

NWF Career Gateway Frequently Asked Questions

1) My session timed out. What should I do?

Before starting the application, make sure that you have all of your materials ready for copying and pasting so as to avoid session timeout.

If you do timeout, you will need to log back into <http://www.nwf.org/careergateway/> and continue where you left off.

2) I'm having trouble submitting an application and/or I'm getting a "session invalid" error message:

1. Log out
2. Close browser
3. Go back to <http://www.nwf.org/careergateway/>
4. Click on "Current Openings" and search for the position
5. Log in to apply for the position.
6. The first thing you will see is the cover letter. After entering this information you will be able to see your application information including education and employment experience.
7. If you still receive an error, walk through the process using the questions on the next page to obtain details about the error.

3) I'm getting "an account already exists with this email" message when trying to create a new profile.

This means that you've already created a profile with this email. If you forgot your password, do the following:

1. Go to the position description page
2. Under the login boxes, click on "Forgot my Password" (click only once)
3. The password will be reset and emailed to the applicant. (If a user clicked more than once, the most recent password is what will work).
4. The user should be able to log in with the new password and continue their application.

4) I forgot my password.

Do steps 1-4 in step 3 above.

5) I'm getting a Server Not Available error.

There is a temporary problem with the NWF server. Try again at a later time.

Troubleshooting questions:

If the above solutions do not solve your problem, try to obtain as much detail about the error as possible using the questions below:

1. What did the error message say?
2. What browser are you using? (examples: Internet Explorer [IE], Firefox, Netscape, Safari, AOL)
3. Are you using a MAC?
4. On what page did the error occur? (examples: Education entry page, Employment entry, Application Confirmation page, etc) If you are currently seeing the error page, you can hit the back button and return to the previous page before the error to answer this question.
5. What were you trying to enter at the time? (similar to #4 education, employment, honors)
6. Did you prepare you information in advance? (avoids session timeout) How long were you working on the application?

IF these do not solve your problem, send your cover and resume to garnettp@nwf.org