



## Office Technician (General) and (Typing)

### Technical Assistance

#### 1. Examination Errors:

- If you are receiving an error after clicking “Continue” on the Exam Application page, check to see if you’re **Mailing Address** exceeds the maximum characters allowed.
  - For example; if your mailing address is 1234 Wonderland Drive Apartment 2001, you need to abbreviate your address to 1234 Wonderland Dr Apt 2001.
- If you are receiving an error after clicking “Continue” on the **Minimum Qualifications** page, check to see that you have completed all fields. Enter a “0” in any field that does not apply to you. Next, click the Continue button.

#### 2. Minimum Qualifications Failure:

- If you fail the **Minimum Qualifications** Assessment go back to the **Minimum Qualifications** page and be sure that you have converted your years of experience into months of experience.
  - For example; 10 years of experience would be converted into 120 months of experience.

#### 3. User ID/Password Recovery:

- If you have forgotten your User ID/Password, click “Forgot your Password?” link located beneath the Online Examination Login box. If you’re unable to recover your User ID/Password contact Examination Services at 866-844-8671, option 1.