Trouble Shooting

The following are situations that may arise while using the Inspector Recruitment Application System (**IRAS**). Please take time to review the questions/responses below to self-correct the issue. If the situation is not described below, or cannot be self-corrected, please send a written description of the situation to PIRecruitment@uspis.gov.

Question	Response
1. I am a current 1811, and received notification that I passed the exam, but have not taken the exam, what happened?	Current 1811s participate in an abbreviated application process which allows bypassing the entrance exam. **IRAS** moves successful applicants to the next phase of the applicant process, based on the results from the previous phase. In order to move to the next phase of the process, the record must show successful completion of the exam phases to allow progression to the next phase. You are active in the applicant process and will soon receive information relative to the next phase of the process.
2. I tried to register and create an account a few hours ago, and have not received a response.	Applicants are required to register/create an account to validate their email address. If the validation email was not received, the email address could not be validated. This may have been caused by a typo in the email address. Applicants should access **IRAS** again, and create a new account. When creating the new account, applicants will need to create a new User Name.
3. I received the following message: "There is a problem validating this SSN number. Please contact the Applicant Processing Unit e-mail PIRecruitment@uspis.gov."	This message appears when the user has applied for a Postal Inspector position in the past. To safeguard their personal information, the user is required to contact the Applicant Processing Unit to verify the SSN is theirs, once that is accomplished and it is determined that applicant is eligible to reapply, they will be able to do so.
4. The "Comodo" symbol in the lower right corner is blocking some of the options, how can I get around it?	"Comodo" is a security symbol, which will appear on the first page. If this symbol is blocking a portion of your application or exam, please use the scroll bar on the right side to advance the page upward to enable access to all options at the bottom of the page.
5. I have registered online, but I cannot login to access the application.	After the applicant creates the account, the account must be validated through the validation email sent to the email address used when the account was created. Once the account is validated the applicant will be able to access the application.
6. Applicant creates a false SSN to circumvent the system.	Individuals who use false SSN's will be permanently eliminated from the process. Falsification and/or the use of a SSN that is not legally assigned to the individual applying is a violation of the law and an integrity issue.

7. I submitted the application with an erroneous answer. Can I go back and change the answer?	If the application has been submitted, applicants cannot change their answers, nor can they submit another application during the current open season. Applicants are encouraged to review their application thoroughly before submitting their application.