



# USA Staffing

## Reporting and Analytics Workgroup June 20, 2023

*We will start at approximately 1:03 to allow time for people to sign in*

*Published by OPM HR Solutions  
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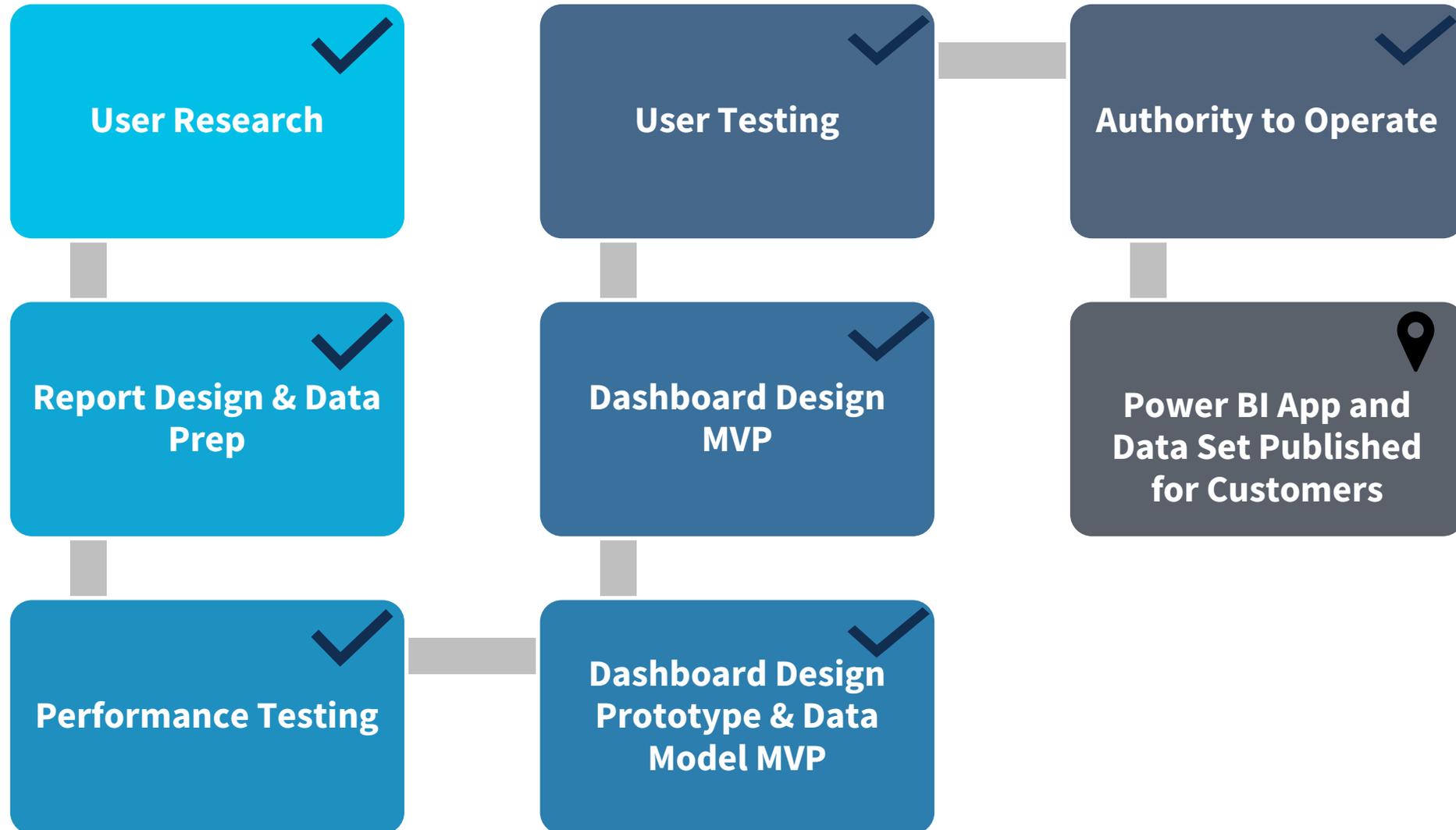
# Agenda

