



A) What do I do when I get a screen with an error message that reads: “Logon with URL parameter not possible; logon cookie is missing”?

- Go to your Internet explorer then click **Help – About Internet explorer** and confirm if your **Internet Explorer** is version **8, 9 or 10**.
Google Chrome is optional

B) Could you kindly please assist me with registering on the website as it keeps on asking me to enter a password which consist of special characters?

Password must contains:

- **8 characters**
- **Capital (A – Z)**
- **2x Numbers (0 – 9)**
- **Special character (* % & etc)**

Sample: **Work123=**
 Sleep 34&



C) I get the following error message when trying to register on the portal, what could be the issue?

“The information is displayed in a new window. If the display of additional windows is currently suppressed by a Pop-up Blocker, you must first deactivate this setting “


Internet Explorer

- Go to **Tools** - click **Pop-up Blocker** – (Ensure that pop-up blockers are turned **OFF**)

Google Chrome

How to de-activate the Pop-up Blocker on the **Google Chrome** bar

Once you've downloaded **Google Toolbar** on **Internet Explorer**, you can block or allow pop-ups:

1. On the right side of the Toolbar, click the wrench 
2. Go to the **Tools** tab.
3. To block pop-ups, check the box next to "**Pop-up Blocker.**" To allow pop-ups, uncheck the box next to "Pop-up Blocker."
4. Click **Save**



**D) When I try to register on the Transnet website the following error appears “The IE Compatibility view is not supported (Note : 1586993)”
What does this mean?**

- You need to update your **Compatibility View Settings** specific to the Internet Explorer version installed on your machine
- Click **Tools** – Go to **Compatibility View Settings** – Enter **Transnet.net** into the **ADD THIS WEBSITE** field then click **ADD**

E) When I try to access the Transnet website I get an image that shows the page is still loading or processing. What could be wrong?

This normally happens when the **Internet Explorer Browsing History** needs to be cleared

- Click on **Tools** – Select **Internet Options** - Under **Browsing History** click **Delete** (Ensure all boxes are ticked except for the **Passwords box**)

F) I can't register on the Transnet website. What could be the issue?

- Please ensure correct link is being used

External Applicants

www.transnet.net then go to the Careers page

Also note the following

Remember:

- Use Internet Explorer as browser – Google Chrome is optional
- Use a PC or Laptop – we do not yet support mobile devices (Phone, iPad and/or Tablet)

Internal Applicants

Please note the following for **Internal employees**:

- All internal employees use the following link to view and apply for vacancies - <http://hrportal.transnet.net/irj/portal>
- Also note all **internal employees** cannot access the Transnet website www.transnet.net whilst on the **Transnet domain/network** , and cannot apply for external vacancies

G) How do I track my application after applying for a vacancy?

External applicants

After logging onto the portal

- Select the **Employment Opportunities** tab then click on **My Applications** to view the status of your application
- Alternatively please contact the **Recruiter** specific to the job you applied for

Internal Employees

- Go to the **HCM portal** – click on **Employment Self Service – Career and Job – Applicant Profile and Job search – Employment Opportunities - My Applications**

Alternatively please contact the **Recruiter** specific to the job you applied for



H) I get an error that states “Too many failed attempts” and have been locked out of the system, how do I unlock/reset my password?

- Contact the **Transnet careers** help desk at Careers-Help@transnet.net with your **Username**

I don't remember my password.

- Go the **Transnet log on / Registration page** and click on the **Password Forgotten** link where you will complete all required fields and a new password will be sent to the email address registered

I would like to change my password.

- On the **Transnet log on / Registration page** and click on the **Change Password** link a new password will be sent to the email address registered

I) I received the Transnet email confirmation link but I am unable to click on it, is there any other way of confirming my registration?

- Select or Highlight the link then **Copy and Paste** the link into the **Internet URL** field and press **Enter** on your keyboard