



USA Staffing®

Help Desk Trends

Created by the USA Staffing Program Office

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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 before attempting to register their Smart Card.

The screenshot displays the USA Staffing login interface. On the left, a dark blue sidebar contains the USA Staffing logo and several paragraphs of text regarding system usage, terms, and security. The main content area is white and features a large black icon representing a smart card with a stylized 'E' logo and a person silhouette. To the right of this icon is a blue link that says "Sign in with smart card". Below the smart card icon is a red-bordered box containing a "Sign In" form. The form has two input fields: the first contains the email address "corey.hurst@opm.gov" and the second contains a masked password ".....". Below the password field is a blue link for "Reset Password" and a blue "Sign In" button.



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.

The screenshot shows the USA Staffing login interface. On the left, there is a blue sidebar with the USA Staffing logo and several paragraphs of text regarding system usage, terms, and privacy. The main content area features a 'Sign In' section with a yellow input field containing the email 'corey.hurst@', a masked password field, and a 'Reset Password' link. A red box highlights a smart card icon and the text 'Sign in with smart card'. Overlaid on the right side are two dialog boxes: a 'Windows Security' dialog titled 'Select a Certificate' which lists a certificate for 'COREY HURST' and has its 'OK' button highlighted with a red box; and an 'ActivClient Login' dialog titled 'ActivID* ActivClient*' which prompts the user to 'Please enter your PIN.' with a masked input field and 'OK' and 'Cancel' buttons.



Registering your Smart Card for the first time

Selecting the incorrect certificate

The screenshot shows the USA Staffing login interface. On the left is a dark blue sidebar with the USA Staffing logo and several paragraphs of text regarding system use, terms of use, and privacy. The main content area is white and contains an error message at the top: 'Authentication failed.' followed by three bullet points in red text. Below the error message are the 'Sign In' fields, including an email field with 'corey.hurst@opm.gov', a password field, a 'Reset Password' link, and a blue 'Sign In' button. A question mark icon is visible in the top right corner of the main content area.

USA Staffing®

USA Staffing® is an Official U.S. Government System for authorized use only. Unauthorized use of this system or the information on this system could result in criminal prosecution.

Signing into USA Staffing® indicates you have read and accepted the Full Terms and Conditions of Use and you consent to security testing and monitoring.

Full Terms and Conditions of Use

USA Staffing® is a U.S. Government information system to be used by authorized users only. Information from this system resides on computer systems funded by the government.

The data and documents on this system include Federal records that contain sensitive information protected by various Federal statutes, including the Privacy Act, 5 U.S.C. § 552a. The use of personally owned devices to process, store, or transmit USA Staffing® Personally Identifiable Information (PII) is prohibited.

All access or use of this system constitutes user understanding and acceptance of these terms and constitutes unconditional consent to review, monitor, record, audit, and take action by all authorized government and law enforcement personnel.

Unauthorized user attempts or acts to (1) access, view, upload, change, or delete information on this system, (2) modify this system, (3) deny access to this system, (4) accrue resources for unauthorized use, or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

Authentication failed.

- Certificate is not for Client Authentication, cannot register certificate.
- You are not able to sign in with the information provided. Please try again, or click the Reset Password link.
- If you continue to have issues, please click the Question Mark icon for additional information.

Sign In

corey.hurst@opm.gov

Password

[Reset Password](#)

Sign In

- 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**
 - PIV users select **Authentication** certificate.
 - CAC users select **Email** certificate.
 - Smart Card guide can be found here:
<https://help.usastaffing.gov/USAS/images/4/4a/RegisterPIVFinal.pdf>

The image shows a composite of three elements: a screenshot of the USA Staffing login page, a Windows Security dialog box, and an ActivClient Login dialog box.

USA Staffing Login Page: The page features the USA Staffing logo and a sign-in form with the email address 'corey.hurst@opm.gov' and a masked password field. A red box highlights a smart card icon with the text 'Sign in with smart card' next to it.

Windows Security Dialog: Titled 'Select a Certificate', it displays the message 'Site signin.usastaffing.gov needs your credentials:'. It lists two certificates for 'COREY HURST' issued by 'Entrust Managed Services SSP CA', both valid from 9/7/2017 to 9/6/2020. The 'More choices' button at the bottom is highlighted with a red box.

ActivClient Login Dialog: Titled 'ActivClient Login', it prompts the user to 'Please enter your PIN.' and shows a PIN input field with asterisks. The 'OK' button is highlighted with a red box.



Registering your Smart Card for the first time

Selecting the correct certificate

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

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Unauthorized user attempts or acts to (1) access, view, upload, change, or delete information on this system, (2) modify this system, (3) deny access to this system, (4) accrue resources for unauthorized use, or (5) otherwise misuse this system are strictly prohibited. Such attempts or acts are subject to action that may result in criminal, civil, or administrative penalties.