- 1 Power BI Update**
- 2 Cognos Performance Metrics**
- 3 Cognos Training Program**
- 4 Reporting User Satisfaction Survey**
- 5 Modifications to Reports and Data Models**
- 6 API Updates**
- 7 Reporting Tip**
- 8 Open Demonstration and Q&A**

# Power BI Updates

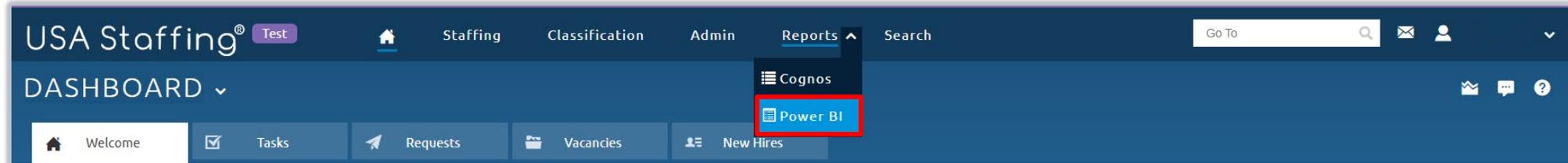
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# Power BI Implementation Milestones



# Broader Authentication User Testing

- Power BI link is available in USA Staffing Production environment under the Reports menu



- Reporting users are invited to set up the Microsoft Authenticator App using the job aid published under “Power BI Training Resources” in the Reports and Analytics section of the USA Staffing Resource Center:
  - [Microsoft Authenticator App Job Aid](#)

We will walk through the job aid as today’s Reporting Tip!

# Broader Authentication User Testing

- After setting up the Authenticator app, use the Power BI link in USAS to verify access to **USA Staffing Dashboards workspace > Human Resources Sample report\***

The image displays four screenshots from the Microsoft Power BI interface, illustrating the navigation path for user testing:

- Top-left screenshot:** Shows the Power BI Home page. The 'Workspaces' link in the left-hand navigation pane is highlighted with a red box.
- Top-right screenshot:** Shows the 'Workspaces' list. The workspace '\*USA Staffing Dashboards' is highlighted with a red box.
- Bottom-left screenshot:** Shows the contents of the '\*USA Staffing Dashboards' workspace. The 'Human Resources Sample' report is highlighted with a red box.
- Bottom-right screenshot:** Shows the 'Human Resources Sample' report dashboard, featuring various charts and filters.

- \* Reporting users from agency customers not onboarded yet will be unable to test. These include:
  - DOD components: Defense Health Agency, Defense Logistics Agency, DOD Education Activity, Department of the Army, Department of the Navy, Department of the Navy NAF, National Guard, Intelligence Community
  - DOJ components: Executive Office for U.S. Attorneys, U.S. Marshals Service
  - IRS, Executive Office of the President, and National Mediation Board

# User Testing and Release



## Next Steps

## What we have completed

- Conduct broader authentication testing with reporting users

## Next Steps

- Publish User License data in Power BI Production environment
- Release User License Power BI app and job aid to onboarded customers and collect feedback
- Release User-based Licensing Job Aid and Power BI FAQ
- Power BI Pro Licenses – initial request to submit user names
- Power BI agency access testing with remaining DOD components
- Hold Time to Hire report ideation session
- Host workspace administration session

# Survey

## Capturing reporting needs for Power BI implementation

<https://www.surveymonkey.com/r/TVGDJ5W>

\* 3. How do you currently access and use data?

\* 4. What type of data do you need to make it easier to complete the staffing and/or onboarding process?

\* 5. What types of metrics are you required to report out? What cadence?

Provide your input by June 30<sup>th</sup>!

