USA Staffing®

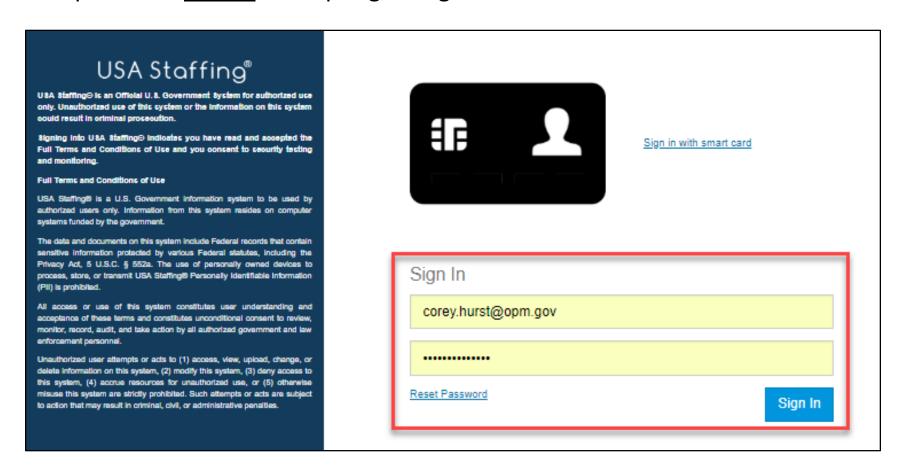## Help Desk Trends

Created by the USA Staffing Program Office

CAC/PIV Login Issues HR/HM Users

- The majority of login issues stem from selecting a Smart Card certificate that cannot be used for authentication with USA Staffing**.**

- For Smart Card registration or login:
  - PIV card holders must select the **Authentication** certificate
  - DoD CAC card holders must select the **Email** certificate

- Detailed Smart Card guidance can be found here:
  https://help.usastaffing.gov/USAS/images/4/4a/RegisterPIVFinal.pdf

Registering your Smart Card for the first time

- System users should verify they can login with their email address and password <u>before</u> attempting to register their Smart Card.
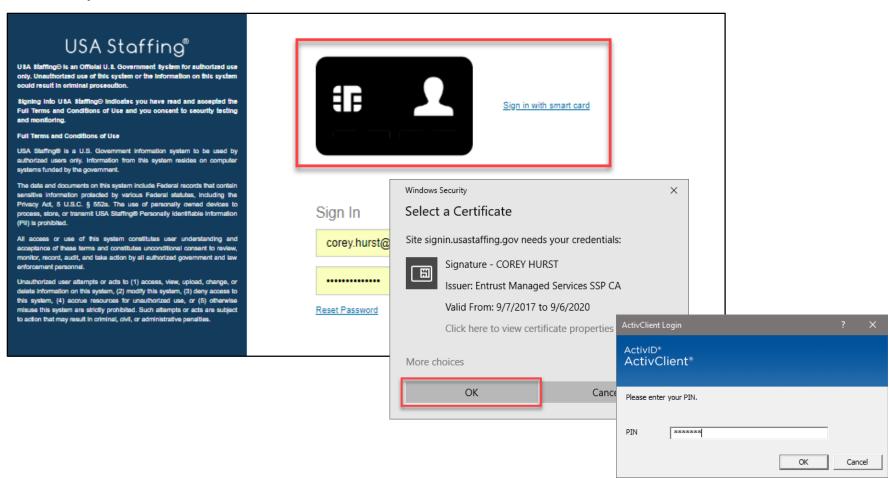
Registering your Smart Card for the first time
Selecting the incorrect certificate

- Users may not be able to login/register with the defaulted certificate presented.

