  
Microsoft Windows 7  
Microsoft Windows 8+  
Apple Mac OSX Mavericks or higher

## Adobe Flash Player (for JAM video functionality):

10 or higher

## Adobe Acrobat Reader:

11 or higher

## Pop-up windows:

Allow pop-up windows from SAP SuccessFactors domains