

## Technical Difficulties?

If you have technical problems while using E-recruit to apply for employment opportunities at Lane County...

We recommend you:

- Use a high-speed internet connection. You may encounter difficulties if you use dial-up access to connect to the internet. If you need high-speed internet access, you may stop by Lane County Human Resources where we have computers available on a first-come-first-serve basis. The Lane County Courthouse also offers public free wireless access to the Internet. You may also go to the local State's Unemployment Office or your local public library or local college. Lastly, numerous coffee shops and businesses offer public access to the internet.
- Use the latest version of Internet Explorer or FireFox. You may however also use Safari.

### Cookies and Pop-Up Windows

The most likely source of problems you may encounter completing an on-line application in E-Recruit is with security and the use of Cookies and Pop-up Windows.

Cookies are "instructions" or "maps" placed on your computer to allow various internet communication processes. Some computers are set to block cookies (some cookies contain spyware, viruses, etc.). The key: Set your computer to accept E-Recruit's good cookies.

From the Start menu in your computer, go to:

- Settings
- Control Panel
- Internet Options
- Click Privacy tab
- Set the "slider" to the medium point
- Click Sites
- Enter <http://jobs.lanecounty.org/> in the web address box
- Click Allow
- Click Okay
- Click on the refresh button in your web browser, and then retry your original task.

Pop-up Windows allow the delivery of information without interrupting your current browser. The application, the supplemental questions, and the EEOC form are all pop-up windows with E-Recruit which you want to see. Spyware, Viruses and other types of malicious software may also use pop-ups which you need to address with security and firewalls. If these firewalls are set too high, they block the pop-ups you want (i.e. your application won't work). The solution is to tell your computer to let these pop-up windows through the firewall.

Based on your version of windows the path and labels may be different. From the Start menu in your computer, go to:

- Settings
- Control Panel
- Internet Options
- Privacy
- Click Settings in Pop-up Blocker area.
- Enter <http://jobs.lanecounty.org/> in the web address box
- Click Add
- Click Close

Instantly Bypass any Pop-up Blocker on an Individual Basis by pressing the control key while clicking on the pop-up action button (i.e. the "Continue" or "Submit" button). This will solve your pop-up blocker problems on E-Recruit or anywhere else on the internet.

## Browser Toolbars

Many Browser "Toolbars" such as Google or Yahoo toolbars also offer Pop-up blocking ability which may need turned off or be told to allow Pop-ups from <http://jobs.lanecounty.org>

## IP Provider Firewall

Contact your IP Provider and have them enter <http://jobs.lanecounty.org/> as an exception.

## Browser Privacy Settings

From the Start menu in your computer, go to:

- Settings
- Control Panel
- Internet Options
- Click on the "Security" tab.
- Click on the "Trusted Sites" icon.
- Click on the "Sites" button.
- Uncheck box that says Require verification (https:)
- Type in the address of the web site <http://jobs.lanecounty.org/> and click the "Add" button.
- Close out the dialogue boxes by "clicking" [OK].

## Platform

A platform describes some sort of framework, either in hardware or software, which allows software to run. Your computer most likely has a Microsoft Windows or Macintosh (MAC) platform. In order to successfully run E-Recruit, we suggest the following platform versions:

- Windows 98 and above
- MAC OS 9 (Released 1999) and above

## Browser

A web browser is a software application that enables a user to display and interact with documents on the internet. Your computer most likely has *Microsoft Internet Explorer (IE)* or *Netscape*. You will find the most success working on the internet if you download the latest versions of web browser that your *platform* (see above) will support.

## Javascript

JavaScript is a programming language best known for its use in websites. It enables the user to interact with web pages to perform tasks such as opening a new window and changing images as the mouse cursor moves over. E-Recruit uses client-side JavaScript technology to create its powerful dynamic web applications. JavaScript technology is included in your web browser program, so you should not need to take any action to enable its use on your computer.