Registering your Smart Card for the first time
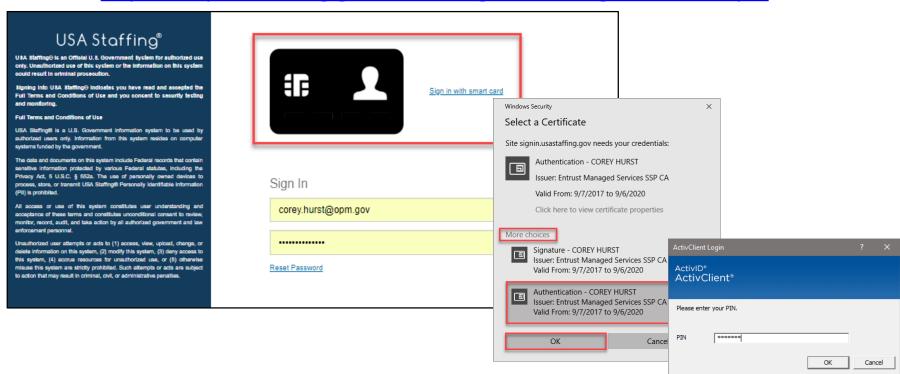### *Selecting the incorrect certificate*

- This is the error message displayed when the certificate registration process fails.
- Users should close their browser completely to retry the registration process.
    - A fresh browser session will remove the previously chosen certificate from the temporary internet files.

Registering your Smart Card for the first time
Selecting the correct certificate

- To see other certificates on the Smart Card, click *More choices*
  - o PIV users select **Authentication** certificate.
  - o CAC users select **Email** certificate.
  - o Smart Card guide can be found here:
    https://help.usastaffing.gov/USAS/images/4/4a/RegisterPIVFinal.pdf

Registering your Smart Card for the first time
Selecting the correct certificate

- To complete your Smart Card registration, enter your username and password.

Note: If a user selects the correct certificate but continues to have issues with registering/logging in via their Smart Card, they may need to reset their password.

Registering your Smart Card for the first time
Selecting the correct certificate

- Once your Smart Card is successfully registered, your USA Staffing Dashboard will display.

Note: The "Sign in to register your Smart Card" screen will not display again unless the certificate has expired or the incorrect certificate was selected.

Resetting your USA Staffing password

- Click "Reset Password"

- Enter the email address registered with USA Staffing, click *Submit*

Note: The error below is presented ONLY when there is a space before/after the email address OR the email address entered has an invalid format

Request – Staffing Approach

- Mismatched series/specialty/grades can impact an applicant's rating when invalid rating combinations are selected.

Request – Approved

- Once a request has been approved it cannot be changed.
- Many aspects of the Request can be changed at the Vacancy level, but these type of changes will affect system reporting.
  - The Request level data will not match the Vacancy level data.

Vacancy - Supporting Documents
HR User View

- On the Vacancy > Supporting Documents page users MUST designate the correct Accepted and Required Document Types.
  - The accepted documents type will determine the available options the applicant has to associate their documents in Application Manager.

Vacancy - Eligibilities

- Vacancy > Eligibilities page – Once a job announcement has been released to USAJOBS you cannot add, delete, or alter Eligibilities.

Vacancy - Settings

- Vacancy > Settings page – The system defaults to a Competitive Service type, if you want a different designation within your job announcement you must insert the appropriate Tag, e.g. Excepted Service, Title 38

Assessment Package

- If a job announcement is opened to the public, ensure your rating Categories are properly set up within the Vacancy.
  - o You will not be able to add or modify Categories once the job is released.

Note: There is a warning banner that displays on the Assessment Package Overview page.

Announcement

- DO NOT Cut and Paste text from outside sources, such as Microsoft Word, previous USAJOBS announcements, etc.

- Review your How to Apply section of your announcement and ensure it matches the updated USAJOBS/ Login.gov site.

How To Apply

Please upload your resume under "Resume" and any other applicable supporting documents mentioned above under "Other" documents. "Other" documents may not be applicable for each applicant, but should be utilized if you are submitting a SF-50 for proof of federal service, veterans documents for eligibility, transcripts for qualifications, etc.

