

## AANA Foundation Online Applications Troubleshooting Your Technical Issues

Internet Explorer\* works best (Google Chrome is second). Other browsers may cause technical difficulties that we cannot rectify. If you are experiencing technical issues, we recommend that you try a different browser.

\*Attn: Internet Explorer Version 11 users:

If you experience difficulties logging into the application, please visit our [web site](#).

**Before contacting us to help with your application, please look over the suggestions below. If you cannot resolve the issue on your own, you will need to have the following answers ready:**

1. Provide your name and member ID number.
2. Describe the problem in detail.
3. What browser and version were you using? (Internet Explorer 10, Firefox 18.0.02, etc.)
4. Have you tried another browser/version? (The public library is a good resource if your options are limited.)
5. What type of device were you using? (Mobile, PC, Mac, iPad, etc.)
6. Is your popup blocker disabled? (Reason: the link to confirmation and payment pages is coded to open in a new window so the pop up blocker must be disabled.)
7. If you encountered a system error, we need to know exactly what that error said (providing a screen shot is best).
8. If you encountered an error with payment, was it a system presented error (in that case, see #7), or did it time out?
9. What date and time were you doing this? What type of credit card were you using (for payment issues)?
10. If you're reporting issues with essay fields, etc., are you posting more than the maximum allowed amount of characters or words? (TIP: Does your application specify a word vs. character count limit?) If you are under the maximum, please try clicking off the box somewhere else on the page, then go back into the box and start typing.
11. If you are having trouble saving your application, every field must be filled out on the page before you can save the page.
12. Read the error message that is provided by the system, and make the necessary update(s):

### Warning

The form cannot be submitted because it contains validation errors. Errors are marked with either a red asterisk (required fields) or a red, dashed border (invalid values).  
Field or group: my:txtWorkZipCode Error: You must enter a zip code.

Click **OK** to resume filling out the form. You may want to check your form data for errors.

[Hide error details](#)

An error occurred while using the form. For more information, contact the site administrator.

An entry has been added to the Windows event log of the server.

**Log ID:**5567

**Correlation ID:**e27fc154-f57e-4d78-b7e0-59a812b7a6d6

OK

If you have tried to troubleshoot and are still not having success with your application, please send all answers to the questions above to [foundation@aana.com](mailto:foundation@aana.com). Thank you.