Candidate Support FAQ

1. **Question: I submitted my resume/application, but did not receive a response.**

   Answer: Upon successfully applying, you will receive a confirmation message displayed on the screen. You will also receive an email confirming your submission. If you do not see the confirmation email within a few minutes, check your spam/junk mail folder(s).

2. **Question: I received an error message when submitting my information.**

   Answer: Error messages are usually related to your internet browser and can generally be resolved by changing browsers. If you encounter an error message upon submission/apply, please consider utilizing another browser. Examples include Safari, Firefox, Internet Explorer and Chrome; however, most career sites are best accessed with Internet Explorer or Firefox.

   We also recommend that you clear your browser's cache prior to applying. *The process of clearing cache differs from browser to browser. Generally speaking, you should look for an option to delete cache or temporary files in your browser's administrative settings. More details are provided at the end of this document.

   Additionally, certain characters (< and >) can cause an error. Please ensure your resume does not contain these characters as they may not be recognized by the system.

3. **Question: I forgot my User Name and/or Password. How do I log in? Who can I contact?**

   Answer: On the log-in page, you are presented with options for Lost Password. Selecting this option will prompt a password hint. If the password hint is not helpful, enter your email address in the User Name field and click where prompted. Your User Name and Password will be sent to you via email.

4. **Question: I don't see a position I'm interested in. What are my options?**

   Answer: Most career sites offer the ability to create a Job Agent that will notify you of newly posted jobs that match the keywords you entered. Additionally (depending on the company's apply process), you may be able to create a profile without applying for a specific position. You will be given the opportunity to upload your resume and provide basic information. Be sure to remember the email address, User Name and password you use when creating the account – you will need this to access the account in the future.

5. **Question: I'm having an issue logging in and applying for jobs.**

   Answer: Please ensure that you have fully logged in and or/registered. You will need to click the appropriate "Apply" prompt to apply for the position. Upon successful apply, you will receive a confirmation message displayed on the screen as well as an email confirming your submission.

6. **Question: I submitted my information and realized I made a mistake. Can I edit it?**

   Answer: If you apply for future positions, you will be presented with your application and given the opportunity to edit it at that time. You may also consider contacting the company's HR department to clarify any errors on your submission.

7. **Question: I submitted my information for the wrong position [or, I'm no longer interested in the position]. Can my application be deleted?**

   Answer: Once submitted, your application cannot be deleted. If you are contacted by the company, we recommend simply clarifying the error during your initial contact.

8. **Question: I'm attempting to submit my information, but the system won't advance.**

   Answer: You will not be able to submit your information unless all required fields are completed and correctly formatted. Please carefully review the information and ensure you have completed all required fields. Also ensure that all fields are populated in accordance with the required format. Any required formats are shown above or below the respective field.

9. **Question: I received an email with a link/URL that I'm supposed to click, but it isn't working.**

   Answer: You may be asked to complete various forms during the application process. These forms may include (but may not be limited to) legal application, background check consent, etc. If you receive an email that contains a link or URL that you are unable to open, copy/paste the URL into your internet browser and click 'enter'. (Highlight the URL with your mouse, copy the URL into a new browser window and select enter.)

Instructions for clearing cache in Internet Explorer

If you have Internet Explorer 9 or 10 click the gear icon in the top right.

- ➢ Go to Safety > Clear Browsing History.
- ➢ Select "Delete Files."
- ➢ Delete Temporary Internet Files.

In Internet Explorer 7 or 8:

- ➢ Go to Tools > Internet Options.
- ➢ On the General Tab under Browsing History, select "Delete Files."
- ➢ Delete Temporary Internet Files.

Instructions for clearing cache in Firefox

- ➢ Go to Tools > Clear Recent History or Clear Private Data.
- ➢ Select only "cache."
- ➢ For "Time Range to Clear," choose "Everything."
- ➢ Select "Clear Now."

Instructions for clearing cache in Chrome

- ➢ Click on the Settings button in the top right of the browser. (It looks like a wrench or three horizontal lines).
- ➢ Select Clear Browsing Data. (In later versions of Chrome, go to Tools > Clear Browsing Data).
- ➢ Select only "Empty the Cache."
- ➢ In the dropdown that reads "Obliterate the following items from" select "the beginning of time."
- ➢ Click the "Clear Browsing Data" button.

Instructions for clearing cache in Safari
- ➢ Go to Safari > Empty Cache.