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## USA Staffing

# Quick Reference Guide of System Generated Emails

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**OPM** HR SOLUTIONS  
*by government, for government*

**U.S. Office of Personnel Management**  
1900 E Street, NW, Washington, DC 20415

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## INTRODUCTION

This document serves as a reference for identifying system generated emails in USA Staffing. Some notifications may be customized to meet situational needs and are identified below. This resource may be used to help Federal agencies identify what additional verbiage they would like to communicate to individuals and identify which types of notification templates they would like to create for their customers. To reference our recommendations for custom notification templates, please see our [Notification Template Examples](#) quick guide.

## REVIEWS AND SELECTIONS

### A. Review Pending

#### 1. Single Request

##### i. Recipient: Reviewer and Review Owner

1. **Trigger:** A review is sent to at least one selected Reviewer
2. **Is it customizable?** No
3. **Email subject line:** You have a new Review pending for Request (Request Number)
4. **System generated email content:**

Click on the link below or copy and paste the URL into your browser's address bar to access this Review for the (Position Title), (Pay Plan-Series-Grade) position.  
(Link to review)

This review is due on **(Due Date)**.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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##### ii. Recipient: Follower

1. **Trigger:** A review is sent to at least one selected Reviewer and at least one selected Follower
2. **Is it customizable?** No
3. **Email subject line:** A new Review is pending for Request (Request Number)
4. **System generated email content:**

A review has been issued for the (Review Type) of (Position Title), (Pay Plan-Series-Grade).

This review is due on **(Due Date)**.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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## 2. Multiple Requests

### i. Recipient: Reviewer and Review Owner

1. **Trigger:** A review is sent to at least one selected Reviewer
2. **Is it customizable?** No
3. **Email subject line:** You have a new Review pending for multiple requests
4. **System generated email content:**

Requests: (list of request numbers)

Click on the link below or copy and paste the URL into your browser's address bar to access this Review for the (Position Title), (Pay Plan-Series-Grade) position.

(Link to review)

This review is due on **(Due Date)**.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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### ii. Recipient: Follower

1. **Trigger:** A review is sent to at least one selected Reviewer and at least one selected Follower
2. **Is it customizable?** No
3. **Email subject line:** A new Review is pending for multiple requests
4. **System generated email content:**

Requests: (list of request numbers)

A review has been issued for the (Review Type) of (Position Title), (Pay Plan-Series-Grade).

This review is due on **(Due Date)**.

If you have any questions, please contact (Review Owner's Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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## B. Review Recalled

### 1. Single Request

#### i. Recipient: Reviewer and Review Owner

- a. **Trigger:** An HR user clicks the “Recall Review” button on the Review Assignments tab within a Review
- b. **Is it customizable?** No
- c. **Email subject line:** Review (Review Name) for Request (Request Number) has been recalled
- d. **System generated email content:**

The Review for the (Position Title), (Pay Plan-Series-Grade) position has been recalled for the following reason:  
(Reason)

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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#### ii. Recipient: Follower

- a. **Trigger:** An HR user clicks the “Recall Review” button on the Review Assignments tab within a Review
- b. **Is it customizable?** No
- c. **Email subject line:** Review (Review Name) for Request (Request Number) has been recalled
- d. **System generated email content:**

The (Review Type) review for the (Position Title), (Pay Plan-Series-Grade) position has been recalled for the following reason:  
(Reason)

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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## 2. Multiple Requests

### i. Recipient: Reviewer and Review Owner

- a. **Trigger:** An HR user clicks the “Recall Review” button on the Review Assignments tab within a Review
- b. **Is it customizable?** No
- c. **Email subject line:** Review (Review Name) for multiple requests has been recalled
- d. **System generated email content:**

Requests: (list of request numbers)

The Review for the (Position Title), (Pay Plan-Series-Grade) position has been recalled for the following reason:  
(Reason)

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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### ii. Recipient: Follower

- a. **Trigger:** An HR user clicks the “Recall Review” button on the Review Assignments tab within a Review
- b. **Is it customizable?** No
- c. **Email subject line:** Review (Review Name) for multiple requests has been recalled
- d. **System generated email content:**

Requests: (list of request numbers)

The (Review Type) review for the (Position Title), (Pay Plan-Series-Grade) position has been recalled for the following reason:  
(Reason)

If you have any questions, please contact (Review Owner’s Name) at (Email Address) or (Phone Number).

