APPLICATION TROUBLESHOOTING

If you are experiencing technical difficulties, please review the below table for potential solutions. If the problem persists, please reach out to our HRIS team at hrhelp@asante.org for assistance.

Please Note: At a minimum, 1 employment and 1 education history are required on the application.

Issue	Potential Solution
Application Limit Error Message	Candidates can only have 10 active applications at one time. Please see the section below to view your current applications if you are a returning applicant and if you have 10 applications 'Under Review', please email employment@asante.org for assistance.
Contact Information	If you have typo's or extra characters or spaces in your contact information (even a space after your first or last name), please be aware that when the resume parses the information into your profile, sometimes it can pick up a symbol from your resume – please review your application carefully and remove any characters/symbols if necessary.
Country Code Error Message	The 'Country' must be selected *before* inputting the state you reside in. Please try removing the state and adding in the country then state.
Link Broken	If you get a message that the link is broken, this could be because the job is no longer available. Please note that we do update our careers site daily and check out https://www.asante.org/careers/ for current openings. Please reach out to employment@asante.org to confirm if the position is still available.
Referral Source Incomplete	If you see that the referral source is incomplete, this could be because of selecting the 'Other' option with nothing listed or indicating 'Employee Referral' with an employee not listed. Please ensure if using the 'Other' option or 'Employee Referral' to input something in the secondary field.
Server not Secure or Spinning Wheel	This is most commonly due to internet connection issues. Please clear your internet browser cookies and cache, close all browser windows and re-open your browser.
Trouble Adding Education	If you input a future date in the 'Completion Date' field, please remove and instead, select 'In Process'.
TS Assessment Field Missing:	This error means there is a missing required field somewhere on the application. Please thoroughly review your application, especially the Employment and Education piece. Make sure all fields marked with a red star (meaning they are required) are filled in, even if you must put N/A.

We look forward to receiving your application!

Returning Applicants? After you have submitted your application, you should immediately receive an email confirming that your application has been submitted. You can also check on the status by going to www.asante.org/careers/ and selecting "Returning Applicants".

Talent Acquisition Department: 541-789-4757 or employment@asante.org