# Cognos Performance Metrics

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# FY23

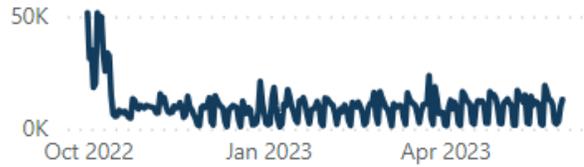


# All Reports



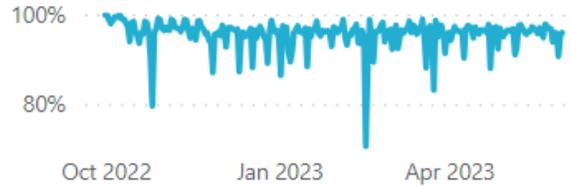
Cognos Total Runs

## 2,485,753



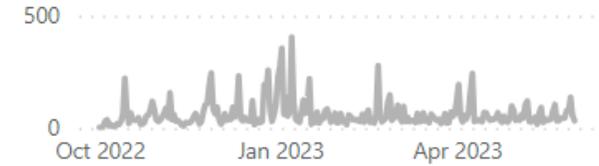
Avg. Success Rate

## 96.45%

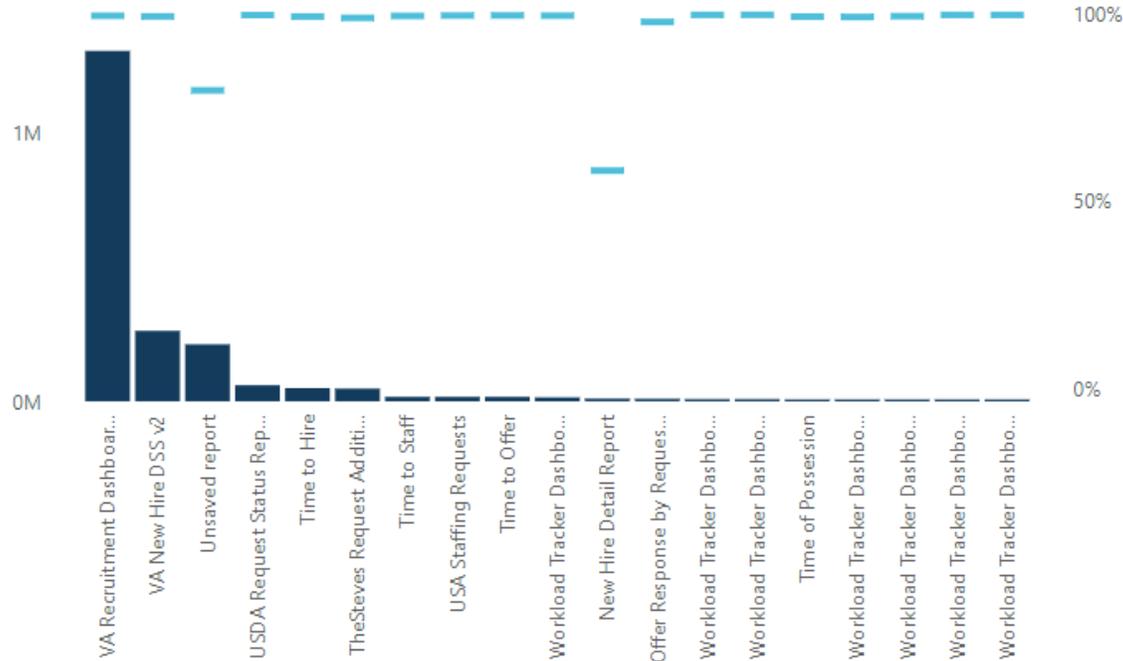


Avg. Runtime (Sec)

## 42.61



Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
VA Recruitment Dashboard DSS v1	1,304,074	99.74%	5.50
VA New Hire DSS v2	262,404	99.57%	4.48
Unsaved report	212,118	79.75%	12.76
USDA Request Status Report - Certificate V3	60,097	99.92%	32.19
Time to Hire	48,929	99.54%	16.82
TheSteves Request Additional Information Report	47,210	99.18%	1.77
Time to Staff	16,724	99.70%	7.82
USA Staffing Requests	16,720	99.80%	2.25
Time to Offer	16,715	99.82%	2.51
Workload Tracker Dashboard - Qualification Analysis Phase	14,564	99.77%	12.08
New Hire Detail Report	9,907	58.26%	486.10
Offer Response by Request Number	9,354	98.09%	3.26
Workload Tracker Dashboard - RequestsAnnouncementsCerts	8,276	99.98%	9.80
Workload Tracker Dashboard - NewHireCertSelections	8,253	99.99%	8.44
Time of Possession	6,205	99.52%	72.70
Workload Tracker Dashboard - Interviews and	5,605	99.41%	12.09
<b>Total</b>	<b>2,485,753</b>	<b>96.45%</b>	<b>42.61</b>