Note: This is an automated email message. Please do not reply.

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## C. Review Returned

### 1. Recipient: Review Owner

- i. **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- ii. **Is it customizable?** No
- iii. **Email subject line:** A Review for Vacancy (Vacancy Number), (Position Title), has been returned by (Name of Hiring Manager user who returned the review)
- iv. **System generated email content:**

(Name of Hiring Manager user) has returned (Review Name).

You may access this Review by logging into USA Staffing® or by clicking on the link below.  
(Link to Review)

If you are unable to open this link, follow these instructions:

1. Copy the text below.  
(Link to Review)
2. Open a new browser window.
3. Paste the copied text into the browser's address bar.

Note. This is an automated email message. Please do not reply.

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### 2. Recipient: Reviewer and Follower

- i. **Trigger:** A Hiring Manager user clicks the “Return to HR” button in a Review
- ii. **Is it customizable?** No
- iii. **Email subject line:** A Review for Vacancy (Vacancy Number), (Position Title), has been returned by (Name of Hiring Manager user who returned the review)
- iv. **System generated email content:**

(Name of Hiring Manager user) has returned the (Type of Review) review for (Position Title), (Pay Plan-Series-Grade).

Note. This is an automated email message. Please do not reply.

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## D. Individual Selection(s) Returned

1. **Recipient:** The Review Owner, the Reviewer who made the selection, and all review Followers.
  - i. **Trigger:** When a reviewer is granted access to return individual selections, and indicates they want HR to begin onboarding the applicant immediately.
  - ii. **Is it customizable?** No
  - iii. **Email subject line:** Applicant(s) selected for (Request Number Associated with the Review. If many, indicates "selected for multiple requests".)
  - iv. **System generated email content:**

Selectee(s): (Selectee Last Name, First Name)  
Certificate Number: (Certificate Number)

Review Type: Applicant List  
Review Name: (Review Name)  
Returned By: (Returned By Name)

Vacancy Number: (Vacancy Number)  
Position Information: (Position Title, Pay Plan-Series-Grade)  
Request Number(s): (Request Number(s))

If you have any questions, please contact (Review Owner Name) at (Review Owner Email) or (Review Owner Phone Number).

Note. This is an automated email message. Please do not reply.

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# ONBOARDING

## A. Invitation Job Offer Acceptance

1. **Trigger:** New hire accepts the invitation job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Invitation Job Offer Acceptance – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has accepted the Invitation Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number).

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to ensure the appropriate tasks are assigned for the next step in the onboarding process.

Note: This is an automated email message. Please do not reply.

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## B. Tentative Job Offer Acceptance

1. **Trigger:** New hire accepts the tentative job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Tentative Job Offer Acceptance – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has accepted the Tentative Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number).

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to ensure the appropriate tasks are assigned for the next step in the onboarding process.

Note: This is an automated email message. Please do not reply.

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### C. Official Job Offer Acceptance

1. **Trigger:** New hire accepts the official job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Official Job Offer Acceptance – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has accepted the Official Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number).

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to ensure the appropriate tasks are assigned for the next step in the onboarding process.

Note: This is an automated email message. Please do not reply.

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### D. Invitation Job Offer Declination

1. **Trigger:** New hire elects to discontinue the onboarding process from the invitation job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Discontinue Onboarding Process – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has requested to discontinue the onboarding process for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number). The following feedback has been submitted:

(Reason for Discontinuing)

Please update the certificate audit to reflect this change.

Note: This is an automated email message. Please do not reply.

