



The YMCA of Columbia-Willamette online application is undergoing occasional malfunctions. We apologize for this and appreciate your patience. If you have been unable to complete your application please follow the steps listed below. We are eager to view your application and resume. You can download the PDF of the application and submit it to [ymcacareers@ymcacw.org](mailto:ymcacareers@ymcacw.org) or 9500 SW Barbur Blvd, Suite 260, Portland, OR 97219. You may also submit it to the location of interest - addresses are located at <http://ymcacw.org/location>. Thank you.

#### Troubleshooting:

1. Use a different browser – and use the latest version of the windows or your operating system. Be sure to close out and re-start
2. Clear Cache and Cookies
3. It would be helpful for troubleshooting if you could send any details of the error: date and time of the error, what the error message says and when they are receiving it in the application process. A screen shot would be helpful. Information can be send to [ymcacareers@ymcacw.org](mailto:ymcacareers@ymcacw.org). Thank you.

#### Clearing Cache:

Chrome: a. Select the following: Browsing history. Download history. Cookies and other site and plug-in data. Cached images and files.  
b. Click Clear browsing data.  
c. Exit/quit all browser windows and re-open the browser.

Explorer: a. Select Tools (via the Gear Icon) > Safety > Delete browsing history  
b. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.

Firefox: a. From the History menu, select Clear Recent History.  
b. From the Time range to clear: drop-down menu, select the desired range; to clear your entire cache, select Everything  
c. Next to "Details", click the down arrow to choose which elements of the history to clear; to clear your entire cache, select all items.

#### Clearing Cookies:

Chrome: a. Open Chrome.  
b. On your browser toolbar, tap More .  
c. Tap History, and then tap Clear browsing data.  
d. Under "Clear browsing data," select the checkboxes for Cookies and site data and Cached images and files.  
e. Use the menu at the top to select the amount of data that you want to delete.  
f. Tap Clear browsing data.

Explorer: a. Select Tools (via the Gear Icon) > Safety > Delete browsing history.  
b. Make sure to uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.

Firefox: a. Click the menu button , choose History, and then Clear Recent History.  
b. Set Time range to clear to Everything.  
c. Click on the arrow next to Details to expand the list of history items.  
d. Select Cookies and make sure that other items you want to keep are not selected.