Frequently Asked Questions About Using the Online STEP Application

Starting the STEP application process

I cannot find my company

The Find Your Company page offers two parameters: Company Name and State. Initially, try searching just with Company Name. If your company is not included in the search results, pare down your search term. For example, if your company's name is Sunbelt Industrial Company, Inc., try searching for "Sunbelt Industrial". The search implicitly adds a wildcard to the beginning and end of your Company Name search term, so a search for "Sunbelt" (or just "belt") will return Sunbelt International Company, Inc. in the results. If there are pages and pages of results, pare down the results by searching again, this time using both Company Name and State.

If the company is not included in the Find Your Company results, confirm the company is an active ABC member. If not, since STEP is for ABC members only, this needs to be address first. If the company is an active member but is not in the Find Your Company results, the applicant should email stepsupport@abc.org for further assistance.

I see my company but the City, State, or Chapter is not what I expected to see

The Find Your Company screen lists members and their primary location. Many members have many locations. If the address is erroneous or outdated, please email your chapter representative and copy stepsupport@abc.org to correct the issue. In the meantime, you may continue to fill out the STEP application knowing that we will correct the data post submission.

I created a STEP application, but didn't receive an email with a passcode

When an applicant completes and saves the first page of their STEP application (Company Information), the system sends an email to the email address specified in the application. The email is from info@abc.org with the subject "STEP Application – New Application Passcode". The applicant should search for this email, including SPAM/Junk folders. If still not found, email StepSupport@abc.org with these details:

- applicant name, company, and email address
- description of the issue
- date the application was created

ABC National will find the STEP application and will forward the passcode to the applicant.

I put in my passcode but the page simply refreshes (doesn't take me to my application)

Sometimes, an applicant simply enters their passcode and clicks the "Load Application" button. In this case, the system refreshes the page with a small red message "Not a valid ReCaptcha response".

To re-enter a STEP application using the passcode, an applicant must check the "I'm not a robot" box, perform the CAPTCHA task (e.g., click on each image containing mountains or street signs or whatever the task is), type in their passcode, then click the "Load Application button in the bottom right.

I put in my passcode and the site tells me "Step Application not found!"

Email StepSupport@abc.org with these details:

- applicant name, company, and email address
- description of the issue
- date the application was created

ABC National will find the STEP application and will forward the passcode to the applicant.

Filling out the STEP application

When filling out my STEP application, the site tells me the "the application experienced an error"

Close your browser, open a new browser, use the passcode to re-enter the application and try again. If the issue persists, gather as much info as possible and email StepSupport@abc.org. Helpful information includes:

- Applicant name, email, and company
- Brief description of what happened (I was on page X, clicked button Y, and the system did Z)
- Date and approximate time of the issue
- Operating system type (i.e., Mac or PC)
- Browser type and version (e.g., IE v10, Chrome v48, Safari v9, etc.). The user can go to Help > About in the browser and it will specify.
- Screen grab prior to error (with the form filled out, just prior to clicking 'next' or 'continue')
- Screen grab of the error

Post submission

How can I obtain a copy of my STEP application?

When an applicant completes the STEP application process, the system emails a copy of the STEP application to the contact email specified in the application. So, if the user has completed the application, have them look for that email. If the user has not completed the application, have them do so.

To view what was submitted, the applicant will need to revisit the STEP website and use their STEP application passcode to load their existing application. This will allow the user to view (read-only) a submitted STEP application.

I submitted my application, but later found out that I need to make an adjustment

Once you submit your application it becomes locked. This helps to ensure we are sending notifications with the final version to the chapter, member, and National office. If you do realize an error was made, please contact stepsupport@abc.org with your request and the fields that need to be adjusted.

If you did not find a solution to your question, please email stepsupport@abc.org for further assistance.

Thank you,

ABC National – STEP