



22 September 2017

RE: Response to Issue Submitting Online Employment Application

Sophia Echavarria
Via Email

Dear Sophia Echavarria,

Thank you for the submission regarding your inability to submit an online employment application to the ICANN organization (all subsequent uses of "ICANN" refer to the ICANN organization). It is my understanding that you made several attempts to submit a completed application using the Chrome browser on your iPad, but when you clicked submit – the software took you back to the beginning. I've researched your issue with various departments inside ICANN and worked with the Human Resources team to provide you with this response.

In an effort to recreate the issue you experienced, ICANN tested our careers webpage multiple times. We tested the functionalities of completing an application and submitting a resume from a variety of devices and browsers. While there is no way to definitively tell if we were able to recreate your exact conditions, we did identify a few circumstances that could lead to the user experience you reported. They are:

- ⦿ Although all major browsers work with our application submission software, we discovered that Apple products work best using their default browser – Safari.
- ⦿ All fields marked as "required" must be completed. If they are not completed the application will return you to the first screen where you've left a required field blank.
- ⦿ Resumes can only be attached to the online application as a PDF or Word document. The application submission system is unable to accept links to resumes.

In the case of your application submission, we believe one or more of the above conditions were present and caused the issue you experienced. We have since added an email address in several places throughout the application to give applicants a resource to contact if they are experiencing problems.

In your case, I put you in contact with a member of our Human Resources team who assisted you with submitting your application while I researched your complaint.

As a result of your complaint, we have modified our application screens to include information on how to get help should someone be struggling to submit an application. I appreciate you bringing this to our attention. Thank you again for your submission. I hope this response is useful and I appreciate the opportunity to assist you.

Kind regards,

Krista Papac
Complaints Officer