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## E. Tentative Job Offer Declination

1. **Trigger:** New hire declines the tentative job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Tentative Job Offer Declination – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has declined the Tentative Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number), due to the reason below. As a result, the onboarding process has been cancelled.

(Reason for Declination)

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the staffing specialist or onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to update the certificate audit to reflect the new hire's declination, as appropriate.

Note: This is an automated email message. Please do not reply.

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## F. Official Job Offer Declination

1. **Trigger:** New hire declines the official job offer
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Official Job Offer Declination – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has declined the Official Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number), due to the reason below. As a result, the onboarding process has been cancelled.

(Reason for Declination)

If you are the new hire's supervisor, you are receiving this email for informational purposes only. Please consult with your Human Resources office if you have any questions.

If you are the staffing specialist or onboarding process owner for this new hire, please access the USA Staffing website at <https://usastaffing.gov/> to update the certificate audit to reflect the new hire's declination, as appropriate.

Note: This is an automated email message. Please do not reply.

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## G. Tentative Job Offer Information Request

1. **Trigger:** New hire clicks on the link within the tentative job offer and selects “Need More Information”, enters the information being requested, provides birth month and day, and clicks “Confirm Identity”
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Tentative Job Offer Information Request – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has requested additional information regarding the Tentative Job Offer for the (Pay Plan Series-

Grade) (Position Title) recruited for by Request Number: (Request Number). The following information has been requested.

(Requested Information)

Please contact the new hire as soon as possible with the requested information.

Note: This is an automated email message. Please do not reply.

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## H. Official Job Offer Information Request

1. **Trigger:** New hire clicks on the link within the official job offer notification and selects “Need More Information”, enters the information being requested, provides birth month and day, and clicks “Confirm Identity”
2. **Recipient:** Supervisor of the new hire and the onboarding process owner. If the new hire record was created from an Onboard New Hire Request, the HR user who approved the request receives the notification. If the new hire record was created by a certificate, then the notification would be received by the HR user who audited the certificate.
3. **Is it customizable?** No
4. **Email subject line:** Official Job Offer Information Request – (Name of New Hire)
5. **System generated email content:**

(Name of New Hire) has requested additional information regarding the Official Job Offer for the (Pay Plan-Series-Grade) (Position Title) recruited for by Request Number: (Request Number). The following information has been requested.

(Requested Information)

Please contact the new hire as soon as possible with the requested information.

Note: This is an automated email message. Please do not reply.

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## I. Additional Tasks Assigned

1. **Trigger:** HR/Onboarding user assigns additional tasks for the new hire after all new hire tasks are complete
2. **Recipient:** New hire
3. **Is it customizable?** Yes; after adding additional tasks, the Preview Notification window will appear with an 'Edit Notification' button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
4. **Email subject line:** New Hire Additional Tasks Assigned
5. **System generated email content:**

Dear (Name of New Hire),

You have been assigned additional tasks as part of your onboarding process with (Agency Name). Please access your USA Staffing® onboarding record by navigating to <https://onboard.stage.usastaffing.gov> and login with your USAJOBS login credentials. You will find information about the additional tasks on the Tasks page.

If you have any questions, please contact your HR Office.

Thank You!  
USA Staffing®

## J. Return for Correction

1. **Trigger:** HR/Onboarding user clicks "Return for Correction" when viewing a new hire form that had been returned by the new hire
2. **Recipient:** New hire
3. **Is it customizable?** Yes; after clicking "Return for Correction", the Preview Notification window will appear with an 'Edit Notification' button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
4. **Email subject line:** Returned for Correction: (Name of New Hire Form)
5. **System generated email content:**

Hello (Name of New Hire),

The (Name of New Hire Form) form was returned to you for correction. The fields listed below contain incomplete, incorrect, or inconsistent information.

- (List the fields which are incomplete, incorrect, or inconsistent)

In addition to the (Name of New Hire Form), you may also need to review and resubmit other forms that contain this information. Please review your tasks and address those that are marked incomplete.