 You may be asked to provide a copy of your recent performance appraisal and/or incentive awards. Consideration will be given to performance appraisals and incentive awards as an indication of

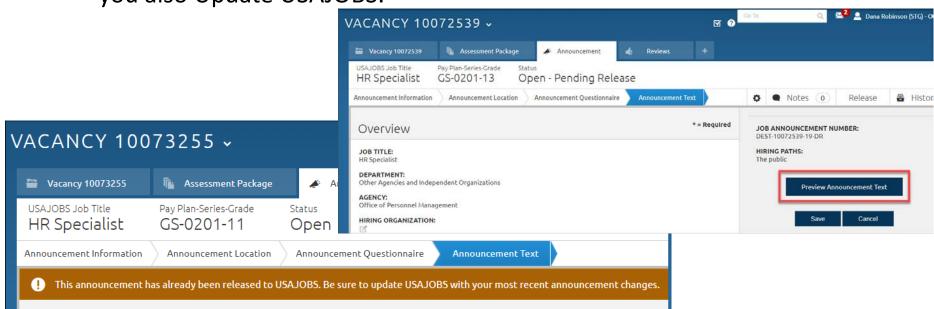5/18/2018 10:57 EDT   Page 4 of 5

quality prior experience, no points will be assigned.

 <u>If going from a LEO Covered Position to a Secondary CBPO Enhanced Retirement Covered Position:</u> Please be advised that when you enter on duty in this Secondary CBPO Enhanced Retirement covered position permanently you will no longer be covered under the Special Retirement System for Law Enforcement Officers, but will only be covered under the Federal Employees Retirement System (FERS). For further information on the Secondary CBPO Enhanced Retirement Coverage, please see the section on Retirement Coverage.

 Retirement Coverage: This position has been identified as a secondary position as provided under the enhanced retirement provision of Public Law 110-161 for Customs and Border Protection Officers. Please see this link for requirements of secondary coverage. Information is also available by calling the CBPO Retirement Coverage toll-free hotline at 1-866-469-7359 or emailing questions to rabaservices@cbp.dhs.gov. If you are found qualified and eligible to occupy this position but do not meet the criteria to receive the enhanced retirement coverage, you will be covered under the FERS retirement system.

 Retirement coverage does not change during the temporary promotion, but may change if the position is made permanent.

 DHS offers competitive salaries and an attractive benefits package, including: health, dental, vision, life, and long-term care insurance; retirement plan; Thrift Savings Plan [similar to a 401(k)]; Flexible Spending Account; Employee Assistance Program; personal leave days; and paid federal holidays. Other benefits may include: flexible work schedules; telework; tuition reimbursement; transportation subsidies; uniform allowance; health and wellness programs; and fitness centers. DHS is committed to employee development and offers a variety of employee training and developmental opportunities. For more information visit this link. Disabled veteran leave will be available to any Federal employee hired on or after November 5, 2016, who is a veteran with a service-connected disability rating of 30 percent or more.

 Applying to this announcement certifies that you give permission for DHS to share your application with others in DHS for similar positions.

 To begin your online application, click "Apply Online" to create a USAJOBS account and follow the prompts or log in to your existing account. Your application packet must include a completed assessment questionnaire, a resume, and any applicable and/or required supporting documentation. Please see the "Required Documents" section below for additional information. All application materials, including transcripts, must be in English

 If you are unable to apply online or need to submit a document you

Announcement Text

- Releasing an announcement to USAJOBS will lock down many of the data fields, restricting your ability to make certain changes.
    - o DO NOT release a job announcement until everything is complete.
- If you need to make edits to a released job announcement, then ensure you also Update USAJOBS.
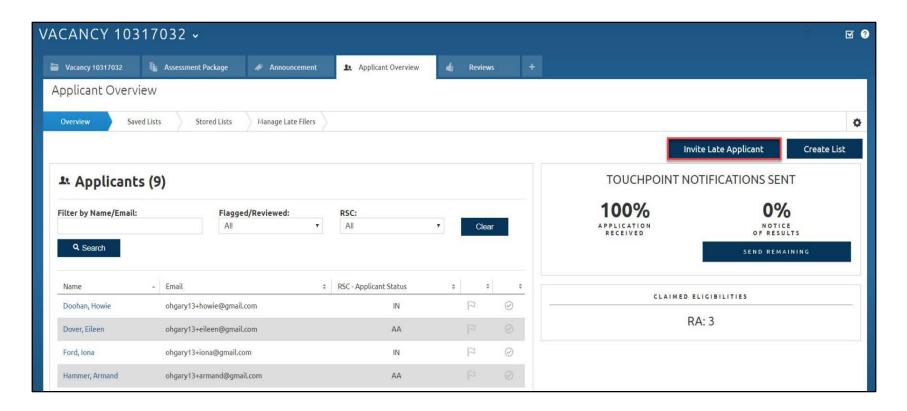

