

HAVING TROUBLE USING OUR SYSTEM.... WE'RE HERE TO HELP

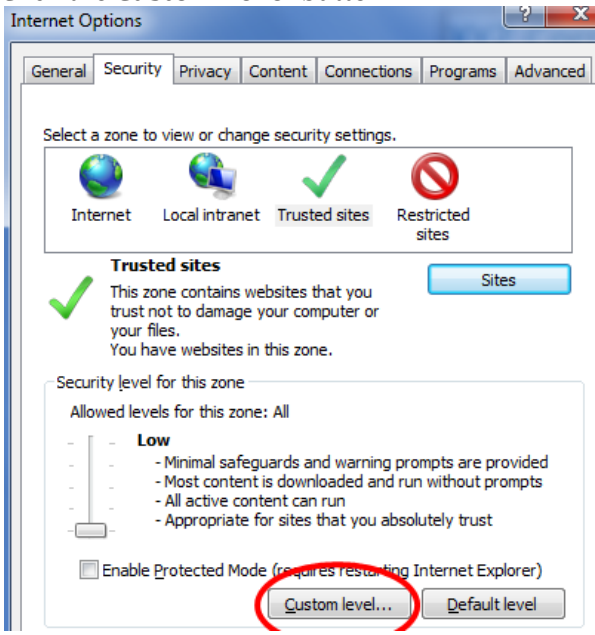
Below is a checklist of items to review prior to attempting to apply for a position. If this checklist does not prevent errors, [Contact Us](#) to report any issues; include the time zone and time stamp of when the error occurred for troubleshooting purposes.

Table of Contents	Page
Supported browsers	2
Add Peoplefluent as a Trusted Website and set Active X Controls	2
Clear IE sessions, cookies, and cache – IE7	3
Disable Pop-up Blocker and Cookie Handling	4
Set your computer to run in Compatibility mode	6

Supported Browsers

Application	Recommended	Supported
Candidate Portal Career Pages	With any comparable operating system: - Internet Explorer 7.0.x - Internet Explorer 8.0.x - Firefox 3.6.x	Safari 1.0.1 (must be set to identify itself as Netscape 7.0)

Adding Trusted Website

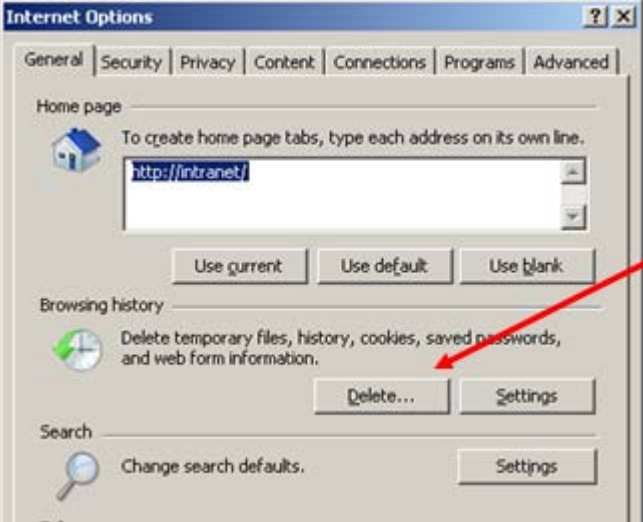

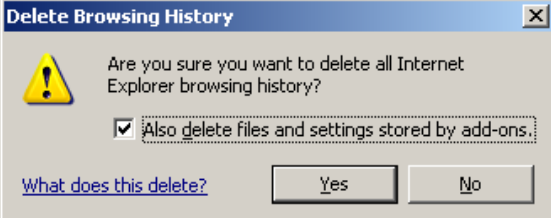
Step 1	From your browser toolbar click " Tools ", then " Internet Options "
Step 2	Under the " Security " tab.
Step 3	Click the Custom Level button. 

