

# Online Bar Application Troubleshooting Tech Tips

## Logging In

- If nothing happens when you enter your login information or when trying to reset your password, confirm that you are on the correct website for the online bar application, which is <https://apply.ble.mn.gov/>.
- If you've created more than one application, be sure you are using the correct username and password combination.
- If you are trying to log in while at work and it is not working, it could be that the firewalls your employer has in place are preventing you from logging in. Try logging in on a personal computer at home or at another place such as a library that will not prevent you from logging in.
- If you use a password saving feature and you change your password, be sure to update your password there as well so it isn't trying to auto populate your old password.

## Uploads

- Ensure that the file extension is .pdf, as that is the only acceptable format.
- If your document has been secured by a third party, you may need to print the document, scan it, and then upload the scanned document so that we will be able to access it.
- If you get an error when trying to upload a document while at work, it could be that the firewalls your employer has in place are preventing you from uploading. Try it again on a personal computer at home or at another place such as a library that will not prevent you from uploading a document.

## Employment and Residence History Sections

- If you are seeing an orange triangle on either of these sections but aren't sure why, walk through each entry one by one to confirm that you've entered the dates properly and did not skip any months in the timeframe required. As you look at each entry, click on each item in the left-side navigation to see the full date entered. For example, the navigation might show 11/23 – 06/24 but in the actual entry it might show 11/2023 – 06/1924. The 1924 will produce an error since it is before 2023.
- If you were employed or lived somewhere for less than a month, you will need the end date to be the following month. For example, if you worked somewhere from March 1 – March 20, 2024, you would need to enter it as 03/2024 – 04/2024.
- You can go to Section 13 to see what might still be incomplete.

## Finalization and Signature Section

- If this section has an orange triangle but you believe you've completed everything, double check that every item in the navigation has a green checkmark. Expand each section to confirm the items there as well. If something

does not have a green checkmark or an orange triangle, it means you never clicked on that section or form, and will need to complete it.

- If you are a Rule 6 applicant and you've been able to upload your Certification and Signature page, but it won't allow you to move on to the Payment section, you will need to delete your Certification and Signature page, then navigate to the My Account tab, select an exam date, and then reupload your Certification and Signature page.

### **Other**

- If you are typing in a long text box and receive a message that just says "Error," it is likely that you've added a web address into the text box. Delete the web address and try saving again. If it is important for the Board of Law Examiners to have this web address, please add it to a document with an explanation of its purpose and upload the document using the upload option.
- If you need to provide an international phone number, enter "555-555-5555" in the phone number field and then upload a document in Section 13 providing the person's name and the international phone number.

Be sure to check out the instructional videos and FAQs on the [Navigating the Online Application page](#) on the Board's website.