

## **Common questions about WEST - USMA Interest Form**

### **I am having trouble submitting the application form. Do you have any suggestions?**

Please make sure you complete all required (\*) fields. You need to make sure that all required fields are properly filled out, and you may need to go back and make sure all other required fields are properly filled out before you enter submit again.

Make sure you are using Internet Explorer (IE) with JavaScript enabled. If you are using a government computer, this should already be enabled.

### **I am having trouble entering my department(s) of interest in priority order?**

You need to use Internet Explorer (IE) with JavaScript enabled. Try submitting the application at work/on a government computer if you are at work.

### **I have submitted an application but have not received any confirmation; did I submit my application successfully?**

No, a successful submission will automatically generate an email to your AKO account that confirms a successful completion. Your department(s) of interest will also receive an email message and your application. The department(s) will email you with log-in information. This can take about 10 days.

### **I cannot submit an application because I already have an account. What should I do?**

Your AKO email account should be your user name. Go to the WEST log-in page through your department of interest and submit "forgot password". You will receive a new password.