Sign In to register your SmartCard

corey.hurst@opm.gov

●●●●●●●●●●

[Reset Password](#)

Sign In

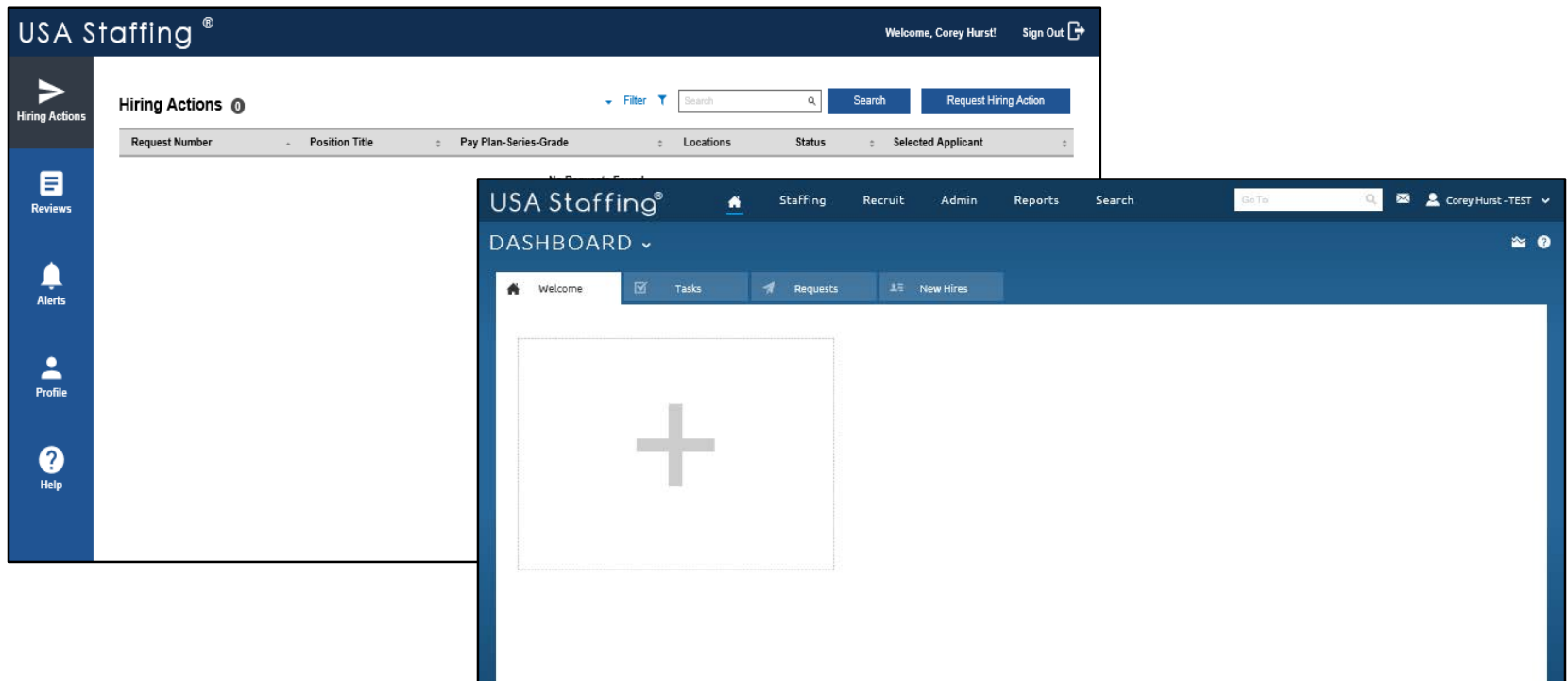
Note: If a user selects the correct certificate but continues to have issues with registering/logging in via their Smart Card, they may need to reset their password.



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”

Sign In

Email Address

Password

[Reset Password](#)

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

Reset Password

corey.hurst@opm.gov

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

Reset Password

corey.hurst@opm.gov |

Valid Email Address is required.

Reset Password

corey.hurst%opm.gov

Valid Email Address is required.



Request – Staffing Approach

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

REQUEST 20180929-69978 ▾

Request 20180929-69978

Request Number	Customer	Request Type	Status
20180929-69978	User Support Team	New Vacancy	Incomplete

Request Information | Location Information | **Staffing Approach** | Documents (0) | Notes (0) | History

Vacancy to be Created (1) Add New Vacancy

Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/> Case Exam	<input type="checkbox"/> Program Office	<input type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input checked="" type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit Promotion	<input type="checkbox"/> OPM 80-day	<input checked="" type="checkbox"/> 0840-12 <input type="checkbox"/> 0840-13 <input type="checkbox"/> 1306-12 <input checked="" type="checkbox"/> 1306-13

Save Approve Request Delete Request



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.

REQUEST 20180402-46375 ▾

Request 20180402-46375

Request Number	Customer	Request Type	Status
20180402-46375	User Support	New Vacancy	Complete

Request Information | Staffing Approach

Documents 0 | Notes 0 | History

Request Information

Request Number	Request Type	Requesting Customer
20180402-46375	New Vacancy	User Support

Requester Kasey Acres	Approved By Kasey Acres
Hiring Need Validated Date 3/31/2018	Request Personnel Action Date 4/1/2018



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.

Case File > Position Information > Supporting Documents > Eligibilities > Settings >				Documents 0	Notes 0	History
Supporting Documents						
Supporting Documents		Upload Options		View Options		
Cover Letter		<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
DD-214		<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
Executive Core Qualifications (ECQs)		<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
OF-306		<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
Other	<input type="text"/>	<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
Other Veterans Document	<input type="text"/>	<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
Resume		<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
SF-15		<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
SF-50		<input checked="" type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		
Transcript		<input type="checkbox"/> Accepted <input type="checkbox"/> Required		<input type="checkbox"/> Hiring Manager Viewable <input type="checkbox"/> New Hire Viewable		



Vacancy - Eligibilities

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

VACANCY 10073255

Office: Program Office USAJOBS Job Title: HR Specialist Pay Plan Series Grade: GS-0201-11 Status: New

