The ONE in Energy.™

ONEOK

ONEOK Career Opportunities

Frequently Asked Questions • www.oneok.com

I am having problems with the online application process. What should I do?

Please follow the recommended browser setting tips found below. If problems persist, please e-mail ONEOK.Helpdesk@oneok.com for assistance. Provide a brief description of the issue and where in the application process you encountered it.

What if I forget my password?

Please send an e-mail with "Forgotten Password" as the subject line to ONEOK.Helpdesk@oneok.com

Why do I get an error message when I click the Web browser back button?

This program is designed to navigate by using the forward and back buttons within the application. Using your Web browser buttons to navigate will generate an error requiring you to log out of the application.

How do I search for positions?

You may search by location, job function or posting date. To view positions in all locations or functions, hold Shift + click each line to select all.

What if I cannot located the position I am seeking?

Try the 'Advanced Search' option, typing in the job number or job title in the 'Key Word' field.

Does ONEOK have an internship program?

Yes, please view available positions.

Does ONEOK offer part-time positions?

Occasionally. However, most of our positions are for full-time employment.

I'm a current employee of ONEOK. How do I apply for an internal position?

Please visit Employee Self Service > ONEOK Careers > Applicant Home.

Is it a requirement to upload a resume?

It is not required, but strongly recommended. If you do not upload a resume, you must input Employment History, Educational Qualifications and any Additional Qualifications in the application.

How can I check the status of my application?

The status is shown under the "Jobs Applied For" list.

- **'Active Application'** - your application is still under review to determine if you meet the minimum qualifications and that you have met current tenure requirements.
- **'Referred'** – your application has been sent to the hiring manager for-review.
- **'First Interview'** – you have been selected for an interview
- **'Second Interview'** – you have been asked to complete a second interview
- **'Offer'**– you have been offered the position
- **'Accepted'**– you have accepted the position
- **'Terminated Application'** – your application has ended

What does 'Terminated Application' mean?

There could be several reasons for a "Terminated Application."

- Your application was incomplete.
- Your resume was not viewable. Please upload Microsoft Word Documents, preferably the 2003 version.
- You chose to withdraw your application.
- The skills listed on your resume did not possess the minimum qualifications for the position.
- Another candidate was selected for this position.

The ONE in Energy.™

ONEOK Career Opportunities

Frequently Asked Questions • www.oneok.com

What options do I have if my application is terminated?

Please visit our list of "Open Positions" to be considered for another position.

Can I apply for the same position twice?

No. Only one application is needed for each position.

Does ONEOK re-hire past employees?

In some cases, you may be considered for a future position. Please complete the registration and application process, acknowledging your previous employment.

What is 'Low Level Logging' warning?

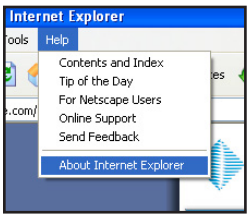
This does not affect the system's ability to receive your registration or application. Please disregard this message.

Recommended Browser Settings:

Version 6.0 Internet Explorer with 128 bit Cipher strength.

To verify your settings:

From your internet browser tool bar click on ***Help*** and then select ***About Internet Explorer*** (as shown in the graph below).



Disable Pop-up Blockers:

Tools > Pop- up- blocker > Turn off pop up blocker

Additional Browser Requirements:

If problems persist after verifying the settings, please review the sections below.

Disable Script Debugging:

Tools > Internet Options > Advanced Tab >Disable Script Debugging > Click OK

Enable Active and Java Scripting:

Ensure that Active and Java Scripting are enabled.
Tools > Internet Options > Security Tab > Custom Level > Ensure Active Scripting and Scripting of Java Applets are enabled > OK

Refresh Web Pages:

Tools > Internet Options > General tab > Temporary Internet Files > Settings > every visit to the page > OK (Set Amount of disk space to use to 50 MB.)

Clear Internet Files and Delete Cookies:

Tools> Internet Options > General tab > Temporary Internet Files > Delete Files button > OK
(Check the check box for Delete all off-line content.)

Delete Cookies:

Tools > Internet Options > General tab > Temporary Internet Files > Delete Cookies > OK