



Frequently Asked Questions (FAQ's)

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Metro Online Job Application Frequently Asked Questions (FAQ's)

1. I am having trouble logging in; what do I do?

Error: Invalid UserName and Password

What to Do:

- **NOTE:** For New Users, click on the Register Now link on the Login Page. You can use the Metro Job Application User Manual found in the Help Menu as a reference.
- For Existing Users, your **Username** is your **Email Address**.
- Make sure you use the **Email Address** you used when you first registered.
- The spelling of your **Password** is upper and lower case sensitive. Make sure you enter it exactly the same way as when you created it. If you capitalized a letter in your password, you must capitalize it when you enter it. Example: Doormat1
- Make sure that that the **Caps Lock Key** on your keyboard is **Off**.
- Make sure that that the **Num Lock Key** on your keyboard is **On**.
- If you still experience difficulties, select **Trouble Loggin in?** on the main login page, where you will be given (2) options:
 - **I Forgot My Metro User Name**
 1. If you forgot your User Name (email address used to register), you will need your State ID/ Driver's license number. If correctly entered you will be asked to answer (2) Security Questions – established during your initial registration.
 2. If both Security Questions are answered correctly, you will be presented with your existing User Name. If correct, you can simply select **Update** and a new password will be sent to your existing email address. If incorrect, you have the ability to update your existing email address with a new one, and upon selecting **Update**, a new password will be sent to the new email address – this new email address also becomes your new User Name. **NOTE:** If you don't recall or have trouble with your Security Questions, please call (213) 922-6217 with your State ID or Driver's License Number.
 - **I Forgot My Password**
 1. Selecting this option will prompt you for your existing User Name (email address used to register). If successfully



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entered, your password will be reset and sent to your email account for retrieval. Once retrieved, return to the MATS login page and sign in using your User Name and new password.

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2. When I tried to register, the program rejected me because my Driver's License number already existed in the system.

Error: There is a Profile Already Exist with this License or State Number

What To Do:

- Trouble Logging in? [Click Here](#)
- **Select** - I forgot my Metro User Name (This is the e-mail address used for registration. Also select this option if you would like to update your e-mail address on file)
- Input **State**
- Input **License Number**
- Press **Submit**
- Input **Security Answer** to both **Security Questions**
 - If you do not know the answers for your Security questions contact the Metro Employment Office at (213) 922-6217 for assistance.
- Press **Submit**
- If displayed **Email address** is wrong or inactive change it and press **Update**.
- If displayed **Email address** is correct press **Update** if you want to **Reset** your **Password**.

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3. When I try to save my Contact information, I get an error message.

What To Do:

- Make sure all fields with a red (*) are completed.
- If you provided an **Alternate Email**, make sure it is a valid email address.
- To register you must have either a **Driver License** or a **State Id.**
- Make sure that the **Driver License Expiration date** format is (mm/dd/yyyy).
Correct: 08-31-2001 Incorrect: Aug-31-2014

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4. When I try to save my Work Experience, I get an error message.

What To Do:

- Make sure all fields with a red (*) are completed or if you have no **Work Experience** check the **No Work Experience** box.
- Make sure the **Hours Per Week** field only contains whole numbers.
Correct: 45 **Incorrect:** 45.3 or 45+
- Make sure **Salary in USD** field only contains numbers.
Correct: 20 or 20.50 **Incorrect:** \$20 or 20+
- Make sure **From Date** comes before the **To Date** under **Duration**.
Correct: From Date: 12/2001 / To Date: 3/2006
Incorrect: From Date: 3/2006 / To Date: 12/2001
- Make sure **Duties** text box is less than the maximum character limit of 600. Keep your description to around **5** sentences long.
- Make sure **Reason For Leaving** text box is less than the maximum character limit of 250. Keep your description to around **3** short sentences long.

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5. When I try to save my Education Details I get an error message.

What To Do:

- Make sure all fields with a red (*) are completed or if you have not attended a **College or University** check the **Not Attended College or University** box.
- Make sure **Other Relevant Courses & Training** date **From** comes before the **To**.

Correct: From Date: 12/2001 / To Date: 3/2006

Incorrect: From Date: 3/2006 / To Date: 12/2001

- Make sure the **Number of Months** field only contains whole numbers.
Correct: 15 **Incorrect:** 15.3 or 15+

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6. When I try to save my Certificates, Licenses and Other Information I get an error message.

What To Do:

- Make sure all fields with a red (*) are completed.
- Make sure **Date Issued** comes before the **Expiration Date**.
Correct: Date Issued: 12/2001 / Expiration Date: 3/2006
Incorrect: Date Issued: 3/2006 / Expiration Date: 12/2001

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7. How do I update my Profile Resume?

What To Do:

- **Login:**
 1. On the **Welcome** screen select **Profile**
 2. Next select **View or Upload Resume**
 3. Then select the **Browse** button
 4. Find the **Resume** file you which to upload and press **Upload.**

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