

## **Frequently Asked Questions**

**This FAQ section will provide answers to the most common questions one may have while going through the Application Process at:**

<http://www.saralee.com/UnitedStates/CareerOpportunities.aspx>.

**Should you have any questions with respect to this section please send us an e-mail at [recruiting@saralee.com](mailto:recruiting@saralee.com).**

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## BROWSER AND SYSTEM REQUIREMENTS

### Can I use the browser BACK and FORWARD buttons?

Because BACK and FORWARD buttons interrupt the application process and may cause you to lose valuable data you have entered, this Career Section does **NOT** allow the use of the BACK or FORWARD browser buttons during the application process.

If you have been using the BACK and FORWARD browser buttons while applying, please close your browser, re-start the application, and be sure to use **ONLY** the CONTINUE buttons within the actual web pages.

### What are the system requirements?

The table below lists all the supported operating systems and browser environments for the application.

Operating System and Browser	Internet Explorer		Safari	Firefox
	7.0	6.0	3.x	2.0
Windows XP	***	**	●	**
Windows 2000	●	**	●	*
Windows Vista	**	●	●	**
Mac OS X 10.4 and later	●	●	*	*

\*\*\* Recommended environment

\*\* Supported environment

\* Limited support environment

● Not supported (the application may work however it is not officially supported)

If your Web browser is not listed here please download one of the listed browsers from their respective sites, follow the installation instructions and apply online using your new browser. If you use an earlier version of a listed browser, please upgrade your current browser before attempting to apply online.

If you use the **Windows** operating system, the following browsers are supported:

Environment (Operating System and Browser)	Internet Explorer (IE)			AOL			Netscape	Safari	Firefox
	8.0	5.5	5.0	9.0	8.0	7.0	7.x	1.x	1.0
Windows XP	◆◆◆	■	■	◆◆	◆	◆	◆◆	■	◆◆◆
Windows 2000	◆◆ <sup>1</sup>	◆◆	◆	◆	◆	◆	◆	■	◆
Windows NT4 <sup>2</sup> , ME, 98	◆	◆	◆	◆	◆	◆	◆	■	◆
Windows 95	◆	◆	◆	■	■	◆	◆	■	◆
Mac OS 9.x	■	■	●	■	■	■	◆	◆	◆
Mac OS X	■	■	●	■	■	■	◆	◆	◆

◆◆◆ **Recommended Environment.** These environments are used during the development process and are tested throughout the quality control process.

◆◆ **Supported Environment:** Compatibility tests on these environments are performed at the end of the quality control process.

◆ **Limited-Support Environment:** Basic compatibility (spot) tests are performed at the end of the quality control process.

- **Not Supported:** Not supported; however, see NOTE below.
- **Not Available:** Not available from browser manufacturer.

#### NOTE:

- The application may work on other environments not listed above. Such environments, however, are not officially supported.
- The Career Section does not include specialized content. Support is generally not required for plug-ins, applets, JavaScript or cookies.<sup>3</sup>

#### What should I do when I receive an error message and cannot continue my application?

Once you have confirmed that you have met the system requirements as stated above, you may need to clear your cache in order to successfully complete your application.

Often referred to as the cache, the Temporary Internet Files folder contains a kind of travel record of the items you have seen, heard, or downloaded from the Web, including images, sounds, Web pages, even cookies. Typically these items are stored in the Temporary Internet Files folder.

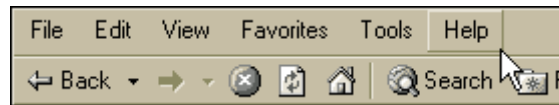
Storing these files in your cache makes browsing the Web faster because it usually takes your computer less time to display a Web page when it can call up some of the page's elements or even the entire page from your Temporary Internet Files folder that is local to your computer.

