



more than an applicant...

*you're a potential employee*

**PROBLEM**

You are experiencing difficulties with the online application

**SOLUTIONS**

Confirm that you are using Internet Explorer 5.0 or greater and that any pop-up blocker programs are disabled.

If you are using a dial-up modem and/or older model computer, you may experience problems. In this case we encourage you to apply in-person at your local West Asset Management office. Your local library and Department of Labor office also have computers available to you, free of charge, which you may use to apply.

**PROBLEM**

You are getting an error page and cannot access the application at all

**SOLUTIONS**

Check your internet settings: Disable your *Pop-up Blocker* and enable *Cookies*

The problem could be with our internal servers; try again later or apply in person at your local West Asset Management office.

**PROBLEM**

The system recognizes your email address but will not allow you to proceed with the application

**SOLUTION**

Create another email address in order to complete your application.

**PROBLEM**

The system says a phone number is producing an error

**SOLUTION**

Use only numbers when entering phone numbers; no dashes, spaces or hyphens.