Customer: User Support Team Hiring Official: Kasey Acres

Case File Position Information Supporting Documents **Eligibilities** Settings

Documents 0 Notes 0 History

Eligibilities

Accept	Eligibilities
<input type="checkbox"/>	30% or More Disabled Veterans (30% DV)
<input type="checkbox"/>	Career Transition Assistance Plan (CTAP)
<input type="checkbox"/>	Cell Phone Usage (Cell phone usage)
<input type="checkbox"/>	Current OPM employee in Comp Service (OPM EMP)
<input type="checkbox"/>	Duplicate Eligibilities 2 QDB (DupEl2QDB)
<input checked="" type="checkbox"/>	Interagency Career Transition Assistance Plan (ICTAP)
<input type="checkbox"/>	Leadership Position (Leadership)
<input type="checkbox"/>	Location on West Coast (Location)
<input type="checkbox"/>	StepShareTest (StepShareTest)
<input type="checkbox"/>	Test Test revised (Test)
<input type="checkbox"/>	Testing Somethings (Test QDB)
<input type="checkbox"/>	Veterans Recruitment Authority (VRA)

Save Cancel



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

VACANCY 10062481

Office: Program Office
Customer: User Support
Hiring Office: Casey Acres

USAJOBS Job Title: Human Resources Specialist
Pay Plan-Series-Grade: GS-0201-13
Status: Active
Expiration Date: 5/2/2019

Case File | Position Information | Supporting Documents | Eligibilities | **Settings** | Documents | Notes | History

Age Screening

- Do not screen applicants based on age
- Screen applicants based on age
 - Use user age
 - Use Max Age
- Use age formula for selected occupations
- Exclude Veterans

Case File Retention

- Vacancy is under litigation - Do not archive
- Administrative Careers with America (ACWA) position - Do not archive

Application Confirmation Messages

- Automatically respond to all submitted online applications with the selected notification template
- Standard Application Received (DO NOT DELETE)
- Display online application confirmation message
- Thank you for submitting your application

Citizenship Screening

- Screen out non-U.S. Citizens

USAJOBS Apply Online

- Standard Announcement (include 'Apply Online' button)
- View Only Announcement (remove 'Apply Online' button)

Application Processing

- Applicants may not update assessment responses after submission
- Override individual announcements and assessment creation
- Do not collect "Interests" Preference for this application
- Limit the user to selected location(s)
- Collect the applicant's Service Computation Date for this application

Period of Eligibility

- Expire applications following the period of eligibility. Applicants will be eligible for 3 months

Demographic Data Collection

- Collect USAJOBS RWD Data

Vacancy Tags

- Appointing Authority
- Hidden Critical Occupation

USA Staffing®

Staffing | Recruit | Admin | Reports | Search

VACANCY 10062481

USAJOBS Job Title: Human Resources Specialist
Pay Plan-Series-Grade: GS-0201-13
Status: Closed

Announcement Information | Announcement Location | Announcement

Overview

JOB TITLE:
Human Resources Specialist

DEPARTMENT:
Other Agencies and Independent Organizations

AGENCY:
Office of Personnel Management

HIRING ORGANIZATION:
[X]

SALARY RANGE:
\$94,618.00 to \$123,004.00 Per Year [X]

OPEN PERIOD:
Tuesday, April 24, 2018 to Wednesday, April 25, 2018

SERVICE TYPE:
Competitive

PAY SCALE & GRADE:
GS-13

SERIES:
0201 - Human Resources Management

USAJOBS

Human Resources Specialist
Office of Personnel Management

Overview | Locations | Duties | Requirements | Required Documents | Benefits

Overview

Open & closing dates
🕒 04/24/2018 to 04/25/2018

Pay scale & grade
GS 13

Appointment type
Permanent

Service
Competitive

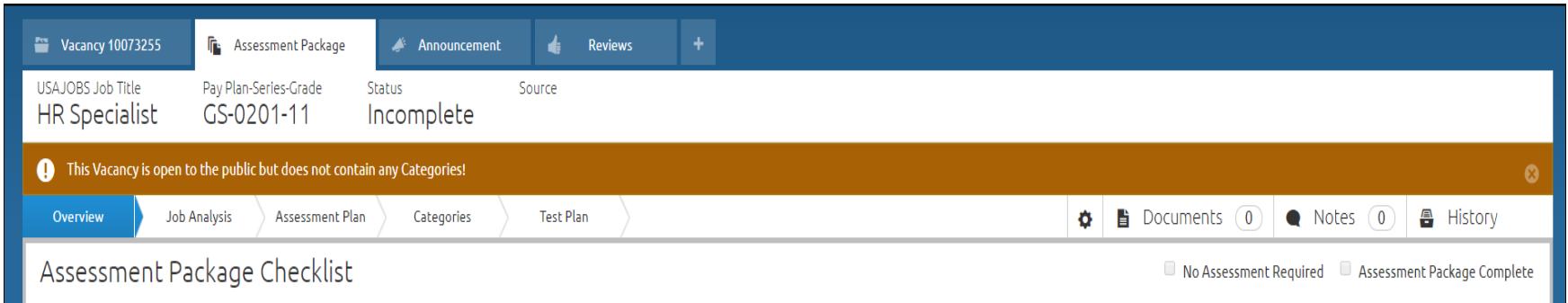
Salary
\$94,618 to \$123,004 per year

Work schedule
Full-Time



Assessment Package

- If a job announcement is opened to the public, ensure your rating Categories are properly set up within the Vacancy.
 - 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. If going from a LEO Covered Position to a Secondary CBPO Enhanced Retirement Covered Position: 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 http://cbpnet.cbp.dhs.gov/xp/cbpnet/hrm/retirement/new_cbpo_retirement_coverage/cbp_faqs.xml 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 <http://www.dhs.gov/homeland-security-careers/benefits> this link. <http://www.opm.gov/news/releases/2016/08/newly-established-leave-policy-gives-disabled-veterans-more-time-to-address-medical-issues-1/> 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.
 - 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.

