Troubleshooting for your AAR/SBL Employment Ad Posting

We understand how important it is to ensure your posting is visible to potential candidates. Below, here's a few quick tips to help resolve the issue with the posting of job ads.

Error trying to process credit card payment - If you encounter an error trying to process your credit card payment, select "pay later" and we will send you an invoice with a link to pay. Within 48 business hours of receipt of your payment, your ad will be live on the site.

Open the page in a private or incognito window - With private browsing, you can see the site without extensions and add-ons that may be interfering with the site's performance.

Clear your cache and cookies. - An overloaded browser can cause problems with loading or formatting issues on a website, like missing images or buttons that don't respond when clicked.

Update your browser. - Check to see if you are using the latest version of your browser. That website will tell you what browser you're using and which version. If you need to update your browser, there is a link for you to do so there.

Try a different web browser. - If you don't have permission to download on your work computer, contact your IT department to request they add it to your system.

Turn off any ad blockers. - Turn off your ad blocker to avoid problems accessing certain pages.

Check the ad posting status - Ensure the job ad is marked as "active" or "published" on the job board platform.

Can't access account – All job posters must have an account to post jobs.

- If you have an email tied to an account, log in.
- If you have an email account in the system but can't remember your password, reset it.
- If you no longer have access to the previous email you used to set up your account and you are still with the same institution, let us know to update your account or you may create a new account.

Still unable to post or can't see posted ad on your end? Contact us at careers@aarsbl.org or (404) 727-3049, and we can look to see where the ad may be stuck

in the system. **Unfortunately, staff are NOT equipped to provide individual IT support for isolated computer issues.**