- DO NOT release the job announcement multiple times within a short period of time.
    - o Always wait several minutes between USAJOBS updates.

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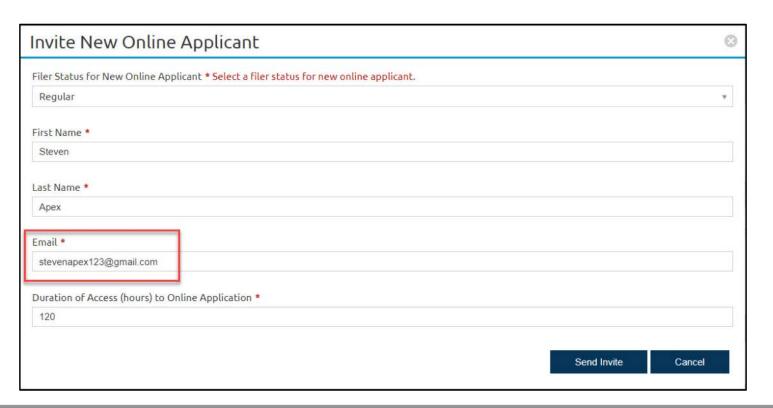## *Applications and Applicants – Inviting late applicants*

- When using the **Invite Late Applicant** functionality, the invitation email must be sent to the applicant's email address used with their USAJOBS account.

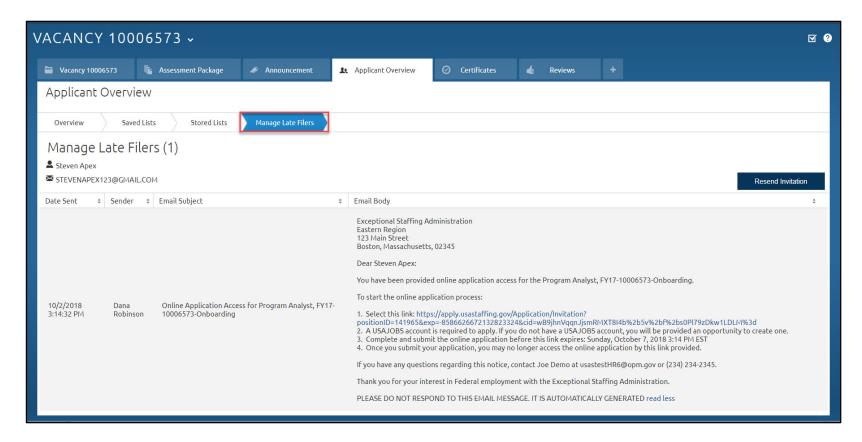## Applications and Applicants - Inviting late applicants

- You must enter the applicant's email address on the Invite New Online Applicant page.
- If you enter an email address that is not associated with the applicant's USAJOBS account, the applicant will receive an error message when attempting to apply to the vacancy.

