



Resolved Issue: KI9.2-002-HRS: Careers Portal - Back Button Not Visible When Accessing Via Hyperlink

POSTED: January 8, 2019

STATUS: Resolved

IMPACT: Applicants and other users will now see the back button during navigation when accessing Careers via hyperlink.

Resolution Information: This was resolved via a DBI and placed in production on January 8, 2019.

Audience: Human Resources Practitioners and External Applicants

Known Issue: When browsing around the external applicant portal, applicant may notice the back button is missing, preventing them from returning to the landing page.

Functional Workaround: There are two potential solutions to this issue.

- 1) Applicants can cut and paste the links to the institutions careers site. Accessing the portal through pasting the link in the address bar will ensure that the back button is visible and usable.
- 2) Use the 'snowman' in the header to return to the landing page and effectively navigate the Careers portal.

Tentative Resolution Information: ITS has received a patch from Oracle Support and they are currently in the process of testing this potential solution to ensure that it is an effective solution.

More Information and Support: Contact OneUSG Connect Support at oneusgsupport@usg.edu or 877-251-2644 (toll free).

Information on all active and resolved known issues is available at www.usg.edu/oneusg_connect under Practitioner Services.