Troubleshooting Tips

Sometimes you may have problems accessing the site such as error pages, blank pages, or inaccessible buttons. Or, you may be unable to complete functions successfully. Before contacting us, please try these tips.

Note: If you're on a dial-up or low-bandwidth/slow connection, please wait for the page to load completely (including graphics).

- Make sure you're using one of the following supported browsers:
  - Internet Explore Version 6 and higher
  - Firefox 3.0 and higher
  - Safari 4.0 and higher

- Clear the browser cache. Then reload.
  Your browser cache may be corrupted. Most browsers go to the cache first to retrieve information before going to the application.

  Internet Explorer Steps
  1. From the menu, go to **Tools > Internet Options > General**
  2. Select **Temporary Internet Files**
  3. Click **Delete Files**

  Firefox Steps
  1. From the menu, go to **Tools > Clear Recent History**
  2. Check **Cache**
  3. Click **Clear Now**

  Safari Steps
  1. From the menu, go to **Safari > Empty Cache**
  2. A dialog box displays asking if you are sure. Click **Empty**

  Google Chrome Steps
  1. At the very top right of the browser, click the blue wrench icon
  2. Click **Options > Under the Hood**
  3. Under Privacy, click **Clear browsing data…**
  4. When the window appears, check **Empty the cache** and click **Clear browsing data**

- Load the page directly from the server.
  This bypasses the browser cache and loads the page directly.

  Internet Explorer, Firefox, or Google Chrome
  - Click **Ctrl + F5**
  - Or, click **Ctrl + R**

  Safari
  - Click **View > Reload**
  - Or, click **Command + R**

- Close the browser, reopen it, and re-access the site via AEP.com/careers

- If none of the tips work, try rebooting and re-accessing the site.

- If you are still unsuccessful, contact us via e-mail (HRISRecruitHelp@aep.com). Include the following:
  - Your name and contact information (your e-mail address is fine)
  - The browser you're using
  - The problem you're having and the page on which it occurred
  - Your access method (broadband, dialup, etc.)
  - Screen shot of the error, if possible. (Click **Print Screen.** Paste into the body of the e-mail.)