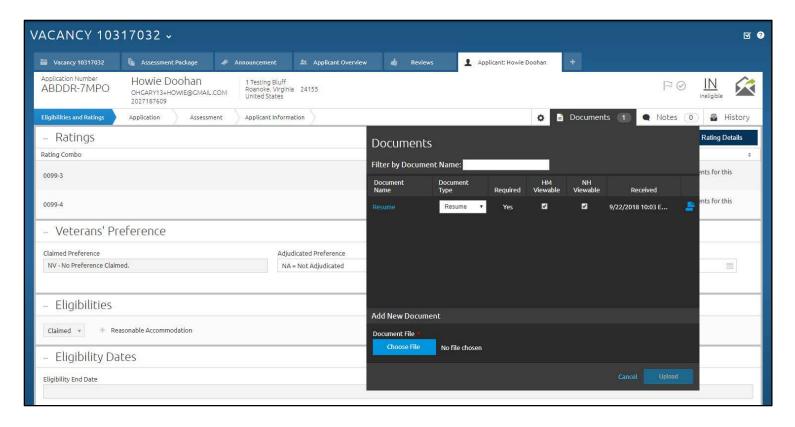## *Applications and Applicants - Inviting late applicants*

- On the Manage Late Filers page, you can view the notification that was sent to the applicant.
- A unique link is generated for each invitation notification.

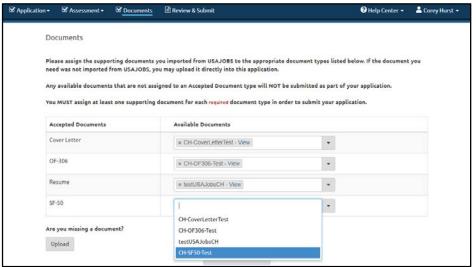## *Applications and Applicants – Document display issues*

- Submit a helpdesk ticket if you have an applicant document that opens blank or is illegible and we will attempt to correct the file.

- We recommend **not** overriding an applicant's record to ineligible until we have tried to re-process the document.
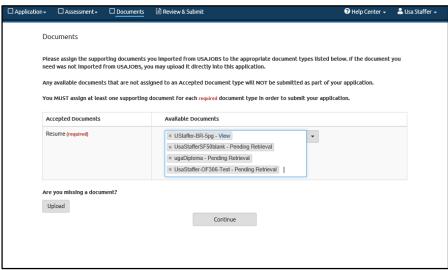
Vacancy Supporting Documents
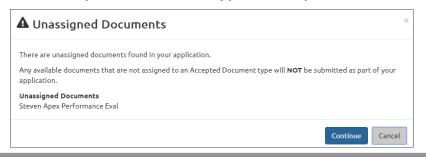## *Applicant View*

- The hiring agency selects these Accepted Document types on the Vacancy/Supporting Documents page.

- Applicants are required to assign their supporting documents to the available document types

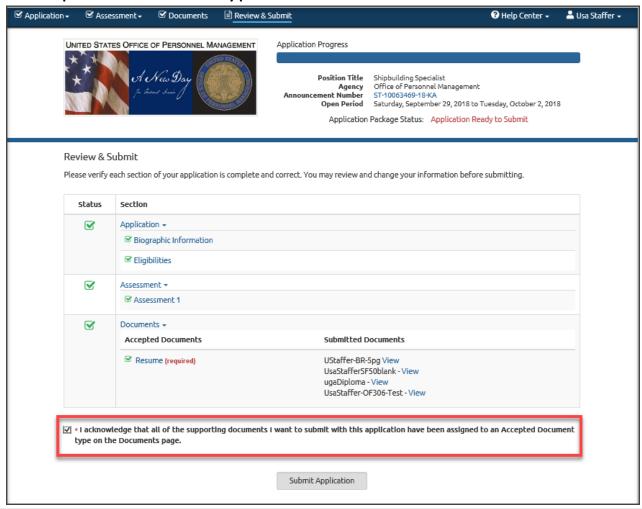
Multiple Document types Accepted

Only Resume Accepted

Important Note: Documents left unassigned WILL NOT be included in the submitted application.