The screenshot displays two overlapping screenshots of the OPM system interface. The top screenshot shows the 'Announcement Text' page for VACANCY 10072539, with fields for USAJOBS Job Title (HR Specialist), Pay Plan-Series-Grade (GS-0201-13), and Status (Open - Pending Release). The bottom screenshot shows the same page for VACANCY 10073255, but with a warning banner at the bottom: "This announcement has already been released to USAJOBS. Be sure to update USAJOBS with your most recent announcement changes." A red box highlights the "Preview Announcement Text" button on the right side of the bottom screenshot.

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



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.

VACANCY 10317032 ▾

Vacancy 10317032 Assessment Package Announcement Applicant Overview Reviews +

Applicant Overview

Overview Saved Lists Stored Lists Manage Late Filers

Invite Late Applicant Create List

Applicants (9)

Filter by Name/Email: Flagged/Reviewed: All RSC: All Clear

Search

Name	Email	RSC - Applicant Status		
Doohan, Howie	ohgary13+howie@gmail.com	IN	🚩	👍
Dover, Eileen	ohgary13+eileen@gmail.com	AA	🚩	👍
Ford, Iona	ohgary13+iona@gmail.com	IN	🚩	👍
Hammer, Armand	ohgary13+armand@gmail.com	AA	🚩	👍

TOUCHPOINT NOTIFICATIONS SENT

100%
APPLICATION RECEIVED

0%
NOTICE OF RESULTS

SEND REMAINING

CLAIMED ELIGIBILITIES

RA: 3



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.

Invite New Online Applicant ✕

Filer Status for New Online Applicant * *Select a filer status for new online applicant.*

Regular ▾

First Name *

Steven

Last Name *

Apex

Email *

stevenapex123@gmail.com

Duration of Access (hours) to Online Application *

120

Send Invite Cancel



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.

VACANCY 10006573 ▾

Overview | Assessment Package | Announcement | Applicant Overview | Certificates | Reviews | +

Applicant Overview

Overview | Saved Lists | Stored Lists | **Manage Late Filers**

Manage Late Filers (1)

Steven Apex
STEVENAPEX123@GMAIL.COM

Resend Invitation

Date Sent	Sender	Email Subject	Email Body
10/2/2018 3:14:32 PM	Dana Robinson	Online Application Access for Program Analyst, FY17-10006573-Onboarding	<p>Exceptional Staffing Administration Eastern Region 123 Main Street Boston, Massachusetts, 02345</p> <p>Dear Steven Apex:</p> <p>You have been provided online application access for the Program Analyst, FY17-10006573-Onboarding.</p> <p>To start the online application process:</p> <ol style="list-style-type: none">1. Select this link: https://apply.usastaffing.gov/Application/Invitation?positionID=141965&exp=-8586626672132823324&cid=wB9jhnVqgnJsmRMXT8I4b%2b5v%2bf%2bs0PI79zDkw1LDLM%3d2. A USAJOBS account is required to apply. If you do not have a USAJOBS account, you will be provided an opportunity to create one.3. Complete and submit the online application before this link expires: Sunday, October 7, 2018 3:14 PM EST4. Once you submit your application, you may no longer access the online application by this link provided. <p>If you have any questions regarding this notice, contact Joe Demo at usastestHR6@opm.gov or (234) 234-2345.</p> <p>Thank you for your interest in Federal employment with the Exceptional Staffing Administration.</p> <p>PLEASE DO NOT RESPOND TO THIS EMAIL MESSAGE. IT IS AUTOMATICALLY GENERATED read less</p>



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 10317032 ▾

Vacancy 10317032 | Assessment Package | Announcement | Applicant Overview | Reviews | Applicant: Howie Doohan

Application Number: ABDDR-7MPO | Howie Doohan | 1 Testing Bluff, Roanoke, Virginia 24155, United States | OHCARY13+HOWIE@GMAIL.COM | 2027187609

Eligibilities and Ratings | Application | Assessment | Applicant Information | Documents (1) | Notes (0) | History

Documents

Filter by Document Name:

Document Name	Document Type	Required	HM Viewable	NH Viewable	Received
Resume	Resume	Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	9/22/2018 10:03 E...

