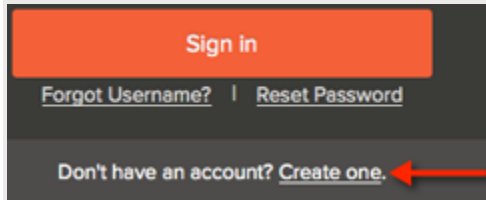## How do I create an account?

To create an applicant account, go to www.GovernmentJobs.com and click on the Sign In tab, and then *Don't have an account? Create one*.

Complete the required fields and click Create.

For help with setting a password, see password requirements.

When I try to create an account or update my email address, I get the message *Email not available!*. What does that mean? I do not remember creating an account with GovernmentJobs.com.

If you receive this message, it means that there is an account associated with your email address. You may have previously applied with an organization that is a NEOGOV customer. You can retrieve your credentials by following the username and password steps.

I have more than one account. How can I merge them?

There is no way to merge accounts. You should choose the account with the most up-to-date information, and only use that account.

Is it possible to delete or reset my account?

Once the account is created, it remains in the system and cannot be deleted.

Do I need to create multiple accounts for different agencies?

No, you do not need more than one account to apply for jobs with different agencies. If the organization is a NEOGOV customer, you can apply with your existing GovernmentJobs.com account.

What if I share my email address with another person?

Every GovernmentJobs.com account must contain a unique email address. If you share an email address with another person, and it is already in use on another account, you cannot use that email address on your account. You can request a new email address from a service provider (for example, Hotmail, Yahoo, Google), or use a work email address on your GovernmentJobs.com account.

Can I share a Governmentjobs.com account with my spouse, relative, friend, etc?

You may not share an account with another user. To apply for positions, you must create your own account with your own specific contact information, applications, and application history.

What web browser should I use?

To make sure you have the best experience possible, we recommend using the most up-to-date version of one of the following browsers:

- Internet Explorer
- Firefox
- Chrome