

[What browser types are supported?](#)

[Do I need to allow cookies?](#)

[What are session cookies?](#)

[The system is asking me to login again and says my session has timed out. What does this mean?](#)

[I am locked out after numerous failed login attempts. What should I do?](#)

[I forgot my password. What should I do?](#)

[I obtained my password using the Forgot Password feature and I am still not able to log in. What should I do?](#)

[I forgot all of my login information. What should I do?](#)

[I need to update my mailing address and/or phone number. Can I email you this information?](#)

[The email address I registered with is no longer valid. How do I update my record?](#)

[How do I get my resume or CV into the candidate information form?](#)

[How do I copy and paste my resume or CV?](#)

[My resume \(or CV\) is a mess after I copy and paste. What should I do?](#)

[I am having problems that the FAQs do not address. What should I do?](#)

[Can I just send you my resume or CV via email?](#)

Browser Requirements:

Our system is designed to work with most commonly used web browsers. We recommend you always use the current version of browsers to make sure our pages display quickly, and that you have the latest security updates.

Supported browsers are Microsoft Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome.

[Back to Top](#)

Browser Setting Issues:

The system does require that you have session cookies enabled on your browser.

If you are not able to log in or complete the application process, please follow the appropriate instructions below to change your browser privacy settings:

Internet Explorer

On the browser menu, go to Tools and select Internet Options

Click on the Privacy tab

Under the Settings section, click on the Advanced button

Mark the checkboxes next to "Override automatic cookie handling" and "Always allow session cookies"

Click OK to close the advanced settings window

Click OK again to close the options window

Safari

On the Action menu, select Preferences and click Security (the Action menu  is near the upper-right corner of the Safari window)

Next to "Accept Cookies" mark the radio button next to Always

Click the X in the upper-right corner of the Security box to save the setting and close the preferences window

Google Chrome

On the Chrome menu, select Settings, scroll down and click on "Show advanced settings" (the Chrome menu  is near the upper-right corner of the Chrome window)

Under Privacy, click on the Content settings button

Under Cookies, mark the radio button next to "Allow local data to be set (recommended)"

Click OK to close the menu window

Mozilla Firefox

On the browser menu, go to Tools and select Options

Click on Privacy

Under History, set "Firefox will" to *Use custom settings for history*

Mark the checkboxes next to "Accept cookies from site" and "Accept third-party cookies"

Set "Keep until" to *I close Firefox*

Click OK to close the options window

[Back to Top](#)

Session Cookies:

Session cookies are stored in memory and are only available during an active session, in other words, while you are on the web site. They do not permanently record data and are not stored on your computer's hard drive. Session cookies do not give the web site access to anything else on your system, including any private information about you. Unlike persistent (stored) cookies, which are stored on your hard drive for a length of time set by the web site, session cookies are cached (stored in memory) while you are visiting the web site and are deleted from your cache when you leave the web site. If we did not use session cookies, navigating through the application process would be cumbersome and the system would forget who you are as you attempt to navigate from page to page through the application process.

[Back to Top](#)

Lockout After Failed Login Attempts:

If you are locked out of the system after numerous failed login attempts, please close all open browser windows, re-open and then try again. You may also need to clear any cached pages from your browser – please follow the instructions below if you are still receiving the failed login message after closing and re-opening your browser:

1. On the browser menu, click on Tools
2. Click on Internet Options
3. On the General tab, under Temporary Internet Files, click on the Delete Files button
4. Mark the box in front of "Temporary Internet files"
5. Click the Delete button
6. Click OK to close the Internet Options window

[Back to Top](#)

Forgot Password:

If you do not remember your password, please use the “Forgot Password” feature accessed from the login page. If the email address you registered with is no longer valid, you may send your password request to helpdesk@autohiresoftware.com. To assist us in locating your record, all password requests **MUST** include the following information:

1. Company name of the career site
2. Your first and last name
3. Street address you used when you registered
4. Email address you registered with (if known)

[Back to Top](#)

Forgot Login Information (Username or Email Address) and Password:

If you do not remember any of your login information, you may send a request for this information to helpdesk@autohiresoftware.com. To assist us in locating your record, all requests **MUST** include the following information:

1. Company name of the career site
2. Your first and last name
3. Street address you used when you registered

[Back to Top](#)

Copying and pasting your resume or CV:

Please save your document as a plain text file before you copy and paste it into the appropriate field on the candidate information form. Instructions for saving a Microsoft Word document as plain text are as follows:

1. On the Word menu, click on File
2. Click on Save As
3. In the dialog box, select a location to save your file to in the "Save In" field
4. You may type a filename in the "Enter Filename" field if you prefer something other than the default value
5. In the "Save as Type" field, select Plain Text from the selection list
6. Click on the Save button

7. Close the document file
8. Locate the new text file and open it in Notepad (or another text editor)
9. On the menu, click on Edit
10. Click on Select All
11. Click on Edit again
12. Click on Copy

13. Go to the Resume/CV field on the candidate information form
14. Click inside the field and then right click on your mouse
15. Click on Paste

Please Note: Depending on the extent of the formatting in your Word document, you may need to "clean up" your resume or CV after saving it in plain text format. You may do this before or after you copy and paste to the candidate information form. Please ensure that you do remove any large blocks of white space (blank lines) and correct any problems resulting from underlined sections or tabbed formatting.

[Back to Top](#)

Updating Your Information:

If you need to update your address, phone number, email address or any other information you submitted on your candidate profile, please log into the system using the email address (or username) and password you registered with. Even if the email address you registered with is no longer valid, please use this email address to gain access to your account so that you may update the information. Once you have logged in, click on the edit link on your candidate home page, update the appropriate fields on your candidate information form, and then submit this information.

Please note that your information will automatically be updated on ALL job application records you have in the system. You do not need to withdraw your application for a job opportunity to update your information.

[Back to Top](#)

Important Information:

AutoHire Software hosts and maintains this career site but we are not involved in the company's hiring process and **DO NOT** have contact information to forward resumes or inquiries. Please **DO NOT** send resumes via email as they will not be acknowledged or forwarded to the company. Please visit the company's web site to obtain contact information if it is needed.

If you are experiencing problems with the online registration/application process and cannot resolve the problem after following the instructions in the FAQs, please send details of the problem to helpdesk@autohiresoftware.com and we will be happy to assist you. Please include all of the information below in your email:

1. Company name of the career site
2. Your operating system and version (example, Windows 7)
3. Browser type and version (example: Internet Explorer 8.0)
4. Specific error message(s) you are receiving and what action triggered this (example: I clicked on Submit Resume and system returned Page Not Found message)

[Back to Top](#)