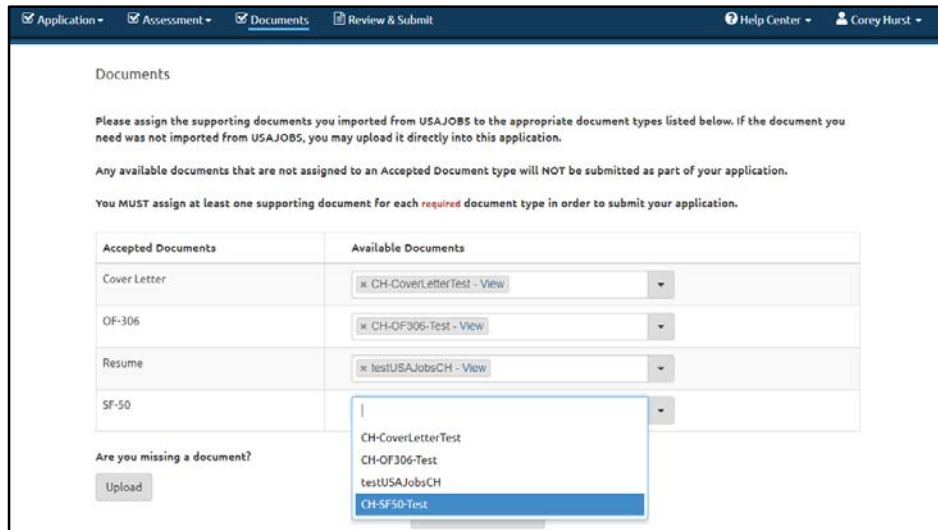
Add New Document

Document File *

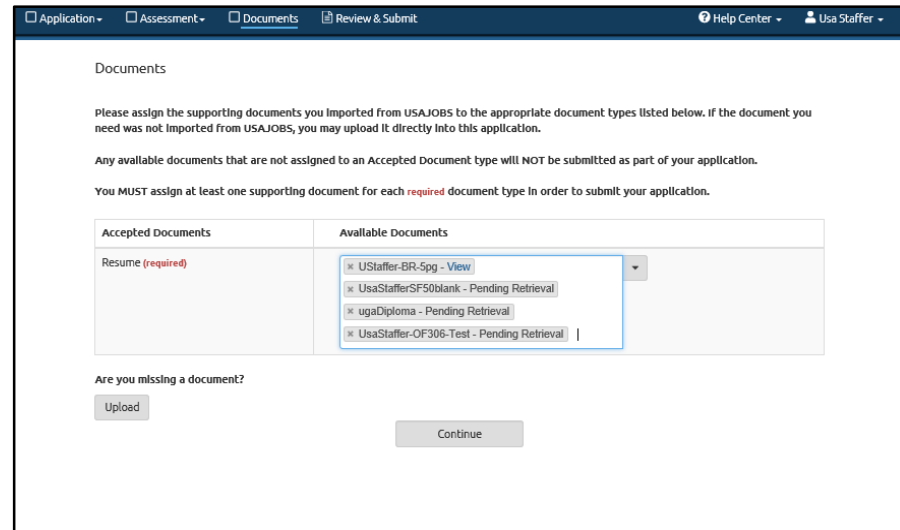


Vacancy Supporting Documents Applicant View

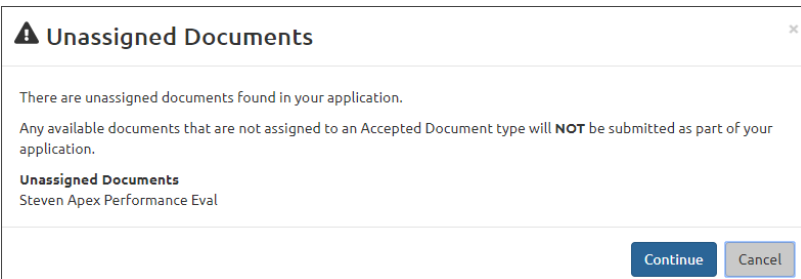
- The hiring agency selects these Accepted Document types on the Vacancy/Supporting Documents page.
- Applicants are required to assign their supporting documents to the available document types



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.

Application Progress

Position Title Shipbuilding Specialist
Agency Office of Personnel Management
Announcement Number ST-10063469-18-KA
Open Period Saturday, September 29, 2018 to Tuesday, October 2, 2018
 Application Package Status: **Application Ready to Submit**

Review & Submit

Please verify each section of your application is complete and correct. You may review and change your information before submitting.

Status	Section				
✓	Application ▾ ✓ Biographic Information ✓ Eligibilities				
✓	Assessment ▾ ✓ Assessment 1				
✓	Documents ▾ <table border="0"> <tr> <td>Accepted Documents</td> <td>Submitted Documents</td> </tr> <tr> <td> ✓ Resume (required) </td> <td> UStaffer-BR-5pg - View UsaStafferSF50blank - View ugaDiploma - View UsaStaffer-OF306-Test - View </td> </tr> </table>	Accepted Documents	Submitted Documents	✓ Resume (required)	UStaffer-BR-5pg - View UsaStafferSF50blank - View ugaDiploma - View UsaStaffer-OF306-Test - View
Accepted Documents	Submitted Documents				
✓ Resume (required)	UStaffer-BR-5pg - View UsaStafferSF50blank - View ugaDiploma - View UsaStaffer-OF306-Test - View				

* I acknowledge that all of the supporting documents I want to submit with this application have been assigned to an Accepted Document type on the Documents page.

Submit Application



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

The screenshot shows the USAJOBS user interface for a logged-in user named Steven. At the top, there are navigation links for Home, Profile, Documents, and Preferences. A welcome message states "Welcome Steven!" with a "Sign Out" link. Below this, three summary boxes show: 91 APPLICATIONS, 0 SAVED JOBS, and 0 SAVED SEARCHES. A "Find & filter applications" section includes a "Sort by" dropdown set to "Last updated" and a "Notifications" link. The main content area lists job announcements. The first is "Safety Technician" at the "Office of Personnel Management" in "Westminster, Maryland", which is "Closed 8/5/2018" and has a status of "Not Selected". Underneath this job, the "Application Status" is "Not Selected" with a message: "Sorry, you were not selected for this position." Below the status, there are sections for "Locations" (Westminster, Maryland), "Work Schedule" (Full-Time - Permanent), "Series & Grade" (GS-0343-12), "Job announcement number" (IMP-10279012-18-TAA), and "Salary Range" (\$1,223.00 to \$3,333.00 / Per Year). A red arrow points to the "Additional Application Information" button. At the bottom of the job details are links for "Full job announcement", "Archive", and "Help". Below the "Safety Technician" job is another announcement for "Medical Support Assistant (OA)" at "Indian Health Service" with a status of "Incomplete". At the very bottom, there is a "USAJ Statuses" section with a "Received" 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.

