



## Job Application Support

If you encounter any problems on our Careers site, please review the following information. If you continue to experience problems, or do not see the answer to your question, please submit a report via the contact page that includes your name, specific concern and contact information.

### Online Application Minimum Requirements

The computer you are using to complete the application must meet the minimum requirements below for the online application to work properly:

#### **Required:**

Internet Explorer 7 or 8  
Firefox 3.5 or 3.6  
Screen Resolution 1024 x 768  
Disable pop-up blocker  
Firewall disabled

#### **We also recommend the following:**

Windows XP or Windows 7  
Internet Explorer 8.0  
Cable, DSL, or other high speed connection

### Frequently Asked Questions

#### **How do I create my profile?**

Go to the Careers page and click on "Search Openings" to see a list of action items on the left side of the page. Click on "Create Your Profile." This step is required prior to applying for any open position and will take several minutes to complete. You will need information such as past residence history (5 yrs), professional references (3), past education, military service record, past employment history (10 yrs), etc.

#### **How will I access my profile in the future?**

You will need the email and password that you used when you created your profile. We encourage you to write it down and maintain for future reference.

#### **I forgot my password. How can I recover it?**

Click "Edit Your Profile" to get to the log in page, then click the link next to "Can't remember your password?" You can then have your password emailed to you or log in using your email address and secret question. **For your protection, we cannot access your password.**

#### **How can I find the online application?**

Go to the Careers page and click "Search Openings" to view open jobs. You can browse all positions, or click "Search Open Jobs" on the left hand side to search based on position or location. You can also sort

by the various fields by clicking the title bar (i.e. post date, title, city, etc.) Click on the job title to review the job requirements and when you're ready to begin the application process, click "Apply Online" in the upper or lower right corner. Before applying you will need to create a profile.

**Do I use this same application if I am applying for a pilot position?**

No. To apply for a pilot position, please visit [www.airlineapps.com](http://www.airlineapps.com) and complete your application there.

**Are you hiring pilots?**

Yes! We expect to be hiring pilots continuously. You should visit [www.airlineapps.com](http://www.airlineapps.com) to apply for an ExpressJet First Officer position.

**I don't see the job I want listed. Are these the only positions available at this time?**

If you don't see the specific position you're looking for, we are not currently recruiting for it online. Please check back frequently as this list is constantly being updated.

**Can I download the application or request that it be faxed or emailed to me?**

All applications for employment are required to be completed online. The application cannot be downloaded, faxed or emailed to be completed.

**Do I need to answer the job-specific assessment questions?**

For you to be adequately reviewed by the hiring manager, you should complete all of the assessment questions.

**When will I hear from the hiring manager?**

Once our hiring managers have had the opportunity to review all applicants, you will receive correspondence either via email or by phone. If the hiring manager is interested in interviewing you, he/she will be in contact.

**Troubleshooting**

**Why does nothing happen when I click "Job Openings" or "Apply Online?"**

Your computer may not meet the minimum requirements for the application, or your pop-up blocker may be interfering. Follow these steps to disable your pop-up blocker in Internet Explorer:

1. From the Tools menu, click on Pop-up Blocker
2. Select "Turn Off Pop-up Blocker"

**It's not letting me move past the criminal history section.**

You must complete every field on the application. If you said "no" to a question, you should type "n/a" into the box that asks you to explain if you had chosen "yes".

**It's asking me to complete the same application twice.**

As part of creating your profile you are asked to complete the general application. Each time you apply for a position, you will be given the opportunity to update your general application and complete the position-specific assessment questions. These questions may be similar to the general application questions, but should be answered also.

**The application isn't working. What's wrong?**

Check that you are using an approved web browser (Internet Explorer 7 or 8, Firefox 3.5 or 3.6). If you're still having trouble, submit a report via the contact page that includes your name, specific concern and contact information to ensure a prompt and accurate response.