Active X Control Settings

Setting Name	Miscellaneous – Submit nonencrypted form data	Enable Is required to support the Candidate Portal if not using HTTPS.
Setting Name	Scripting – Active Scripting	Is required to support the Candidate Portal

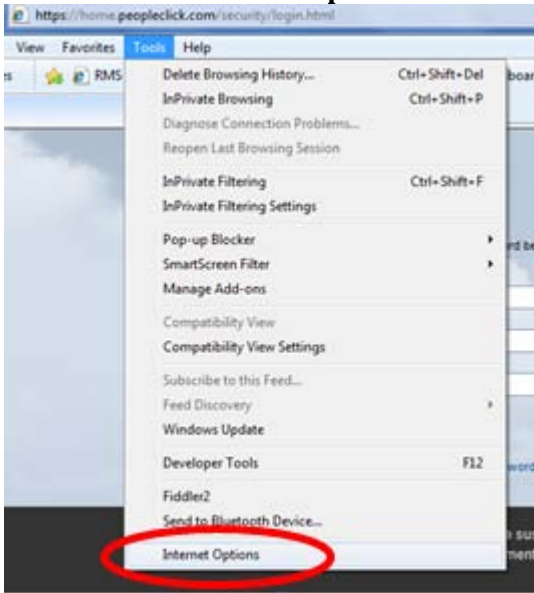

Clear IE sessions, cookies, and cache - IE7

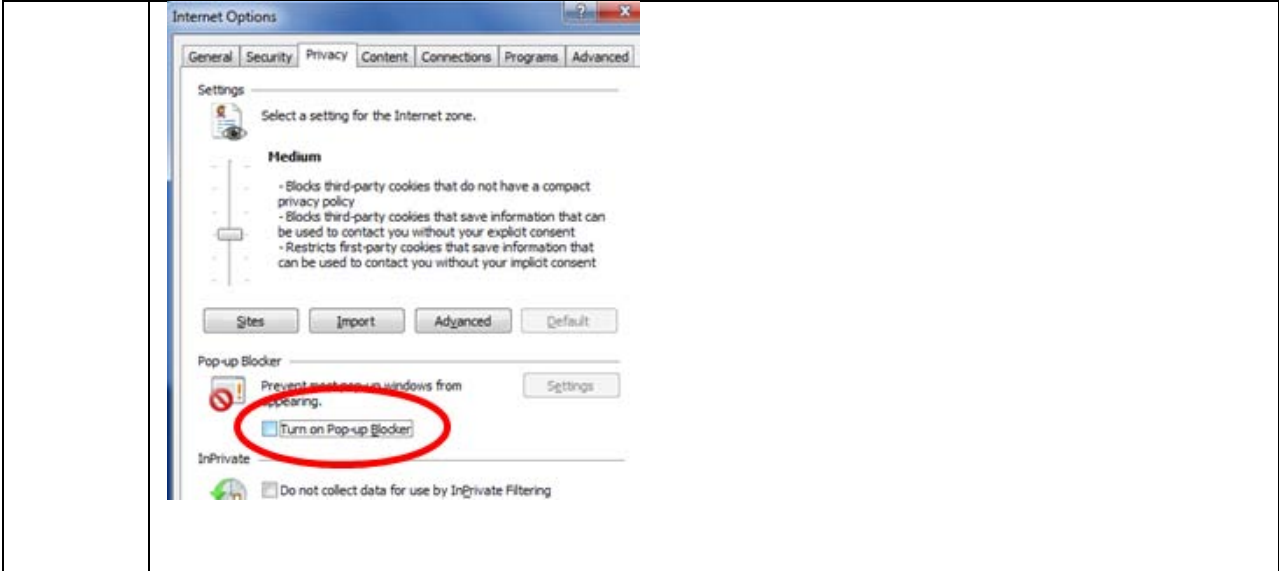
Note: Performing this action may erase all saved passwords.

Step 1	<p>Go to Tools→ Internet Options→ General tab →Browsing History. Click on Delete</p>  <p>The screenshot shows the 'Internet Options' dialog box with the 'General' tab selected. Under the 'Browsing history' section, there is a description: 'Delete temporary files, history, cookies, saved passwords, and web form information.' Below this description are two buttons: 'Delete...' and 'Settings'. A red arrow points to the 'Delete...' button.</p>
Step 2	 <p>The screenshot shows the 'Delete Browsing History' dialog box. It contains several sections with 'Delete...' buttons: 'Temporary Internet Files', 'Cookies', 'History', 'Form data', and 'Passwords'. At the bottom, there is a 'Delete all...' button and a 'Close' button. A red arrow points to the 'Delete all...' button.</p>
Step 3	<p>You will receive a pop-up window: Delete Browsing History. Check Also delete files and settings stored by add-ons then click Yes</p>  <p>The screenshot shows a warning dialog box titled 'Delete Browsing History'. It contains a yellow warning triangle icon and the text: 'Are you sure you want to delete all Internet Explorer browsing history?'. Below this text is a checkbox labeled 'Also delete files and settings stored by add-ons.' which is checked. At the bottom, there are 'Yes' and 'No' buttons. A link 'What does this delete?' is also present.</p>