Please access the USA Staffing website at <https://onboard.stage.usastaffing.gov> and make the appropriate corrections to the questions identified above.

Thanks,  
(Name of Onboarding User)

## K. Return for Signature

1. **Trigger:** HR/Onboarding user clicks “Return for Signature” when viewing a new hire form that had been returned by the new hire
2. **Recipient:** New hire
3. **Is it customizable?** Yes; after clicking “Return for Signature”, the Preview Notification window will appear with an ‘Edit Notification’ button. Additionally, sending this notification is optional, as users may simply click the X icon located in the top right corner of the Preview Notification window to avoid sending the notification.
4. **Email subject line:** Returned for Signature: (Name of new hire form)
5. **System generated email content:**

Hello (Name of New Hire),

The (Name of New Hire Form) form was returned to you for additional signature.

Please access the USA Staffing website at <https://onboard.stage.usastaffing.gov>, review the form for accuracy, and sign the form.

Thanks,  
(Name of Onboarding User)

## L. Mass New Hire Notifications Sent

1. **Trigger:** Mass New Hire notifications, initiated by an HR User on a certificate to send multiple new hires an onboarding notification at once, finish sending
2. **Recipient:** HR User who initiated the mass new hire notifications
3. **Is it customizable?** No
4. **Email subject line:** Mass New Hire Notifications Sent for Vacancy (Vacancy number) (Job Title)
5. **System generated email content:**

Recently you sent mass notifications to new hires on certificate (certificate number). A total of (number) notifications have been sent successfully.

### **AND, if applicable:**

Notifications were not sent to the following new hires because they have already accepted an offer:  
New Hire Last Name, New Hire First Name

### **OR, if applicable:**

Notifications were not sent to the following new hires due to a technical error. Please try to send these new hires notifications again. If you continue to encounter issues, please contact the help desk:  
New Hire Last Name, New Hire First Name

Note: This is an automated email message. Please do not reply.

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## M. Onboarding Credentials Registration

1. **Trigger:** New hire registers USAJOBS account with his/her new hire record
2. **Recipient:** New hire
3. **Is it customizable?** No
4. **Email subject line:** Onboarding Credentials Registered Successfully
5. **System generated email content:**

Dear (Name of New Hire),

Congratulations! You have successfully confirmed your identity and registered your USAJOBS account with your onboarding record in the USA Staffing® system. Your onboarding account in USA Staffing® allows you to view and complete tasks that have been assigned to you as part of your onboarding process.

You may access your USA Staffing® onboarding account by navigating to <https://onboard.usastaffing.gov/>. Once there, you will use your USAJOBS login credentials to access your onboarding account. The USAJOBS username you registered with USA Staffing® is: (New Hire's User Name). Information about your new position is as follows:

Agency: (Name of Agency)  
Position Title: (Position Title)  
Pay Plan: (Pay Plan)  
Position Series: (Series)  
Grade: (Grade)

If you have any questions please contact your HR Office.

Thank You!  
USA Staffing®

## N. Vetting New Hire Records Created

1. **Trigger:** A mass audit, initiated by an HR User on a certificate to audit multiple applicants at once as Selected and in a Vetting status, finishes processing
2. **Recipient:** HR User who initiated the mass audit
3. **Is it customizable?** No
4. **Email subject line:** New Hire Records Created for Vacancy (Vacancy number)
5. **System generated email content:**

Recently you audited applicants on certificate (certificate number). A total of (number) new hire records have been created in vetting status.

Note: This is an automated email message. Please do not reply.

