

## Troubleshooting the Anthem application process

We're sorry you are having problems with the application process. Completing one or more of the following steps will solve a majority of the technical difficulties our candidates experience from time to time.

### **Step One: Update your web browser to the most current version and restart.**

Ensuring you have the most current version of your preferred web browser and restarting your computer, phone, or other device will solve many issues.

### **Step Two: Try using a different web browser.**

Our application process supports all major desktop and mobile browsers, but occasionally trying a different browser will solve your problem.

### **Step Three: Clear your browser's cache and cookies.**

Occasionally your browser's cached files or cookies can interfere with starting a new application, especially if you have previously applied for a role with Anthem or even with another company who uses the same application technology. *Note: make sure you fully exit your browser and restart after clearing your cache and cookies.*

**Still having problems?** If none of these steps resolve the issue you are experiencing or if your concern is about something other than the process to apply to our career opportunities, you can report your issue and be assisted by sending an email to [careernews@anthem.com](mailto:careernews@anthem.com)

Please include the following information in your email:

- Date and time the incident occurred
- The browser and operating system you used when you experienced the issue
- A description of what you were trying to do and what error occurred
- A screenshot of any error message you received, if applicable

One thing to keep in mind, we have eliminated the burden of creating a profile with a username and password to make things easier for you. Each position to which you apply is a unique transaction. Because of this, you won't have the ability to access and update your application(s).

Finally, it is important that you apply with a valid email address, free from typos, which is unique to you and not shared with a friend, relative, spouse, or significant other. Our recruiting system uses your email address as your unique identifier. If you apply with a shared email address, your application will overwrite any previous applicant record with the same email address. Additionally, there are a variety of communications which may be sent to the email address with which you apply.