

Troubleshooting

Help! Why did I lose my edits?!

There are a few common reasons why this can happen:

- If you stay on one page for an extended period of time without saving, your account may “time out” without warning.
- A weak internet connection may momentarily disconnect your computer while you are working on the application.
- As a safeguard, we recommend that you:
 - Save your application often
 - Cut and paste your application answers after each question into a Word document to save as backup.
- To restore your edits, try:
 - Re-loading your internet page, as sometimes the browser will cache an older version of your page.
 - Logging out, wait a few minutes, and then log back in and re-open your application.

Why am I having problems uploading files?

- Double check that there are no symbols in the file name, the file type and size are OK, then try one or more of these suggestions:
- Sometimes the problem can be a corrupt file. Try saving a new, renamed version of the document.
- Try saving your file as a different type. For instance, if you tried to upload a (.pdf) file, try uploading the original Word or Excel version of this document. If it is a Word (.doc or .docx) or Excel (.xls or .xlsx) document, try saving it as a (.pdf) file and then uploading this version. If you scanned a document to create a (.jpg) file, try saving it in a (.pdf) format instead.
- If the file is too large, try resaving it in a condensed format.
- Use a different computer to do the upload.

How do I print my application for my records?

If you would like a paper copy of your application for your own records, login to the application portal and choose the Application Packet link. This will create a PDF of your application. You can print or save this document. You will always have access to your application by logging back into the application portal, even after you submit it.