#### How can I delete Temporary Internet Files and what are the recommended Browser settings

- [Windows Microsoft Internet Explorer 5.1 and above](#)
- [Windows Microsoft Internet Explorer 6.0 and above](#)

- [Windows Netscape 7.x and above](#)
- [Windows Firefox 1.0 and above](#)
- [Windows the AOL web browser](#)

To learn which browser version you are using, click **Help** in the menu bar at the top of your browser, and then, click "**About...**" in the dropdown list:



**Macintosh users please note:** although the version numbers of Mac internet browsers differ from the Windows browsers listed above, the settings are the same. Please refer to the instructions below to configure your browsers.

**ALL** other browsers are NOT supported by the Career Section. Please apply with one of the above listed browsers. For more information please [click here](#)

### **What precautions should I take when I use a public computer?**

When you finish completing your profile or application, you must click the "Exit" button after the thank you page or job list in order to completely exit out of the profile. If you only close the internet application window using the "X" button at the top of the window, you will not completely log out of the system. As a result of remaining logged in to the system, a subsequent user will have access to your personal information. You must take proper precautions when using a public computer to ensure that your data is secure.

## **PRIVACY ISSUES**

### **How do you treat my personal information?**

For purposes of this Privacy Policy, "personal information" means any information by which you can be personally identified, and includes your name, address, telephone number, e-mail address, account number and similar information. Most Sites do not require that you submit personal information to Sara Lee; however, some Sites may request personal information in order to help Sara Lee serve you more effectively. Sara Lee generally collects personal information only when you voluntarily submit such personal information to us, for example by submitting a comment or inquiry or completing a registration form.

For further details please check out our site at: <http://www.saralee.com/PrivacyPolicy.aspx>

## PASSWORD ISSUES

### What should I do if I forgot my password or want to change it?

In order to change your password, you must enter your email address in the appropriate field and then click **Forgot your password?**

The screenshot shows a user interface with two main sections. The top section is titled "New User" and contains a link for "Registration". The bottom section is titled "Returning User" and contains a "User Name" input field with a "Forgot your user name?" link below it. Below that is a "Password" input field with a "Forgot your password?" link below it. A "Login" button is located to the right of the password field. At the bottom of the "Returning User" section, there is an "Attention" note: "If you usually log in using an email address, enter it in the User Name field."

You will receive a Change Password email. Open this email and follow the instructions. If you are having problems with the link, please open the attachment sent with the email and try again. Please note that this email will only be good once to access the application process or change your password.

Once you reach the change password screen, enter the requested information and select your new password keeping the following in mind:

- The password must contain at least six and no more than 32 characters.
- The password must NOT contain any special characters (e.g. ", ', ^, ü, é, space, etc.).
- The password must be different from your user name.

### I did not get the email to change my password. What should I do?

Please verify the following details:

- 1 - Your email software does not have a filter that prevents you from getting emails from people outside of a certain list of contacts.  
**Solution:** Modify your list of contacts.
- 2 - You don't have a filter that classifies the emails that you receive.  
**Solution:** Please verify all your folders.
- 3 - Your email service does not block emails with HTML attachments.  
**Solution:** Please change your email provider.

### I have received several Forgot Password emails. What should I do?

Please use the last email you have received to change your password.

**The security code in the email I received is invalid. What should I do?**

It may be that you already changed your password or received another Change Password email. Please note that this email is only good once to access the application process and that you must use the last email you have received.

Visit our website at [www.saralee.com](http://www.saralee.com) and follow the links to the Career Section. Once you are there, you can try and change your password again.

**I forgot my access code. What should I do?**

You must request a change of password by going to our Zone through our Career Site again.

**System says my account is locked. What should I do?**

This usually happens when several unsuccessful attempts are made to login with your username and the wrong password. The account usually unlocks itself after 15 - 30 minutes. If your account has been locked for several hours, please contact us at [recruiting@saralee.com](mailto:recruiting@saralee.com).

**What do I do if I cannot recover/reset my username and/or password or I am experiencing another error that I cannot resolve?**

Send us an e-mail to [recruiting@saralee.com](mailto:recruiting@saralee.com) stating the nature of the problem clearly.

