



## FAQ - Creating an Account and Logging On

### Q: What is CHART (Civilian Hiring and Recruitment Tool)?

A: CHART is an acronym for the Department of the Navy's automated on-line application tool. It stands for Civilian Hiring And Recruitment Tool. It includes a **Search for Jobs**; **My Searches** a job search subscription service; **My Resume** an advanced Resume Builder; **My Status** a snapshot of your resume activity; **My Job Interests** a record of jobs you have applied on; and **My Notices** a list of notices you routinely receive. Check out the web site at [www.donhr.navy.mil](http://www.donhr.navy.mil), Jobs, Jobs, Jobs or <https://chart.donhr.navy.mil> to see a complete listing of all the new features.

### Q: Where can I find these CHART Tools?

A: Go to [www.donhr.navy.mil](http://www.donhr.navy.mil) and select Jobs, Jobs, Jobs or go directly to <https://chart.donhr.navy.mil>.

### Q: I don't have an account. How do I create one?

A: Start at the CHART web site <https://chart.donhr.navy.mil/> and click on **Create Account**. Fill in all the required fields and click on the "Create" button. You are now ready to use CHART.

### Q: How do I log in?

A: Go to <https://chart.donhr.navy.mil>. Select the **Click HERE to Login to Your Account** button in the upper right hand corner. Type in your User ID and then enter in your password and click on Submit.

### Q: I get a there is a "Problem with this Website's Security Certificate" message when I access the site. Is this site secure?

A: Our CHART website is accessible world-wide, and does not exclude any public, private or federal sites from accessing it. CHART is a Department of the Navy Website adhering to stringent Department of Defense (DoD) Information Technology and Information Assurance regulations and meets all DoD and DON security requirements. The system checks for security certificates when applicants access CHART. When accessing from a non-federal location, individuals will not have appropriate DoD security certificates on their local workstation. Therefore, an individual may receive a notification regarding "Problem with this Website's Security Certificate". The presence of this message has no relationship to the security of the CHART system. If encountered, just select "Continue to Use this Website" to continue.

### Q: When accessing CHART I receive a "Block ERROR message" notification. What does this mean?

A: This message is normally received when using a computer from a non-federal location and when the web browser security level is set to "high" and is related to CHART not being

able to authenticate a security certificate (see above question). If your web browser security level is "high" and the system identifies a "Problem with this Website's security certificate" notice from CHART, your local web browser will not provide an option to continue and will automatically "block" the website. Changing your web browser security level to "medium" should allow you to receive the security certificate message and be given the choice to continue or close the browser.

**Q: I keep getting in a loop. Every time I click a button, it takes me back to the login page.**

A: This could be related to having cookies blocked on your computer. Make sure your internet browser options are set to the highest setting available (Med, Med High or High). Also, make sure you have your internet browser settings set to enable cookies. If those are not set up correctly, you will get into a loop where the system will keep asking you to log in. To fix this problem in Internet Explorer:

1. From your internet browser, click the Tools menu then select Internet Options.
2. Click the privacy or security tab. Click on the Earth/Internet Options. Then select Custom Options.
3. Scroll down to Cookies. Change the Settings from Block all Cookies to High or Med High.

If you are still having this issue, then please check the Internet browser you are using. Our system works best with Internet Explorer.

**Q: My contact information has changed (phone number, address, name). How do I update the system with my new contact information?**

A: Log in and select **My Account** and then the red **Change Your Contact Information** link. Type in your new information and click the Update button.

**Q: I can't get my overseas postal code to save?**

A: We have requested a change to our Create Account to accommodate overseas postal codes. Until this programming change is made, please enter your overseas city and postal code under the second line of the mailing address street section. Then enter 11111 as the zip code.