

## You have reached this page because you are having problems with your application

### [I am having problems applying for a job Troubleshooting](#)

#### I am having problems applying for a job

This careers Web site only tests and ensures accurate access by the browsers listed below as “Supported Browsers.” Browser versions not listed are not tested or supported, and may not function properly on this Web site. *We strongly recommend that you use one of the supported browsers so your job applications are successful.*

#### Browser Version Numbers

Web site browsers, like most software, have different version numbers. As upgrades are made to the browser, the version number is changed to reflect the upgrade. The higher the version number, the newer the browser. Determining what browser version you are using is as important as knowing what kind of browser you have, since newer browser versions will allow you to access more features, and work more reliably on many Web sites.

#### Determining Your Browser’s Version Number

If you are using a Windows operating system, you can determine what browser version you are currently using by following the steps:

#### Windows Operating System

Select “About [browser name]...” under the “Help” menu at the top of your browser screen.

#### Supported Browsers

The following browsers are tested to ensure accuracy on this careers site:

- Windows Operating System ([Windows XP SP2](#))
- Internet Explorer 5.01 and above ([Internet Explorer 6.0 SP1/SP2, 7.0](#))
- America Online 6.0 and above – the default browser used by AOL is Internet Explorer, so IE versions 5.01 and above are supported
- Netscape Navigator 4.7 and above ([Netscape 7.2](#))
- [Safari 1.0.1 \(must be set to identify itself as Netscape 7.0\)](#)
- [Firefox 2.0.0.x to 2.0.0.7](#)

#### Upgrading Your Browser

If you wish to download the latest version of the Microsoft browser free of charge you may so from the following Web site:

#### Microsoft Web Site (<http://www.microsoft.com/>)

- For most current Internet Explorer browsers, navigate to <http://www.microsoft.com/windows/ie> and select ‘Download Now’
- to utilize all features of the Application and to apply successfully, maintain the Default settings upon installation
- to confirm Default settings: from Internet toolbar, select Tools > Internet Options > Security > Default Level and OK.

Required settings:

- prompt or enable 'Script Active X Controls Marked Safe for Scripting'
- enable 'ActiveX Scripting'



- enable 'Java Scripting'
- enable 'Java Script notification'
- enable 'Cookies – allow per session cookies'
- enable 'Cookies – allow cookies that are stored on your computer'
- enable 'Miscellaneous – submit non-encrypted form data Netscape Products <http://www.netscape.com/>
- for most current Netscape Navigator browsers, select Tools>Netscape 7.1
- to utilize all features of the Application and to apply successfully, maintain the default settings upon installation

## Troubleshooting

**I don't know how to check for my internet browser or related settings.**

*Please call your internet service provider for assistance.*

**Can I ask the technical support group apply my profile against a specific job posting?**

*No, only applicants can apply their profile against a specific job posting.*

**Can the technical support group modify any information in my profile?**

*No, for privacy reasons, only applicants can modify their own profile.*

## Still need help?

If you need technical support, please send an email, with details explaining the issue, to [Recruitment Careers Online](#)