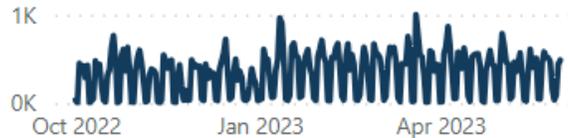
# FY23



# HDW Reports

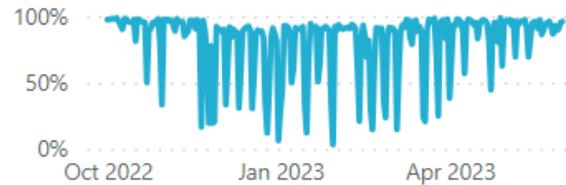
## HDW Total Runs

# 83,116



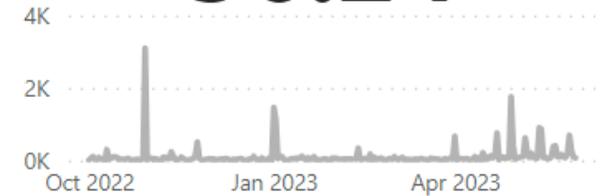
## Avg. Success Rate

# 91.55%

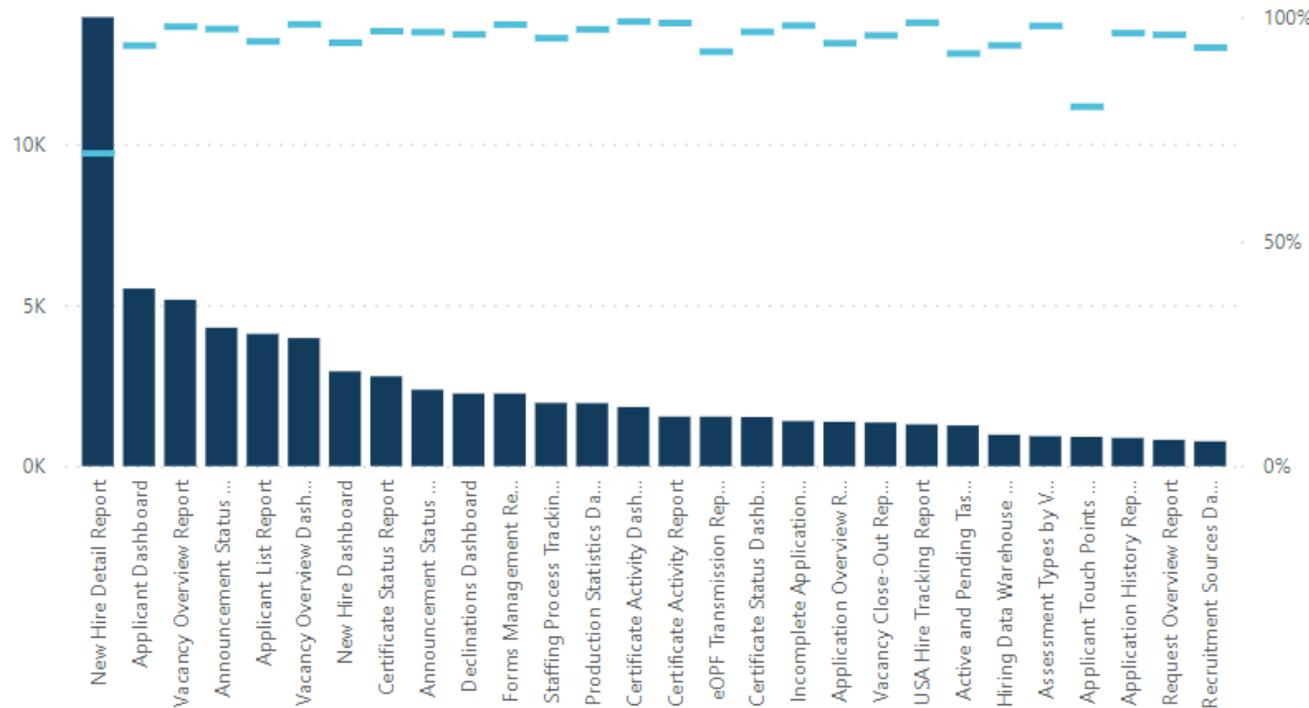


## Avg. Runtime (Sec)

# 56.24



## HDW Total Runs and HDW Success Rate



Report name	HDW Total Runs	HDW Success Rate	Avg Runtime
New Hire Detail Report	13,934	69.66%	151.63
Applicant Dashboard	5,509	93.68%	77.66
Vacancy Overview Report	5,163	97.89%	8.90
Announcement Status Report	4,294	97.37%	10.70
Applicant List Report	4,102	94.59%	43.37
Vacancy Overview Dashboard	3,971	98.41%	5.67
New Hire Dashboard	2,939	94.32%	68.70
Certificate Status Report	2,786	96.88%	33.17
Announcement Status Dashboard	2,371	96.67%	9.85
Declinations Dashboard	2,253	96.18%	66.79
Forms Management Report	2,253	98.36%	2.10
Staffing Process Tracking Report	1,961	95.31%	50.79
Production Statistics Dashboard	1,953	97.29%	63.50
Certificate Activity Dashboard	1,834	99.02%	4.84
Certificate Activity Report	1,535	98.70%	4.24
eOPF Transmission Report	1,534	92.31%	43.82
Certificate Status Dashboard	1,523	96.72%	72.92
Incomplete Applications Report	1,396	98.14%	3.49
Application Overview Report	1,376	94.19%	97.81
<b>Total</b>	<b>83,116</b>	<b>91.55%</b>	<b>56.24</b>

