



## Orange County Sheriff's Office

### Job Candidate

### Troubleshooting and User Website Guide

**Note:** While using our job opportunity web site, if you have any technical problems, please refer to this user manual to ensure that your user experience is pleasurable. If you experience problems using our website and you cannot get your problem resolved with this user manual, please e-Mail us for support. Support hours are Monday – Friday between 8 am -5 pm and e-mail address is: [so-techsupport@ocfl.net](mailto:so-techsupport@ocfl.net).

<b><u>Table of Contents</u></b>	<b><u>Page #</u></b>
<b>1. Pop-Ups - Cannot gain access to the web site (User gets a white screen).</b>	2
<b>2. Forgot application login user name and/or password.</b>	2
<b>3. Does not have an e-Mail address, but must have one to apply for a job. How to get an e-Mail address?</b>	2
<b>4. Cannot open / download documents within the web application or sent by the Sheriff's Office via e-Mail.</b>	2
<b>5. Made a mistake or needs to add something to their application web interview. How can they do this if they can't change the interview responses?</b>	3
<b>6. Cannot view their screen very well because of its size.</b>	3
<b>7. Receiving error messages or results such as: We're Sorry Messages, screen is freezing up, and similar problems...</b>	3
<b>8. May not have compatible internet browser software to use the website?</b>	4
<b>9. Computer is slower than normal when using our web application.</b>	4

**General Troubleshooting Steps  
for  
Applicant Website Use  
Problems and Possible Solutions**

**1. Pop-up blockers are on and cannot gain access to the web site (I get a white screen).**

**Solution:** To use this application website, **users will need to ensure that their pop-up blockers are turned off / disabled.** What is a pop-up? A [window](#) that can suddenly appear (pop up) when you [select](#) an [option](#) with a [mouse](#) or press a special [function key](#) on your keyboard.

*If using Internet Explorer version 7...*

- Go to the menu bar at the top of the screen.
- Click on 'Tools' → 'Pop-up Blocker' → 'Turn off Pop-up Blocker'.

*If using another internet browser...* There are many programs used by various users that can block pop-ups (i.e. Yahoo and Google toolbars for example), so it is impossible to provide instructions for them all.

- If user does not know how to disable the pop-up blocker feature using their particular internet software, user should contact their internet vendor or try entering the word 'pop-up' in the search box after clicking on the 'Help' feature on their internet menu.
- User should then be provided with instructions on how to turn the pop-up feature off.

**2. Forgot application login user name and/or password.**

**Solution:** Go to the web application Login/Welcome page.

- Click on the red link that reads: **[“Forgot your user name and/or password? Click Here.”](#)**
- Enter First Name, Last Name **and** either User Name **or** E-mail Address.
- Click on 'Submit' and the applicant's user name and/or temporary password will be e-mailed to the e-Mail address previously provided in the web application. *This e-Mail may take up to 30 minutes to receive.*

**3. Does not have an e-Mail address, but must have one to apply for a job.**

**How to get an e-Mail address?**

**Solution:** User must have an e-Mail address in their web application in order for a Recruiter to correspond with them as an applicant. If user does not have an e-Mail address, they should go to any number of free websites that can provide free e-Mail addresses.

- To create a new e-Mail account, click the Ctrl key and on the below link at the same time or copy and paste this web address and place it in the web address box once in Internet Explorer or Netscape browser. This website will provide applicant with many free e-Mail account services.  
[http://www.emailaddresses.com/email\\_web.htm](http://www.emailaddresses.com/email_web.htm)
- Follow the instructions provided after clicking on the e-Mail service desired.

**4. Cannot open / download documents within the web application or sent by the Sheriff's Office via e-Mail.**

**Solution:** User may not have Adobe Reader software which is required for opening documents or links.

- Click on the Ctrl key and below link at the same time or copy and paste this web address and place it in the web address box once in Internet Explorer or Netscape browser. <http://adobe-reader.download-free.net/adobe>
- Click on the Download Now button and follow the instructions then provided.

**5. Made a mistake or needs to add something to their application web interview. How can they do this if they can't change the interview responses?**

**Solution:** As stated in the application instructions, applicants cannot change their responses to each question of the interview after they have clicked on the 'next question' button or finished the interview. The web interview cannot be reset. How can an applicant make a change or addition to the web interview?

- e-Mail the Sheriff's Office @ [so-interview@ocfl.net](mailto:so-interview@ocfl.net) and in the e-Mail provides an explanation for the mistake or addition. This information will be given to the Background Investigator to be considered during applicant processing.

**6. Cannot view the web application screen very well because of its size.**

**Solution:** Change screen resolution settings.

*If a Windows NT Operating System:*

- Go to Start
- Go to Settings
- Go to Control Panel
- Go to Display
- Go to Settings
- In the Settings tab look for a section called "Display Area" or "Screen Area". In this location the numbers should be 800x600 or larger.
- Make the selection and click on "Test" at the bottom of the box.
- If the screen looks fine Click on "OK".
- Click "Apply" in the bottom right corner of the box.

**7. Receiving error messages or results such as: We're Sorry Messages, screen is freezing up, and similar problems...**

**Possible Solution:** Clear the computer history and temporary internet files. Usually this is through the internet browser. To do this, try these steps.

*If applicant has Internet Explorer as their Internet Browser...*

- Open the Menu "View". (or for Internet Explorer 5.0, Open the Menu "Tools")
- Choose "Internet Options".
- Choose the "General" tab and click "Delete" by 'Browsing history'
- Then click 'Delete all'.
- Then click 'OK'.

*If applicant has Netscape as their Internet Browser...*

- Open the Menu "Edit"
- Choose "Preferences".
- Choose the "Advanced" and "Cache" from the Categories.
- Click the "Clear Memory Cache" button, then select "OK"
- Click the "Clear Disk Cache" button, then select "OK"

## 8. May not have compatible internet browser software to use the website?

**Solution:** This web site is designed to support Microsoft Internet Explorer 5.0 or later as well as Netscape 6.2 or later internet browsers. Most computers have this software. The use of unsupported browsers may produce unexpected results; therefore, if user experiences trouble, they may not have compatible software and will need to download it to use the website.

- Click on one of the two following links to download the necessary internet browser software.

*If applicant has a Windows computer...*

- At the same time, click the 'Ctrl' key and then the below link to download the compatible software.

➤ <http://www.microsoft.com/windows/downloads/ie/getitnow.msp>

*If applicant has a Macintosh computer...*

- At the same time, click the 'Ctrl' key and then the below link to download the compatible software.

➤ <http://browser.netscape.com/downloads>

## 9. Computer is slower than normal when using our web application.

**Possible Solution:** User may have a lot of programs running in the background that require large amounts of resources.

- Close all or some of the other programs.