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT

Application Progress

Position Title: Safety Technician
Agency: Office of Personnel Management
Announcement Number: IMP-10279012-18-TAA
Open Period: Saturday, August 4, 2018 to Sunday, August 5, 2018

Application Package Status: Not Selected

Announcement IMP-10279012-18-TAA was Closed on 8/5/2018

Application Information

Application Received: 8/6/2018 7:58 PM [View / Print Application](#)

Supporting Documents

Documents	Type	Name	Status	Date Submitted
<input checked="" type="checkbox"/> Resume (required)	Resume	Steven Resumebuilder	Processed	8/6/2018 19:58 EDT
<input checked="" type="checkbox"/> DD-214	DD-214	Steven Apex DD214	Processed	8/6/2018 19:58 EDT

If you wish to submit additional documents to your application, return to the announcement on USAJOBS.gov and follow the instructions provided for submitting documents. Documents submitted with your application may not be permanently retained. Please keep copies of submitted documents for your personal records.

Notifications

Date Sent	Email Subject
8/6/2018 8:54:56 PM	You were not selected
8/6/2018 8:44:14 PM	Notification of Referral - Safety Technician, IMP-10279012-18-TAA
8/6/2018 8:38:09 PM	Your results for your application
8/6/2018 7:59:01 PM	Thanks for the application

Notification text may not be permanently retained. Please keep copies of all notifications sent to you for your personal records.

For more information, contact:
Always Able
(210) 555-1517
ALWAYS.ABLE@OUTLOOK.COM

[Return to USAJOBS](#)

Information Available:

- Application Status
- View/Print Application
- Supporting Documents
- Notifications
- 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.

VACANCY 10317035

Applicant Overview

Overview | Saved Lists | Stored Lists | Merged Applicants

Applicants (7)

Filter by Name/Email: Flagged/Reviewed: All RSC: All

Name	Email	RSC - Applicant Status		
Frank, Benny	bennyfrank8382@gmail.com	AA	🚩	⊙
Fraser, Jamie Alexander Malcom	bridgedongarra+jamiefraser@gmail.com	AA	🚩	⊙
Knight, Brandon	brandonknight4921@yahoo.com	AA	🚩	⊙
Knight, Brandon	brandonknightwork@yahoo.com	AA	🚩	⊙
Little, Omar Devon	davi6776+omar@gmail.com	AA	🚩	⊙
Santiago, Blanca	blanca.santiago@opm.gov	AA	🚩	⊙
Tolstoy, Leo M	davi6776+leo@gmail.com	HH	🚩	⊙

TOUCHPOINT NOTIFICATION

100% APPLICATION RECEIVED | 100% NOTICE OF RESULTS | 100% NOTICE OF REFERRAL | 100% FINAL DISPOSITION

CLAIMED VETERANS' PREFERENCE

CP: 1
TP: 2
XP: 1

CLAIMED ELIGIBILITIES

AGENCY EMP: 5
ICTAP: 5
VEOA: 4



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.

Office of Personnel Management

JOB APPLICATION

POSITION INFORMATION

VACANCY NUMBER 10317035	ANNOUNCEMENT NUMBER DE-10317035-18-KB	OPEN PERIOD 09/22/2018 to 09/22/2018
PAY PLAN / SERIES / GRADE GS-0201-12	POSITION TITLE HR Specialist	

BIOGRAPHIC INFORMATION * Required

Name

First *

Middle

Last (Family/Surname) *

Suffix (Sr, Jr, III, etc.)

Mailing Address

Use Standard State Postal Code (abbreviations). If outside the United States of America, and you do not have a military address, print "OV" in State and fill in Country, leaving Postal Code blank.

Street Address * (House Number, Street, Apartment, Company, Suite, Unit)

City *

State / Territory / Province Postal Code *

Country

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.

VACANCY 10317035

Applicant List Name: Applicant List 1

Filters: Polanco, Arizona | 12 | 0201 | Eligibles

Advanced Criteria: +

	Name	Rating	Vet Pref	RSC	Documents	Eligibility	Notes	App Received
+	Frank, Benny	93	TP	AA	4	VEOA	0	9/22/2018 9:28 EDT
+	Fraser, Jamie Alexander Malcom	96	CP	AA	2	Agency Emp ICTAP	0	9/22/2018 9:26 EDT
+	Knight, Brandon	89	NV	AA	0	Agency Emp	0	9/22/2018 9:14 EDT
+	Knight, Brandon	96	NV	AA	2	ICTAP VEOA	0	9/22/2018 9:19 EDT
+	Little, Omar Devon	93	NV	AA	2	Agency Emp ICTAP	0	9/22/2018 10:04 EDT
+	Santiago, Blanca	100	XP	AA	4	Agency Emp ICTAP VEOA	0	9/22/2018 9:19 EDT
+	Tolstoy, Leo H	85	TP	HH	3	Agency Emp ICTAP VEOA	0	9/22/2018 9:20 EDT

Apply Action: Adjudicated Claimed Overridden

Filters:

- Action: Any, Follow-up, Not Flagged, Not Reviewed, Reviewed
- Eligibilities: Any, Agency Employees - edited, ICTAP, Veterans Employment Opportunities, None
- Status (RSC): Any, AA, HH

- 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.

The screenshot shows the USA Staffing application interface. At the top, there is a navigation bar with 'USA Staffing' logo, a home icon, and menu items: Staffing, Recruit, Admin, Reports, Search. A search bar contains 'Go To' and a user profile for 'Dana Robinson'. Below the navigation bar, the page title is 'VACANCY 10317035'. A secondary navigation bar includes tabs for 'Vacancy 10317035', 'Assessment Package', 'Announcement', 'Applicant Overview', 'Certificates', and 'Applicant List: Applicant List 1'. The 'Certificates' tab is active, displaying a table with 2 certificates. The table has columns for Certificate Number, Certificate Type, Filters, Grade, Issued, Issued By, Assigned Reviews, and Audited. The first certificate is '20180922-CABM-002' (Competitive Merit Promotion) issued on 9/22/2018 by Kristi Balant. The second certificate is '20181001-CABM-001 (Processing)' (Ranking List) issued on 10/1/2018 by Dana Robinson. A 'Create List' button is visible in the top right of the certificate list area.

