

## APPLICANT RESOURCES

Clear Company HRM provides applicant tracking services to hundreds of companies around the world. If you are experiencing issues in your application experience please use the troubleshooting tips below to resolve questions about technical aspects of the application process. If you have specific questions about your application, please contact the company to which you are applying.

### PASSWORD/LOGIN ISSUES

If you have previously applied, or otherwise have already begun your application with this employer, you should already have an account created.

1. After clicking 'Click Here to Complete Your Application'
2. Click on the 'I Already Have An Account' button.
3. Click the blue **"Forgot Your Password?"** link, below the Password Box to reset your login password.
4. You will receive an email within a few minutes with instructions for choosing a new password. If you do not see the email, check your spam folder.

### PROBLEMS UPLOADING DOCUMENTS

1. Ensure that all files are in the proper format (.doc, .docx, .rtf, .txt, .ascii, .pdf, .html)
2. If you're having trouble uploading documents, please check the file size. Files 10 MB in size or smaller may be uploaded.
3. If you have questions about whether your files were received, please contact the company to which you are applying.

### SUBMITTING YOUR ONLINE APPLICATION

1. The online application works in all up-to-date browsers including Google Chrome, Mozilla Firefox and Internet Explorer 8, or newer. If you are using an outdated browser you may need to upgrade in order to submit your application. You can go to this site to see what browser you are using: [www.whatismybrowser.com](http://www.whatismybrowser.com)
2. Make sure you have completed all required fields in the online application. Applications missing these fields cannot be submitted.
3. In rare situations, the internet security settings on public networks can block users from filling out online forms. If you are at a library, school, or other restricted public network you may need to try again from a more open network.