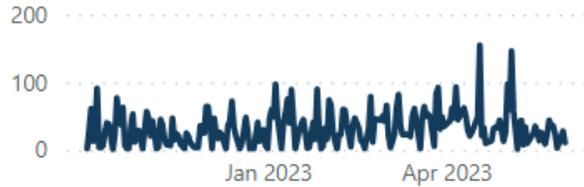
# FY23



# Time to Hire

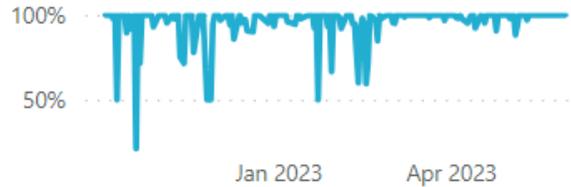
## Cognos Total Runs

# 6,811



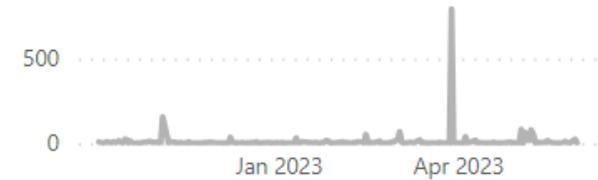
## Avg. Success Rate

# 97.05%

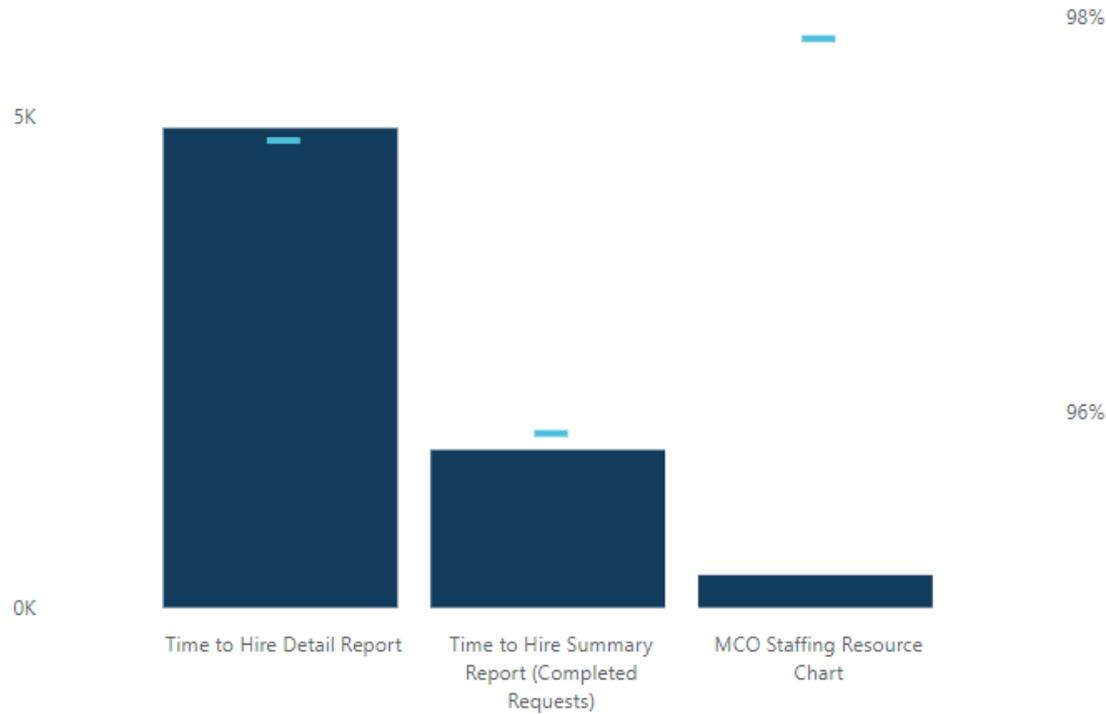


## Avg. Runtime (Sec)

# 12.54



## Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Time to Hire Detail Report	4,875	97.37%	4.91
Time to Hire Summary Report (Completed Requests)	1,604	95.89%	37.96
MCO Staffing Resource Chart	332	97.89%	3.56
<b>Total</b>	<b>6,811</b>	<b>97.05%</b>	<b>12.54</b>

