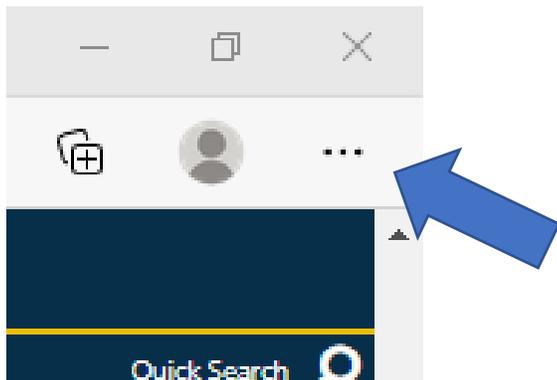


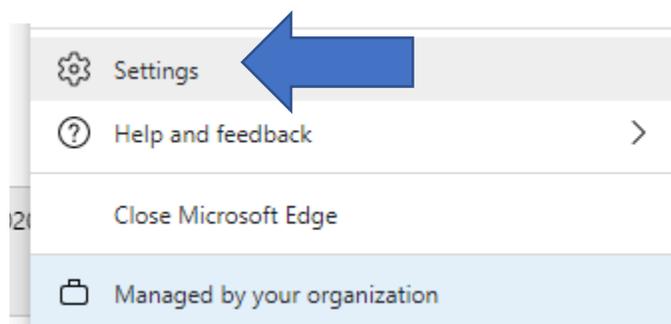
Troubleshooting

If you experience issues with entering services or other pop-up fields, here are some ways to try to fix the problem:

1. Try using a different browser
 - a. If MS Edge is not allowing you to enter service lines, try using Internet Explorer, chrome, or Firefox
2. Try clearing the cache
 - a. (hold the ctrl and F5 key)
3. If you are still having trouble entering services/activities, try these steps in MS Edge
 - a. Go to settings by clicking on the three dots in the upper right corner



- b. Choose "Settings" (the gear icon)



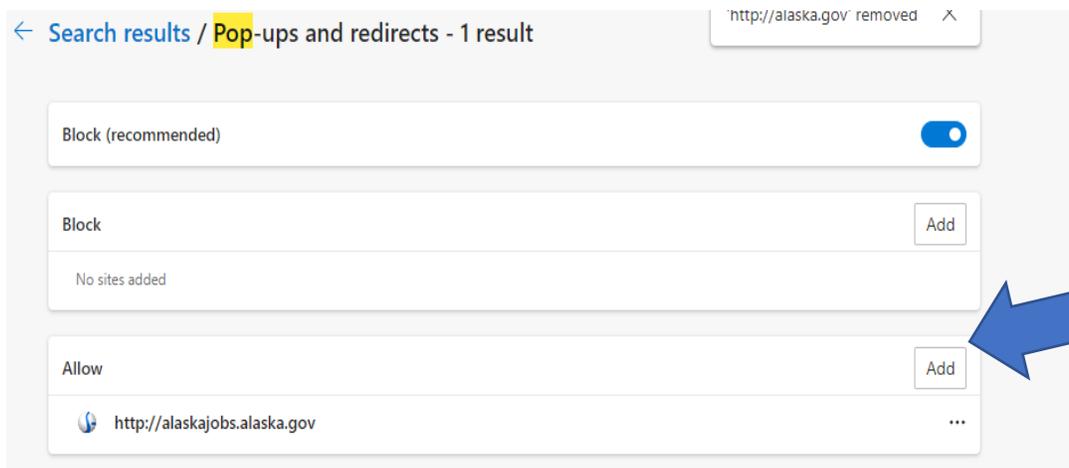
- c. In the search box, type "Pop."



d. Select “Pop-ups and redirects.”



e. Click “Add” in the Allow section, and add <http://alaskajobs.alaska.gov>



f. Refresh the AlaskaJobs page by clicking the Ctrl key and F5 key

g. Try to enter activities.

4. If you can still not enter services/activities, try the following to reset the browser to its default settings. Please note: This will delete anything you have saved in the “Allowed Websites” field.

- a. From number 3 above in this section, follow steps a – c
- b. When you get to c, type the word “reset.”
- c. Select “restore settings to their default values
- d. Click the blue “Reset” button on the pop-up

