

# Best Buy Career Site Account/Application FAQs

[Jump to: Application Issues](#)

[Jump to: Drug/Background Check Issues](#)

## Login Issues

**Q: I forgot my password. How do I log in?**

**A:** Click the "Forgot Username or Password?" link on the login screen. Select "I don't know my password" on the next screen. You'll be requested to enter your email address. Once entered, the system will send you an email with a link and instructions for resetting your password.

**Q: I went through the forget password option but have not received an email. What should I do?**

**A:** The reset email might have been accidentally flagged as spam. Verify if the email is in your spam folder. Confirm that your email address was entered correctly by resubmitting the reset request.

**Q: I forgot my user name. How do I log in?**

**A:** Click the "Forgot Username or Password?" link on the welcome page. Select "I don't know my username" on the next screen. You'll get a new screen and be requested to enter your first name, last name, and either home phone number or email address. The system will then ask you to answer your three security questions. Once entered, the system will display your username on the screen for 300 seconds (5 minutes).

**Q: How do I change my password?**

**A:** Under your "Candidate Zone", go to your "Account Settings", There is a link to "Change Password" on that screen. Enter your new password and confirm this entry.

[Jump to: Need More Help](#)

## Application Issues

**Q: How do I apply for a job?**

**A:** To apply for a job, access [www.bestbuy-jobs.com](http://www.bestbuy-jobs.com) and choose the careers group you are interested in. All open positions will be listed on that site for your review.

**Q: How long does it take to create my user profile?**

A: It can take as long as 30 minutes to apply to a role with Best Buy. You can shorten the process by selecting to connect to social media or upload a resume, which will allow the system to pull out necessary information and limit the amount of manual entry needed.

**Q: What happens when I upload my resume?**

A: Your resume will auto-populate the application fields used to create a profile of your education, experience and contact information. A PDF version of your resume will also be stored, so it can be viewed in its original format. This document is used by recruiters to review your qualifications when you submit to a role.

**Q: Why do I have to enter my resume information in fields and also upload a copy of my resume?**

A: When you initially upload your resume, or link to your social networking tool, the system will update as much of your profile as it can access. However, to ensure we have accurate and searchable information to contact you and review your background, we ask that you also complete/verify the content of your profile.

**Q: Why do you need my contact information?**

A: If questions or further information is needed for your application, or to offer you a job, Best Buy must be able to contact you. You will also receive updates throughout the application process by email.

**Q: How can I get a status update on an application?**

A: Log into your account and click the “Applications” link on the main page and then on “Submitted Applications”. You will see a list of all the jobs you have applied to as well as your current candidate status.

**Q: How do I change my email address?**

A: When logged into your account Under your “Candidate Zone”, go to your “Account Settings”. Choose “Update” under the email address to change your contact email.

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

A: No, because requests need to be delivered to specific users. Also, since your email address is also your Username, a shared email address would prevent you from being able to submit unique profiles. If you don't have an email address, request one from a provider such as Gmail, Yahoo, etc.

**Q: I'm not looking for a job anymore. Should I cancel my account and remove my resumes?**

A: It is recommended that you leave your account active so you can use it at a future date to apply to roles with Best Buy.

[Jump to: Need More Help](#)

## **Drug and Background Check Issues**

### **Q: What should I do if I never received an email for drug testing information?**

**A:** Double-check your junk/spam folder for email with the subject line, "First Advantage Corporation: Best Buy Drug Test." The email is sent directly from our vendor First Advantage, from the email address: FADVReports-NoReply@fadv.com.

If no email is found, contact the store immediately. If the manager you interviewed with is not available, ask for the General Manager or the Back Office Lead. They will be able to provide a copy of the email or an alternative drug test form to allow you to complete the test. As a reminder, you must complete the pre-employment drug test within two (2) business days of accepting your offer.

### **Q: What if my email was wrong when I applied?**

**A:** Correct your email on the requisition and Additional Information Form.

Contact the store immediately. If the manager you interviewed with is not available, ask for the General Manager or the Back Office Lead. They will be able to provide a copy of the Drug Test email or an alternative drug test form to allow you to complete the test. As a reminder, you must complete the pre-employment drug test within two (2) business days of accepting your offer.

## **Need More Help**

- For problems with the login or application process that you can't resolve, contact the interviewing manager or recruiter at the location you are interested in, and he or she can escalate as needed. Because of the volume of applicants Best Buy receives; please do not contact us with questions about your application status.
- For problems with the drug and background check process, please work through First Advantage and/or through the interviewing manager or recruiter at the location at which you applied.