

Chart Tip(s) for Applicants:

Having problems using CHART... Here are some basic tips that will make your session easier:

- If you have difficulties opening particular pages, then please upgrade your internet browser to a newer version or try using another browser such as Internet Explorer to complete the pages you are having problems with.
- Ensure that you have your internet browser options set to the highest settings available to ensure that you have cookies enabled.
- Save frequently.... You may get timed out after 15 minutes.

Also check out some of our frequently experienced problems and solutions below:

Q: I am not able to open the last page on My Resume, the Additional Data Section.

A: Then we recommend that you upgrade your browser to a newer version or try using another browser such as Internet Explorer to complete this page.

Q: I keep receiving a "Certificate Revocation Status" or "Security Alert" warning window when accessing this web site.

A: You may have received a "Certificate Revocation Status" or "Security Alert" warning window when accessing this web site. The appearance of the warning message depends on your web browser settings.

The security certificate associated with this site is both valid and safe.

Installing the security certificate on your local computer will stop the appearance of these warnings. To install, select "View Certificate" on the warning message, then select "Install Certificate" on the certificate window.

Q: I've requested to have my password reset but have not receive a response.

A: If you requested to have your password reset and have not received a response from the CHART Webmaster within 48 hours, check your email junk mail or SPAM folders. Some email service providers treat email messages sent by the CHART Webmaster as SPAM. Or, resend your request and use an email address from a different service provider to receive your password.

Q: I keep getting in a loop. Every time I click a button, it takes me back to either the login page or the same page I was viewing.

A: This could be related to having cookies blocked on your computer. Make sure your internet browser options are set to the highest setting available (Med, Med High or High). Also, make sure you have your internet browser settings set to enable cookies. If those are not set up correctly, you will get into a loop.. To fix this problem in Internet Explorer:

1. From your internet browser, click the Tools menu then select Internet Options.
2. Click the privacy or security tab. Click on the Earth/Internet Options. Then select Custom Options.
3. Scroll down to Cookies. Change the Settings from Block all Cookies to High or Med High.

Q: When I try to save my Work History it takes me back to the login screen and my data is lost. Is the system broke?

A: It looks like you are getting timed out of the program or bumped off the internet. This can occur for a variety of reasons. Your internet provider may have disconnected you, traffic on the internet may be high

or you may have spent more than 15 minutes composing your duties statement and the system reads that you have been inactive. To prevent this from occurring, save frequently. Furthermore, we recommend that you compose long items of text for your resume (such as duties or awards and training) in Microsoft Word or other program and then copy/paste into the resume builder.

Q: I'm concerned that I am inputting my Social Security Number. Is this site secure?

A: The site is secure as required by Federal regulation. Once you select the **Click HERE to Login to Your Account** button it takes you to a secure site. You will notice that the URL will change from http to https. The "s" at the end of this indicates it's secure. Any page that requires the transfer or submission of any type of privacy data will be

Did you know?

Your responses to Additional Data Sheet questions are critical in determining whether you are considered for a vacant position. They help us determine your employment eligibilities and preferences. So be sure to periodically review your responses under My Resume and submit any updates. If you haven't done so recently, why not now?

Want more frequently asked questions? Then go to our FAQ page at <https://chart.donhr.navy.mil/info/faqs.asp>