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