## **USER NAME AND EMAIL ADDRESS QUESTIONS**

### **Can two people use the same email address to apply?**

Sara Lee uses e-mail address as the unique identifier so two people cannot have the same email address to apply. We suggest each person obtain their own unique new email address from a service like Hotmail, Yahoo, etc. Some internet service providers can also create additional addresses when there are several users in the same household.

### **How can I change my email address?**

In order to change your email address, you must access your personal information in a Candidate Profiler or a Job Specific Application. Go to the login page and enter as a returning user using your old email address. On the Personal Information page, enter your new email address in the Email Address field, and then click the **Continue** button at the bottom of the page. This new email address is now your new user name that you may use on your next visit.

## APPLICATION PROCESS AND STATUS UPDATE QUESTIONS

### How can I get a status update on a prior application?

If the job is still available, you can select it again, and, by using the returning user login screen, you will access your application. The fields will be populated with the information that was received by the organization where you applied.

### What does the Application Process entail?

If you wish to apply to a position or send a general profile, you have to visit the online career section at [www.saralee.com/careers](http://www.saralee.com/careers).

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.

By completing a general candidate profile, you can save time when applying to multiple jobs and avoid re-typing your information for each job application. The information you provide for your general candidate profile will automatically be transferred to other applications when you apply to a job on this site.

To complete a profile:

- 1) Click on the **Submit your Profile** link directly below the job list.
- 2) Select the following check box during your job application process. Please note that this option is provided at the discretion of the employer. Therefore, the text may differ from one employer to another or may not be available for every job application.

Please replace my general resume information with this job-specific one.

In time, you may wish to update your candidate profile or update a job application. Please note that any changes to your general candidate profile will be reflected in your future job applications, but will not be reflected in PRIOR job applications.

### How do I update a specific job application?

In the list of jobs, select a job, and then add, change, or remove information as necessary. (Please note that if the position has already been filled or is no longer available, you will not be able to change your application.)

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

Log into your Candidate Profiler using the email address and password you originally provided and update accordingly.

## FILE ATTACHMENTS

### How do I attach a file?

To attach a file, select the button located to the right of the field:

#### Attachments

**Attach Files**  
In this section you can attach the files you want to submit along with the candidate record (e.g.: cover letter, resume, references, transcripts, etc.).

- You cannot attach a file that exceeds the allocated limit of 100 kilobytes.
- You can attach a maximum of 5 files, one at a time.
- The search tool that recruiters use to search for candidates will not be able to analyze the content of some attached files, mostly image files and compressed files (.zip).

Select a file

Then, browse for the file you wish to attach. Double click on the file and it will be attached.

### Is there a limit on the number of documents I can upload to my profile?

Yes, you can attach up to five documents (up to 512 KB each even though the image above shows that they need to be 100 KB in size each), including items as resume/CV, cover letter, transcripts, letters of recommendation, certifications or awards.

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

It may or may not be possible for you to delete your attachments depending on the career site configurations.

If the Candidate Files Deletion option is activated you should see the delete button below the attachment box.

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Select a file

**If this button is not present**, then it is not possible for you to delete an attached file.

However, you can attach a file with the exact same name as the file previously attached. The system will overwrite the old file. If you still want files deleted from your record, you will need to contact us at [recruiting@saralee.com](mailto:recruiting@saralee.com).

**The system indicates that the maximum number of files has been attached. What should I do?**

If it is not possible for you to delete an attached file, you can attach a file with the exact same name as the file previously attached. The system will overwrite the old file. If you still want files deleted from your record, you will need to contact us at [recruiting@saralee.com](mailto:recruiting@saralee.com).

If the Delete button is present you may simply delete old file(s) to free space and attach your new file(s).

**How can I have my candidate file or file attachments deleted from your system?**

**Deleting your Candidate Profile:** If you wish to have your candidate profile deleted, please contact us at [recruiting@saralee.com](mailto:recruiting@saralee.com).