Certificate Number	Certificate Type	Filters	Grade	Issued	Issued By	Assigned Reviews	Audited
20180922-CABM-002	Competitive Merit Promotion	Locations: Polacca, Arizona Series: 0201 Status (RSC): AA Certification Status: Eligibles	12	9/22/2018	Kristi Balant	1	9/22/2018
20181001-CABM-001 (Processing)	Ranking List	Locations: Polacca, Arizona Series: 0201 Certification Status: Eligibles	12	10/1/2018	Dana Robinson		

- 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>

The screenshot displays the 'Notification History' section of the USA Staffing Onboard system. At the top, user information for DAVID SMITH IV is shown, including his email (DAVID.SMITH1900E@GMAIL.COM) and his role as Customer 1 - Linked to Office A. The 'New Hire Number' is HPKUF-3C3N. The notification history table lists two entries:

Template Name	Template Type	Date Sent	Sender	Recipients	Email Subject	Email Body
Official Job Offer	Official Offer	7/31/2018 3:23:43 PM	Dana Robinson	david.smith1900e@gmail.com	Official Job Offer	This is an official job offer. Please use this link to respond to the job offer and access your account to complete the required forms and tasks. You will receive a salary of. https://onboard.usastaffing.gov/?user=HPKUF-3C3N&type=official Thanks, 1900 E Street NW Human Resources0343 read less
Tentative Job Offer - Usability Testing	Tentative Offer	7/31/2018 3:10:21 PM	Dana Robinson	david.smith1900e@gmail.com	Tentative Job Offer	Dear David Smith Jr, Thank you for volunteering to participate in a usability test of the new onboarding interface that you agency will begin utilizing in the next couple of months to onboard new hires. Our goal with the new interface is to make the interface more intuitive experience, provide a more linear flow, streamline the data collection, and communicate clearly where the new hire stands in the process at all times. During the usability test, we ask that you please provide candid feedback regarding your experience from the moment you receive this notification until you have completed the entire process. For the purpose of this usability test, you are being tentatively offered the following position with the Office of Personnel Management: Position Title: Program Analyst Series: 0343 Pay Plan: GS Grade: 13 Duty Location: Rockville, Maryland The Office of Personnel Management uses an electronic system (USA Staffing) to record your acceptance or declination of this job offer, complete and process employment forms, track completion of assigned tasks, and receive upload documents. Please click on the link below to respond to the tentative job offer outlined in this notification: https://onboard.usastaffing.gov/?newUser=71119323-1db2-4f40-89df-1d2d34059701&type=tentative If you accept this position, to receive further consideration you must do the following: (1) Verify your identity by entering your Postal Code (Zip) and Month/Day of Birth. (2) Once you identify is verified, you will be prompted to register and login with a USA JOBS account. If you do not have a USA JOBS account, you will need to create one, then click the link above again to complete the process. NOTE: A critical step in the process is that you save your Username and Password in a safe place and have it available for further use. (3) Complete the Optional Form (OF)-306, 'Declaration for Federal Employment' (in Onboarding Manager, you will be asked a series of questions in order to complete and submit the OF-306 form electronically.) Please access your onboarding system account and complete the OF-306 within three (3) calendar days from the date of this notice to initiate the suitability and personnel security process. If you have any questions or experience problems accessing the USA Staffing onboarding system, you can contact me either by phone at or by email at. *Please Note: This is a "tentative" offer of employment. Please do not give notice to your current employer. You will be contacted upon the completion of the OF-306 and a satisfactory suitability review. Respectfully, read less



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.

The screenshot shows the USAJOBS website interface. At the top left, there is a small American flag icon followed by the text "An official website of the United States government". Below this is the "USAJOBS" logo in red. The main content area has a dark blue background with white text. It reads: "You now need to create a login.gov account to sign in to USAJOBS". Below this, it says: "To maintain your existing profile: 1. Use your existing USAJOBS email address and 2. Create a new password." There is a prominent red button labeled "Continue" followed by the text "to LOGIN.GOV and select 'Create account'". At the bottom of the dark blue section, there is a link "Already created a login.gov account?" next to a grey button labeled "Sign in". At the very bottom of the page, there is a small line of text: "By clicking 'Continue' or 'Sign in' you agree to our [terms and conditions](#)."



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.

USA Staffing® Staffing Recruit Admin Reports Search

NEW HIRE: DAVID SMITH IV

Overview Assignments Questionnaires

DAVID SMITH IV
DAVID.SMITH1900E@GMAIL.COM

Customer: Customer 1 - Linked to Office A

New Hire Number: HPKUF-3C3N

Status: Active

Notes 1 History

Tasks 9

All Statuses Human Resources

Task Name	Owner	Status	Due	Completed Date
Send Tentative Offer	Dana Robinson	Complete	08/02/2018	07/31/2018
Receive Tentative Offer Response	Dana Robinson	Complete	08/02/2018	07/31/2018
Receive Official Offer Response	Dana Robinson	Complete	08/02/2018	07/31/2018
Verify the New Hire Arrived for their First Day of Duty	Dana Robinson	Complete	08/05/2018	07/31/2018
Schedule Drug Test	Dana Robinson	Active	08/07/2018	
Retrieve Drug Test Results	Dana Robinson	Pending	08/09/2018	
Send Official Offer	Dana Robinson	Complete	08/12/2018	07/31/2018
Transmit Documents to eOPF	Dana Robinson	Active	10/29/2018	
Transmit Forms to eOPF	Dana Robinson	Active	10/29/2018	

Save



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.