Vacancy Supporting Documents
Applicant View

- Applicants are required to acknowledge their supporting documents have been assigned to Accepted Document types.
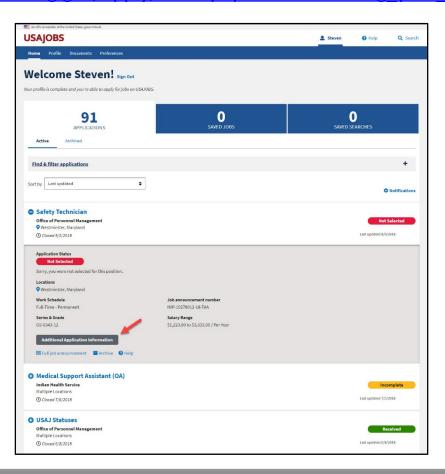
Applications and Applicants – Application Status

- Applicants can check their status by logging into their USAJOBS account and clicking the **Additional Application Information** button for that job announcement.
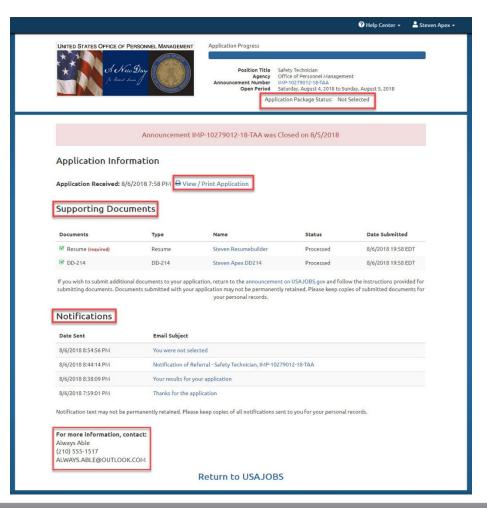 https://help.usastaffing.gov/Apply/index.php?title=Reviewing_your_application_status

Applications and Applicants - Application Status

- After clicking the **Additional Application Information** button, applicants can view the details of the application for that announcement as well as their status.
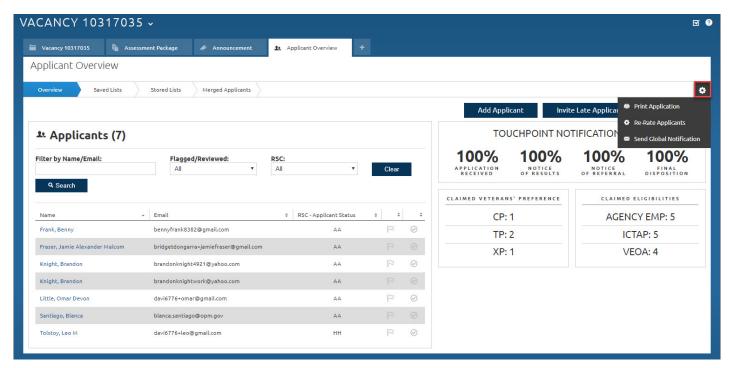

Information Available:
o Application Status
o View/Print Application
o Supporting Documents
o Notifications
o Contact Information

Applications and Applicants – Key Entry

- If Key Entering an applicant record, ensure you have all of the applicant's questionnaire responses for that announcement before you begin.

- We recommend you provide the applicant with the PDF version of the questionnaire to capture their responses. You can print or save a copy of the questionnaire by selecting the Gear Icon on the Applicant Overview page.

Applications and Applicants

- The applicant's questionnaire submission can be retained by loading it as a document into the applicant's record after you key enter the responses.
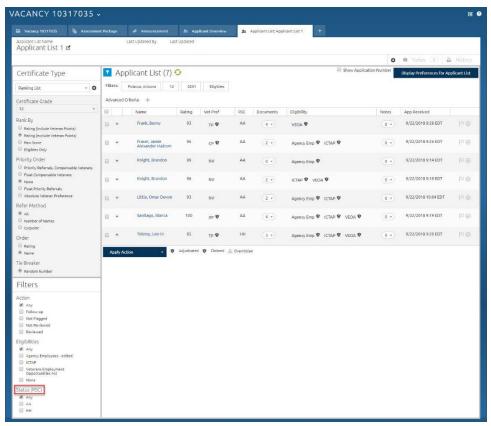

NOTE: Once a record is started, and remains incomplete, it cannot be deleted and will remain in PI status indefinitely!