**How do I copy and paste my resume or cover letter?**

Open the document you wish to cut and paste. Then, hold the left mouse button and drag to select the text you wish to copy. Select the text you wish to copy, and then click **Copy**. Your text is now stored on the computer clipboard.

Go back to the section on the career section where you wish to paste the text, and then, click in the text box with the left mouse button. Your cursor should now appear in the text box. With the right mouse button, select **Paste**. The selected text should now appear in the text box. The text box may have a scroll bar to help you see your text.

If you want to remove any part of the text you've just pasted, select the text you want to remove and press **Delete** on your keyboard.

**The system tells me that my text is too large and therefore cannot be saved. What should I do?**

Please note that leading and trailing spaces are counted as characters. Also, spaces between characters and words count as characters. If you receive this message, you must remove parts of your text to accommodate the system. If you are certain that your text should be accepted, delete your [Temporary Internet file](#) and try again.

**All formatting is gone after pasting my resume or cover letter. What should I do?**

Both resume and cover letter fields are "plain text" fields. It means that it does not support any formatting such as fonts, italic, bold, underline, and font size. You can simply make sure that text is readable by putting carriage returns ("Enter" key) where needed.

## SYSTEM COMMUNICATIONS AND E-MAIL NOTIFICATIONS

### **The security code that I received is invalid. What should I do?**

If the security code you have received to change your password is invalid: it may be that it has expired or has been invalidated by your email software settings. First, open the web page attached to the message you received and try again by clicking on the link provided. If this fails, request a new security code by going to the application or profile login page, enter your email address or user name and click on "Forgot password?". You will receive a new security code. For more information about changing your password, [click here](#).

### **The link in the email is not working. What should I do?**

If you are having problems with the link, please open the attachment sent with the email and try again.

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

You have received the acknowledgement because you have reached or completed a specific page. You can still 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?**

It is possible that the recruiter decided on posting the job only for a short period of time. That is why you received this message.

### **I have received a Request for More Information (RMI). Why?**

You received the RMI email because we want you to provide more information now that you meet certain criteria. We understand that these fields were not mandatory when you first applied, but please provide the information requested. If you already went back to your application and provided the necessary information, simply disregard the message.

### **I have asked to get a copy of my application via email. Some sections on that email state that the information was not provided but I never saw those sections in the application process. What should I do?**

The emails that are sent to candidates include all possible sections listed, whether or not they are used in a career section. Therefore, this does not mean that you should have provided answers in all those sections. It simply indicates that you did not provide the information, but you might not have had the chance to do so, because the section may not have been included in the process selected by us.

### **How do I change Email notification options?**

When you submit your candidate profile or apply on a specific job, you may choose to be notified by email of future job openings corresponding to your candidate profile.

Accept invitations by email on career opportunities matching this profile.

If you select this option, you will be notified of job openings that match the candidate profile you created. This box may be checked by default when you submit your profile. **If you do not want to receive email notifications, log in to your candidate profile using your username (email address) and password, and then clear the check box. If you cannot find the check box, please email us at [recruiting@saralee.com](mailto:recruiting@saralee.com).**

## **EEO**

### **What is EEO?**

EEO is the U.S. Equal Employment Opportunity Act. EEO information is not mandatory, but is used to create a report for the U.S. Employment Equity Department.

### **Why do I receive emails asking me to provide my EEO information even though I did that on a previous application?**

The information collected for the reports intended for the U.S. Employment Equity Department should be completed on every job application in case your situation has changed.

### **I am unable to modify the EEO information for a specific position I applied for. What should I do?**

Some actions done by recruiters while reviewing your application might make the EEO page no longer available. Usually, if needed, recruiters contact candidates by e-mail to invite them to provide any information missing in the EEO page on a voluntary base. So it might be normal that for a specific application, the EEO page could no longer be accessed from your end.