The screenshot shows a web interface for a new hire record for Steven Apex. A modal dialog box is open, titled "Verify New Hire Arrived for First Day of Duty". The dialog contains a warning message and a list of consequences for completing the task.

Warning!

You are confirming that Human Resources or another agency representative has verified that the new hire has arrived for their first day on duty. After performing this action, the status of the 'Verify the New Hire Arrived for their First Day of Duty' task will change from Active to Complete.

Once this task is complete:

- The audit status on the certificate cannot be modified for this record.
- Human Resources will be able to add forms and documents associated with this record to be queued for transmission to eOPF.
- If this is the only HR task assigned to the new hire record, the record will change to Complete status. Assigning another HR task will be required to place the record in Active status.

Are you sure you want to continue?

Buttons: Continue, Cancel

NEW HIRE: STEVEN APEX

Overview | Assignments

STEVEN APEX
STEVENAPEX123@GMAIL.COM

Customer
Customer 1

Onboarding Information | Notification history | Data

Summary

Name

Pay Plan-Series-Grade

Position Title

Office

Customer

Creation Date

Start Date: Not Set

Request Number: 20180814-94285

Tentative Offer: No Response

Status: Active

History

Damon Carter

Dana Robinson

Assignments

Tasks	Forms	Documents
Incomplete New Hire Tasks: 2	Incomplete Forms: 1	Application Documents: 0
Completed New Hire Tasks: 0	Completed Forms: 0	Onboarding Documents: 0
Incomplete Agency Tasks: 5		
Completed Agency Tasks: 2		

Buttons: Verify New Hire Arrived for First Day of Duty, Save



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.

The screenshot shows a web form for a new hire questionnaire. The form includes several fields: Last Name (Smith), Suffix (IV), Social Security Number (000000000), a radio button question about name differences (No selected), and a table for other names. The 'Date of Birth' field is highlighted with a red box and has a tooltip that reads: 'Locked: 7/31/2018 15:16 EDT', 'Employment Eligibility Verification', 'Declaration for Federal Employment', 'Statement of Prior Federal Service', and 'United States'. Below this are fields for State of Birth (Virginia) and City of Birth (Arlington). A 'Save and Continue' button is at the bottom right.



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.

NEW HIRE: DAVID SMITH IV

Overview Assignments Questionnaires OF 306: Declaration for Federal...

DAVID SMITH IV
DAVID.SMITH1900E@GMAIL.COM

Customer
Customer 1 - Linked to Office A

New Hire Number
HPKUF-3C3N

Status
Active

Details

Form Number
OF 306

Form Name
Declaration for Federal Employment

History

Declaration for Federal Employment*

Form Approved
OMB No. 3206-0102

(*This form may also be used to assess fitness for federal contract employment)

GENERAL INFORMATION

1. **FULL NAME** (Provide your full name. If you have only initials in your name, provide them and indicate "Initial only". If you do not have a middle name, indicate "No Middle Name". If you are a "Jr.," "Sr.," etc. enter this under Suffix. First, Middle, Last, Suffix)
◆ David Smith IV (No Middle Name)

2. **SOCIAL SECURITY NUMBER**
◆ 000-00-0000

3a. **PLACE OF BIRTH** (Include city and state or country)
◆ Arlington, VA, United States

3b. **ARE YOU A U.S. CITIZEN?**
 YES NO (If "NO," provide country of citizenship) ◆

4. **DATE OF BIRTH** (MM / DD / YYYY)
◆ 03/14/1980

5. **OTHER NAMES EVER USED** (For example, maiden name, nickname, etc)
◆

6. **PHONE NUMBERS** (Include area codes)
Day ◆ 202-607-5613
Night ◆

Selective Service Registration

If you are a male born after December 31, 1959, and are at least 18 years of age, civil service employment law (5 U.S.C. 3328) requires that you must register with the Selective Service System, unless you meet certain exemptions.

7a. Are you a male born after December 31, 1959? YES NO (If "NO," proceed to 8.)
7b. Have you registered with the Selective Service System? YES (If "YES," proceed to 8.) NO (If "NO," proceed to 7c.)
7c. If "NO," describe your reason(s) in item 16.

Military Service

8. Have you ever served in the United States military? YES (If "YES," provide information below) NO
*If you answered "YES," list the branch, dates, and type of discharge for all active duty.
If your only active duty was training in the Reserves or National Guard, answer "NO."*

Branch	From (MM/DD/YYYY)	To (MM/DD/YYYY)	Type of Discharge

Background Information

For all questions, provide all additional requested information under item 16 or on attached sheets. The circumstances of each event you list will be considered. However, in most cases you can still be considered for Federal jobs.

For questions 9, 10, and 11, your answers should include convictions resulting from a plea of *nolo contendere* (no contest), but omit (1) traffic fines of \$300 or less, (2) any violation of law committed before your 18th birthday, (3) any violation of law committed before your 18th birthday finally decided in juvenile court or under a Youth Offender law, (4) any conviction set aside under the Federal Youth Corrections Act or similar state law, and (5) any conviction for which the record was expunged under Federal or state law.

9. During the last 7 years, have you been convicted, been imprisoned, been on probation, or been on parole? YES NO

Unaccept **Return For Correction**



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.



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.
 - 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.
 - 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.**