

From a word processing document

When cutting and pasting from a document that was created using a word processing program, the software may insert invisible characters that may not allow the information to be successfully saved.

Note: To avoid this problem, you should cut and paste only text into the résumé and introduction letter fields in the on-line application.

To paste from Microsoft Word

1. Open your document in Microsoft Word and click **File** in the menu bar.
2. Select **Save As**.
3. In the "Save as type" field, select **Text only with Line Breaks (*.txt)**.
4. Save the text document to a location where it can easily be found.
5. **Close Word**.
6. Using **Notepad** or **WordPad**, open the new text document.
7. Correct the format of your new document by adding spaces to align fields or by adding asterisks to denote bulleted items.
8. Select **Edit** and then **Select All** to select all of the text.
9. Select **Edit** and then **Copy** to copy the text to the clipboard.
10. Paste the text into the appropriate field on the online application by pressing **Ctrl** and **V** at the same time.

From HTML or XML

Cutting and pasting from an HTML or XML document may inadvertently include HTML or XML tags that could make your application difficult to read.

Note: To avoid this problem, cut and paste only text into the resume and introduction letter fields in the on-line application.

Technical Tips and Troubleshooting:

If You Are Using Internet Explorer

Tested Browsers

Our application software has been tested using Microsoft Internet Explorer 5.01 SP1 and Internet Explorer 5.5 SP2. Problems may occur if you submit your form while using a browser that has not been tested.

We recommend that you apply using one of the tested versions of Internet Explorer. To install Internet Explorer, go to <http://www.microsoft.com/windows/ie/default.asp>.

Enabling Cookies

Why Are Cookies Necessary?

The jobs you apply for via the job cart are saved in a cookie that is checked by our web page when you submit your application. If your browser does not allow cookies to be saved, then your application may not be forwarded.

Internet Explorer 6.0 and Cookies

By default, Internet Explorer 6.0 imposes restrictions on third party cookies that may not allow the job cart to function correctly. If you're running Internet Explorer 6.0, enable cookies by taking these steps:

1. From the menu bar, go to **Tools**.
2. Select **Internet Options**.
3. Click the **Privacy** tab.
4. Move the settings slider to **Accept All Cookies**.
5. Click the **Advanced** button.
6. Check "**Override automatic cookie handling**" (Ensure **Accept** is checked for both **First** and **Third Party Cookies**)
7. At the bottom of the dialog box, check "**Always allow session cookies**"
8. Click **OK**.
9. Click **OK** again to exit.

Internet Explorer 5.01 SP1 and 5.5 SP2 and Cookies

If you're using Internet Explorer 5.01 and cookies have been disabled, enable them using these steps. You can use similar steps to enable cookies in Internet Explorer 5.5.

1. From the menu bar, go to **Tools**.
2. Select **Internet Options**.
3. Click the **Security** tab.
4. Click the **Internet** icon (globe).
5. Click the **Custom Level** button.
6. Scroll down to **Cookies**.
7. Ensure that **Allow per-session cookies (not-stored)** is set to **Enable**.

If You Are Using Netscape

Tested browser versions

Our application software has been tested with **Netscape 4.75**. Problems may occur if you submit your form using a browser that has not been tested.

We recommend that you apply using Netscape 4.75. To install Netscape, go to <http://home.netscape.com/download/index.html?cp=dju1>

Netscape 4.75 and Cookies

If you're using Netscape 4.75 and cookies have been disabled, enable them using these steps.

1. From the menu bar, go to **Edit**.
2. Select **Preferences**.
3. Click on **Advanced**.
4. Under **Cookies**, select one of the "Accept" cookies options.

If You Are Using a Macintosh Computer, AOL, CompuServe, or Other Browser

This page has not been tested with browsers other than Internet Explorer and Netscape, nor has the page been tested on a Macintosh computer. Problems may occur if you submit your form using a computer or environment that has not been tested. We recommend that you apply using a PC-compatible computer and one of the supported browsers.