Referral - Filters

- When you create a certificate, do not use the "AA" record status code (RSC) as a filter.

- The "AA" filter will restrict any future amendments to that certificate to "AA" applicants only, and not include those previously certified in "AC" status.

Referral – Processing & Notifications

- Allow certificates to finish processing before issuing Notification Letters.
  - You can verify a certificate has finished processing when the Certificate Number becomes an active link.

- Sending Referral Notifications before the certificate has fully processed may result in an inaccurate Referral Notification letter and status within the applicant's USAJOBS account.

New Hires – Login & Notifications
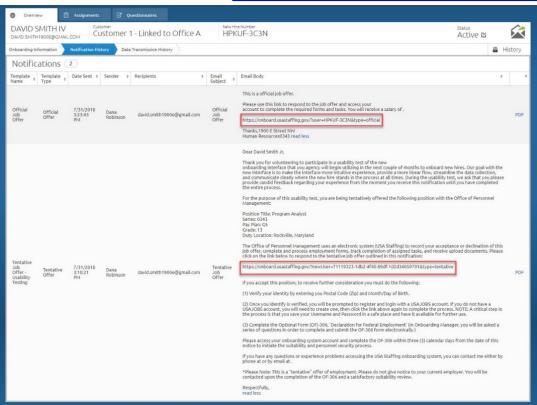
- In order to access the USA Staffing Onboard system, new hires must be provided with a job offer (or invitation) notification that contains a unique access link.

- The access link is generated by a Tentative Offer URL, or Official Offer URL, or Invitation URL data insert and must be included in the notification template.

- New hires must accept a job offer (or invitation) BEFORE they can access their account by the main Onboard URL at https://onboard.usastaffing.gov

New Hires

- New Hires must have a login.gov account in order to access the Onboard system.

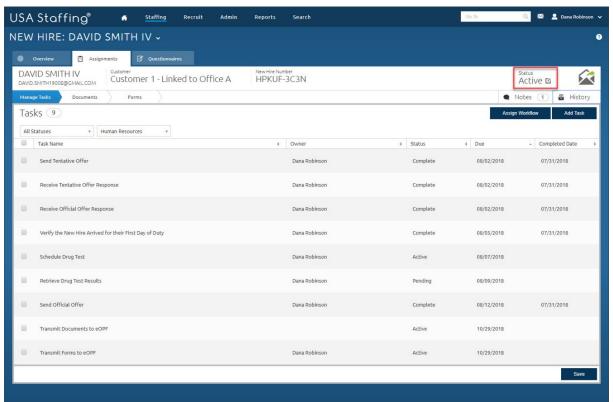- If the new hire applied through USAJOBS, they will need to use the same email address and password they used to apply to the announcement.

- To sign-in through login.gov account, new hires must enter their email address, password, and a second authentication method.
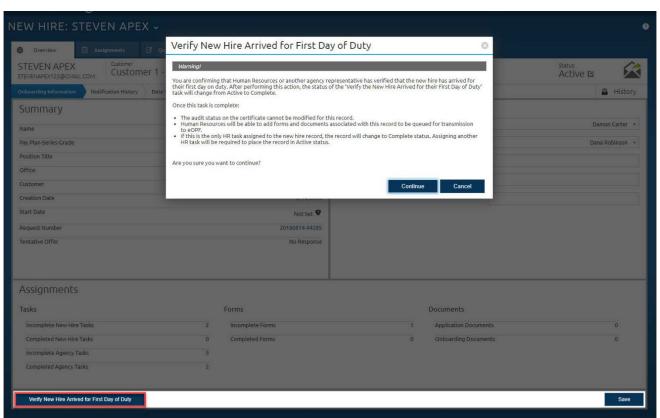
New Hires – Record Status

- New hires can only access their account if their record is in Active status.
  - New Hires cannot log in if their record is in Complete, Inactive, Cancelled or Locked status, even if they have assigned tasks that are still Active.
- New hire records will update to Complete status when all HR tasks are in Complete status, not the new hire tasks.