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## USA HIRE NOTIFICATIONS

### A. Assessments Required

1. **Trigger:** USA Hire applicant submits initial application through Application Manager and has not completed all required USA Hire assessments within the past year
2. **Recipient:** Applicant
3. **Is it customizable?** No
4. **Email subject line:** Online Assessments Required for Announcement (Announcement Number)
5. **System generated email content:**

Dear (First Name) (Last Name),

The job announcement for (Announcement Number), (Position Title), informed you that you may be required to take one or more online assessments in order to complete your application for this position. To take the assessment(s) now, click the following link:

(Link to USA Hire Assessments)

To ensure your consideration for this position, please take the assessment within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please contact [helpdesk@usahire.opm.gov](mailto:helpdesk@usahire.opm.gov). To determine if you require Reasonable Accommodation review the information here: [https://help.usastaffing.gov/Apply/index.php?title=Reasonable Accommodations for USA Hire](https://help.usastaffing.gov/Apply/index.php?title=Reasonable+Accommodations+for+USA+Hire). You have until 11:59 PM ET on (Assessment Close Date) to complete all of the required assessment(s) for this vacancy.

### B. Assessments are Complete

1. **Trigger:** USA Hire applicant submits initial application through Application Manager and is either ineligible or has already completed all required USA Hire assessments within the past year
2. **Recipient:** Applicant
3. **Is it customizable?** No
4. **Email subject line:** Application for (Announcement Number) is Complete
5. **System generated email content:**

Dear (First Name) (Last Name),

Thank you for your interest in (Announcement Number), (Position Title). Your application is complete. No further action is required at this time.



### C. Accommodation Request Approved

1. **Trigger:** The reasonable accommodation request is adjudicated as Eligible by the Reasonable Accommodation Adjudicator
2. **Recipient:** Applicant
3. **Is it customizable?** No
4. **Email subject line:** Assessment Accommodation for Announcement (Announcement Number) Approved
5. **System generated email content:**

Dear (First Name) (Last Name),

Your request to receive an assessment accommodation for Announcement (Announcement Number), (Position Title), has been approved. To take the required assessment(s), click the following link:

(Link to reasonable accommodation version of USA Hire assessments)

To ensure your consideration for this position, please take the assessment within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please contact [helpdesk@usahire.opm.gov](mailto:helpdesk@usahire.opm.gov). You have until 11:59 PM ET on (Assessment Close Date) to complete the required assessment(s) for this vacancy.

### D. Accommodation Request Not Approved

1. **Trigger:** The reasonable accommodation request is adjudicated as Ineligible by the Reasonable Accommodation Adjudicator
2. **Recipient:** Applicant
3. **Is it customizable?** No
4. **Email subject line:** Assessment Accommodation for Announcement (Announcement Number) Not Approved
5. **System generated email content:**

Dear (First Name) (Last Name),

Your request to receive an assessment accommodation for Announcement (Announcement Number), (Position Title), was not approved. To take the required assessment(s), click the following link:

(Link to USA Hire Assessments)

To ensure consideration for this position, please take the assessment within 48 hours. Please refer to the job opportunity announcement or your acknowledgement letter for details concerning the assessment deadline or other potential assessment/application requirements. If you have any questions about the assessments, please contact [helpdesk@usahire.opm.gov](mailto:helpdesk@usahire.opm.gov). You have until 11:59 PM ET on (Assessment Close Date) to complete the required assessment(s) for this vacancy.

## E. Request for Assessment Accommodation is Under Review

1. **Trigger:** USA Hire applicant submits an initial application through Application Manager with a request for reasonable accommodation
2. **Recipient:** Applicant
3. **Is it customizable?** No
4. **Email subject line:** Action Needed for Announcement (Announcement Number) Assessment Accommodation Request
5. **System generated email content:**

**\*\* Read This Communication in its Entirety \*\***

Dear (First Name) (Last Name),

As stated in the vacancy announcement for Announcement # (Announcement Number), (Position Title), applicants are required to take one or more online assessments in order to complete an application for this position. In your initial application, you requested an accommodation for completing these online assessments based on a claimed qualifying disability as defined by the Rehabilitation Act of 1973 as amended or the Americans with Disabilities Act of 1990 as amended.