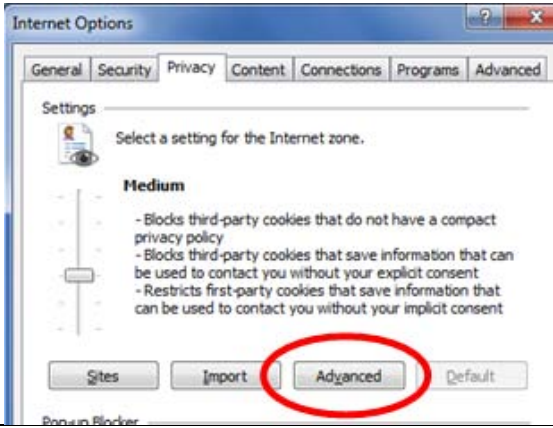
Disable Pop-up Blocker and Cookie Handling

Note: The steps below are to disable pop-up blocker and cooking handling at the browser level. If 3rd party pop-up blockers (ie Google toolbar, AOL) exist in the browser you will have to disable these as well.

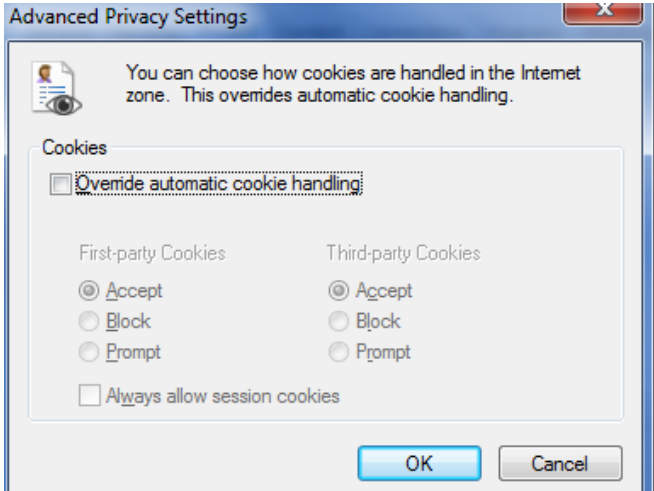
Step 1	<p>Go to Tools → Internet Options</p>  A screenshot of the Internet Explorer browser window. The 'Tools' menu is open, showing various options. The 'Internet Options' option at the bottom of the menu is circled in red. The browser's address bar shows 'https://home.peopleclick.com/security/login.html'.
Step 2	<p>Click on the Privacy tab</p>  A screenshot of the 'Internet Options' dialog box. The 'Privacy' tab is selected. Under the 'Settings' section, the 'Medium' level is chosen. The description for 'Medium' reads: '- Blocks third-party cookies that do not have a compact privacy policy'.
Step 3	<p>Uncheck Pop-up Blocker</p>



Step 4 Click the **Advanced** button


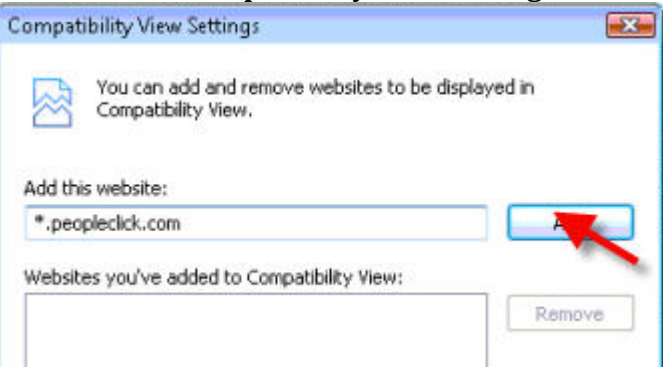


Step 5 Uncheck **Override automatic cookie handling** and **Always allow session cookies** then click **OK**.



Compatibility mode

This option is on a per site basis and all other sites will continue to display with Internet Explorer 8 functionality. When you click on the Compatibility View button for a site, you don't need to do it again as the next time you visit that site the browser will show it in compatibility mode. If for some reason you'd like to go back to browsing with Internet Explorer 8 functionality on that site, simply click the **Compatibility View** button again.

Step 1	<p>Click the Compatibility View toolbar button to display the website as viewed in Internet Explorer 7</p>  <p>Try clicking the "Compatibility View" toolbar button to fix the problem. It's located next to the Refresh button on the Address Bar.</p>
Step 2	<p>Click Tools → Compatibility View Settings and then add *,peopleclick.com</p> 
Step 3	Click close