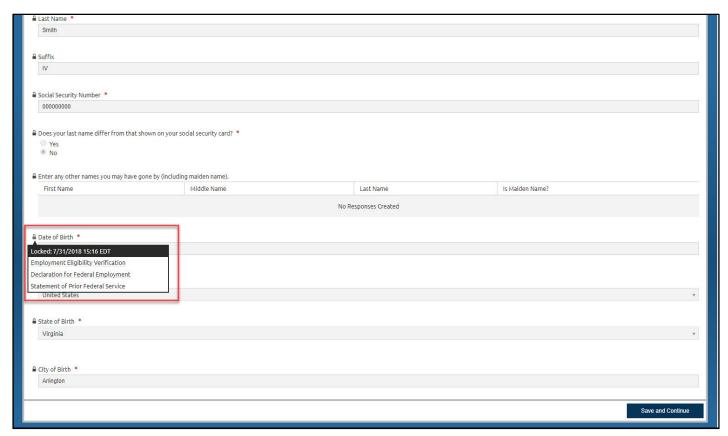# *New Hires – Verify New Hire Arrived for First Day of Duty*

- The Verify the New Hire Arrived for their First Day of Duty task should only be completed on or after the new hire has actually arrived on-site for their first day of work.

- Completing this task will restrict your ability to make changes to the certificate audit for this record.

New Hires – Fields locking a Form
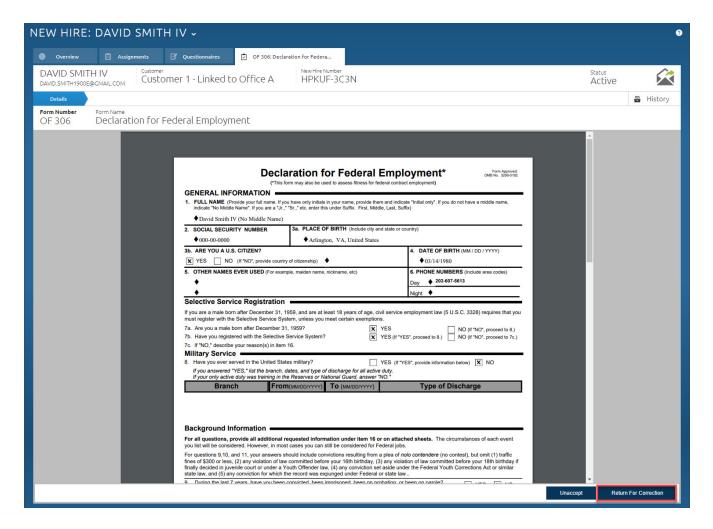
- The New Hire is responsible for the information they provide to the questionnaires and any required corrections.

- If you need to return a form for the new hire to correct, you can view the forms that are locking a field.

New Hires – Returning a Form for Correction

- Then, open the form and click the Return for Correction button to return the form to the new hire for corrections.

Submitting Help Tickets

- When submitting help tickets, include details about where you are in the system, examples include:
  - Vacancy Number
  - Applicant or New Hire's Name,
  - Certificate Number
  - Review Name,
  - Specific error messages, and
  - Any additional information that will help us troubleshoot or recreate the issue.

- Use plain text, do not include special characters in the Subject line.

- Do not include an Applicant or New Hire's SSN in the help ticket submission.

- Once you have submitted a ticket you will receive an e-mail. You can reply to that e-mail with an attachment or screenshot, if needed.

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Updating a USA Staffing Email Address

- E-mail address changes for Human Resource Users, requires an administrator to submit a help ticket requesting the e-mail update.
  - o When submitting a help ticket, the request must contain the existing e-mail address currently found in USA Staffing and the updated e-mail address.
  - o Requests submitted by a user to have his/her own e-mail address updated will not be accepted.
- E-mail address changes for hiring managers can be submitted by HR users on behalf of the manager(s).
- Example of an email update request:

  Please change the user's email address in USA Staffing, as identified below:
  Old email: corey.hurst@mail.mil
  New email: corey.hurst.civ@mail.mil

Questions?

For additional information, please contact your Account Manager.