Due to your request for an assessment accommodation, your application is now ON HOLD. In order to remove your application from being on hold, you must FULLY COMPLETE one of the below two courses of action. Once you have fully completed one of the following courses of action, you will be allowed to take the required online assessment(s) needed to submit a complete application. Failure to fully complete either of the courses of action before 11:59PM EST on (Closing Date of Announcement) will cause your application to remain incomplete for this announcement. This will remove you from consideration for this position.

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### **COURSE OF ACTION #1: Validate My Accommodation Request**

To validate your accommodation request and potentially receive an accommodated version of our online assessments, complete all the below steps no later than by 11:59PM EST on (Closing Date of Announcement), the closing date of the announcement for which you claimed accommodation. It is your responsibility to plan accordingly to complete these steps by the stated deadline, or contact [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov) as soon as possible before this deadline to express any concerns in completing all of the below steps by this time.

**Step 1.** Complete the USA Hire Reasonable Accommodation Request Form. The form can be found here: [https://help.usastaffing.gov/Apply/index.php?title=Reasonable\\_Accommodations\\_for\\_USA\\_Hire](https://help.usastaffing.gov/Apply/index.php?title=Reasonable_Accommodations_for_USA_Hire)

**Step 2.** Obtain medical documentation from a qualified professional that includes the following information:

- (1) What is the disability to include how it affects your ability to complete the assessments
- (2) What accommodation is requested to assist with the assessments
- (3) How will the accommodation help you take the assessments

NOTE: Be advised that Schedule A letters are not sufficient to determine Reasonable Accommodation eligibility for online assessments. Requests for Schedule A hiring or reasonable accommodations for work on the job should be directed to the agency contact listed in the job announcement.

**Step 3.** Submit the USA Hire Reasonable Accommodation Request Form and Medical Documentation from Steps 1 and 2 to the USA Hire Reasonable Accommodation Team. If the announcement is still open, upload these supporting documents to your USAJOBS application profile (preferred), or FAX the documents to 888-765-5552. If the announcement is closed, FAX the documents to 888-765-5552. Because we cannot guarantee the security of information transmitted through email messages, DO NOT use email to send any documents or medical information. You must either UPLOAD or FAX documents to the USA Hire Reasonable Accommodation Team.

**Step 4.** Once you have completed Steps 1-3 above, forward this email to [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov) and inform us that you have provided the necessary documents either via upload or via fax.

**Next Steps:** Once we receive your email, your request form and supporting documentation will be reviewed. If any additional information is needed before we can make this determination, you will be contacted by email. Once sufficient information is provided to allow us to make a determination, you will be notified by email of that accommodation decision. This email notification will let you know your next steps for completing your online assessment and completing your application for this position.

If you encounter any issues or have any extenuating circumstances preventing you from validating your reasonable accommodation request by the deadline, contact [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov) immediately, but no later than 11:59PM EST on (Closing Date of Announcement) to request an extension. Ensure your request identifies the specific step(s) you believe you will be unable to complete and why. If you are requesting an extension to the deadline, indicate what date by which you expect to complete all steps. You may be required to provide proof of the basis for which you're requesting an extension.

If you have any questions throughout this process, contact [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov).

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## **COURSE OF ACTION #2: Remove my Accommodation Request**

If after reading this email you determined you did not intend to request accommodation in completing the online assessment process, then complete the following step by 11:59PM EST on (Closing Date of Announcement), the closing date of the announcement for which you claimed accommodation.

**Step 1.** Log into your USAJOBS application profile, and update your application to the Reasonable Accommodation Question from "Yes" to "No" or respond to this email by notifying us at [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov) to let us know you do not need to request a Reasonable Accommodation.

**Next Steps:** Once you complete this step, you should receive an email with a link to the unaccommodated version of the online assessment. You will need to complete this assessment by the date and time denoted in that email to submit a complete application and be considered for this position.

If you have any questions throughout this process, contact [USAHire\\_Accommodations@opm.gov](mailto:USAHire_Accommodations@opm.gov).

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Sincerely,

USA Hire Program Office