

# External Candidate Troubleshooting Quick Reference Guide

While searching and applying for positions use this guide as a reference for common questions.

## ● User Interface Errors (Browsers – Internet Explorer, Chrome, FireFox).

1. Cannot connect to website (various error messages).
  - Try visiting other websites. If this still occurs, please contact your local internet service provider for assistance.
  - Try accessing our website from another computer. Local library, friend, or family? Divisional kiosk available/convenient?
  - Reset browser settings back to default.
    - Various methods depending on browser being used. Contact local internet service provider or perform a Google search for instructions.

## ● Cannot Submit Application.

1. Verify that all required fields are complete (marked with \*).

## ● The state field will not allow me to make an entry.

1. Verify that you have entered a “Country of Residence.”

## ● I cannot sign in/reset password.

1. **For security purposes, Oldcastle employees cannot provide you with your password and do not have the capability to reset your password.**
2. If you are not receiving a reset password link, please check your spam/junk mail folder.
3. If you are unable to locate your reset password link, you will need to create a new account with a new, unique email address.

## ● Application Status Updates

1. Did you receive a confirmation email after you submitted your application?
  - If so, log into your account and click on the “Job Management” tab. All jobs for which you successfully applied are listed here along with their status.
  - If not, please check your spam/junk mail folder.
2. If you did not receive a confirmation email, log into your account and click on the “Job Management” tab then the “Saved Applications” sub-tab.
  - If the job in question is listed here, please verify that the application is complete and submit it.
  - If the job in question is not listed here, go back to “Job Search” to start the application process.

## ● Additional Assistance

- If you are still in need of assistance email us at [system.support@oldcastlecareers.com](mailto:system.support@oldcastlecareers.com)
- In addition to applicant’s name, the following information is required in order for us to fully assist you. *Any missing information can delay our response.*
  - Requisition (Job) number.
  - Email Address
  - Phone Number

## ● We will respond to your request within 24 business hours via email or telephone.