City of Wyoming – eApplicant Troubleshooting Tips

We do our best to make sure that eApplicant is functional for all prospective candidates, but there are times when issues do arise. Use the information below to verify your computer/files comply with the eApplicant system and some ways to correct/work around the common issues.

- **Devices/Equipment**
  The eApplicant system has been tested on the most common computing devices (PCs, Tablets, Smart Phones) running on the common operating systems (Windows, Apple/iOS, Android).
  - o Software
    Older operating systems (Windows 98, Apple OS9, Android 2) have not been tested and are not recommended.
  - o Hardware
    Non-standard devices like gaming consoles or smart tvs have not been tested and are not recommended.

  If you are using a non-recommended device and/or you keep having issues with your primary device, try submitting your application using a different device - if available. You may find that the 2nd device works properly whereas the 1st one is giving you errors.

- **Condition/version of web browser**
  In general, it is considered best-practice to keep your web browser up to date. Whether you're using a current version of your web browser or not, keep in mind that eApplicant has been tested on the following browsers only:
  - o Internet Explorer, version 7 and newer
  - o Google Chrome
  - o Mozilla Firefox
  - o Apple Safari
  - o Some testing of Microsoft Edge has been done and initially appears to be compatible
  - o All other web browsers are untested; use at your own risk

  If you have access to a 2nd web browser (or are willing to download/install another browser), please try using it to submit your application. You may find that the 2nd/new browser works properly because of some obscure setting in the 1st browser.

- **Website Cookies**
  This portal requires the use of cookies. Be sure that you are allowing cookies for http://www.wyomingmi.gov and https://www.ci.wyoming.mi.us.

- **Javascript**
  The eApplicant portal uses JavaScript to function properly; you must install/allow JavaScript in your web browser.

- **Pop-up Blockers**
  The use of the eApplicant system requires that pop-up windows are allowed. This can be done by allowing pop-ups for http://www.wyomingmi.gov and https://www.ci.wyoming.mi.us. Be sure that you check for all available pop-up blockers – both the built-in browser blocker and any additional/toolbar blockers (Google, Yahoo, Bing, etc.) that may be installed. If you do not want to turn off the popup blocker for these sites, you can temporarily override the blocker by holding the <CTRL> key (or <CTRL>+<SHIFT>) when clicking.

- **Compatibility mode**
  The eApplicant portal may not display/function properly in some web browsers due to age and/or technology differences. If you think this may be the case for you, turn on/off 'Compatibility Mode' and try to access the portal again.

- **Attachment too big**
  The server is configured to accept a maximum of 25MB in attachments. If the total of your attachments exceeds 25MB, the files will fail to upload and the application may crash on submission. Please reduce the size or quantity of attachments.

- **Attachment of the wrong file type**
  There are a lot of programs available for document creation/distribution, and unfortunately we are not equipped to accept all file types. When attaching a file to your application, be sure that it is in one of these acceptable file types:
    - Microsoft Word (.DOC/.DOCX)
    - Microsoft Excel (.XLS/.XLSX)
    - Microsoft PowerPoint (.PPT/.PPTX)
    - Microsoft Publisher (.PUB)
    - Web Page/Layout (.HTM/.HTML)
    - Open Document Formats (.ODF, .ODP, .ODS, .ODT)
    - Rich Text Format (.RTF)
    - Portable Document Format (.PDF)
    - Tagged Image Format (.TIF/.TIFF)
    - Text File (.TXT)
    - Extensible Markup Language(.XML)

  Any other file type will not be uploaded, and in certain cases may cause the portal/application to crash on submission. If your file(s) are in a different format/program, try to "save as" or "export" the file to a compatible file type.   For most document/spreadsheet file types, you can download an 'open source' office suite like 'OpenOffice' which will open/convert most documents.