

ExCEL APPLICATION QUICK FACTS/HELP

There are a couple of reasons why you may not be able to return/continue your online application once you begin and then exit without completing:

1) Your computer/system may be set to delete cookies on a periodic basis (e.g., every 24 hrs, 48hrs, etc.). For individual computers please reset cookie deletion to allow enough time to finish the application.

2) The first page of the application is long. If you do not complete the first page at the first sitting, no cookie is placed at all and if no cookie is placed, no information will be saved. You must complete at least the first page and then click continue. You can then exit and continue from the same computer at another time.

3.) There is a database with a copy of any work that has been saved on your application. Even if you cannot return to your application, simply email Lisa Kilburn ExCEL@coh.org for a copy of the work you have completed up to that point in time.

4.) As a final option, the PDF of the entire application is located on the ExCEL website, directly below the "Apply Now" button. You have the option to open the PDF & save to your computer and then complete or simply print the PDF of the application and complete by hand.

5.) If you have any questions/problems do not hesitate to call Lisa Kilburn-626-256-4673 ext. 64715 or email ExCEL@coh.org.