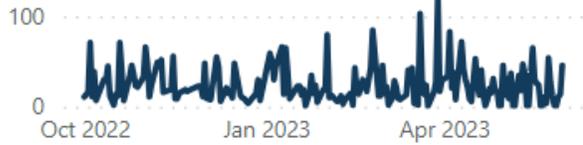
# FY23



# User License

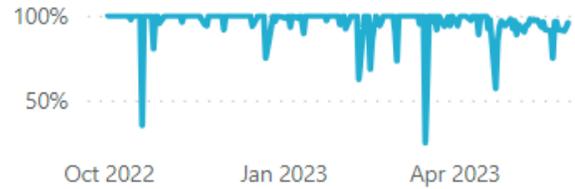
Cognos Total Runs

## 4,597



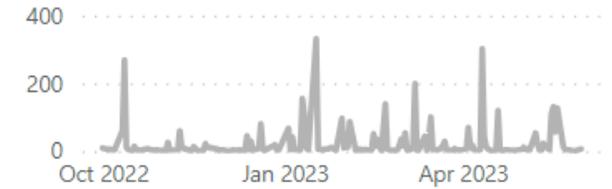
Avg. Success Rate

## 96.04%

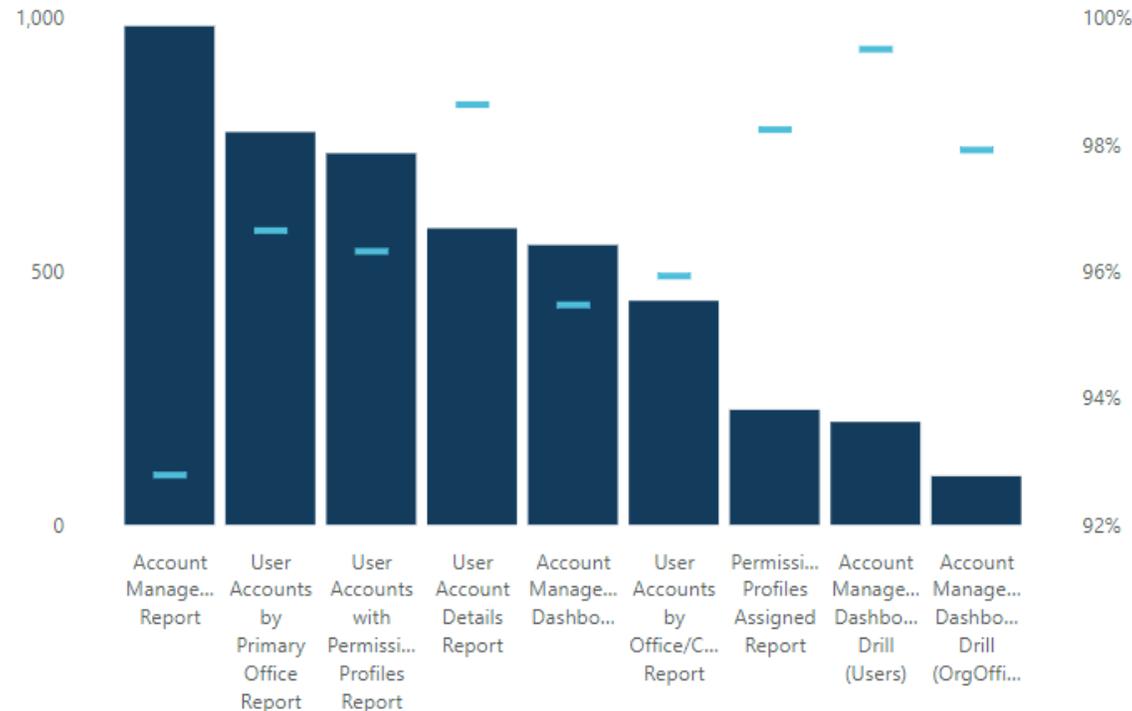


Avg. Runtime (Sec)

## 26.11



Cognos Total Runs and Cognos Success Rate



Report name	Cognos Total Runs	Cognos Success Rate	Avg Runtime
Account Management Report	984	92.78%	43.75
User Accounts by Primary Office Report	775	96.65%	3.91
User Accounts with Permission Profiles Report	733	96.32%	23.42
User Account Details Report	585	98.63%	22.08
Account Management Dashboard	552	95.47%	36.10
User Accounts by Office/Customer Report	442	95.93%	34.17
Permission Profiles Assigned Report	227	98.24%	11.83
Account Management Dashboard Drill (Users)	203	99.51%	6.76
Account Management Dashboard Drill (OrgOffice)	96	97.92%	59.70
<b>Total</b>	<b>4,597</b>	<b>96.04%</b>	<b>26.11</b>

# Cognos Training Program

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# Available Trainings

## Report Consumer Training

## Cognos Consumer Forum

## Report Author Training

## Advanced Author Forum

	Report Consumer Training	Cognos Consumer Forum	Report Author Training	Advanced Author Forum
<b>Who?</b>	<ul style="list-style-type: none"> <li>• New USA Staffing reports users</li> </ul>	<ul style="list-style-type: none"> <li>• Report consumers</li> </ul>	<ul style="list-style-type: none"> <li>• New report authors</li> </ul>	<ul style="list-style-type: none"> <li>• Report authors</li> </ul>
<b>What?</b>	<ul style="list-style-type: none"> <li>• How to navigate to and run reports</li> </ul>	<ul style="list-style-type: none"> <li>• Open forum to ask questions</li> </ul>	<ul style="list-style-type: none"> <li>• How to get started building reports</li> </ul>	<ul style="list-style-type: none"> <li>• Open forum to ask questions</li> </ul>
<b>Time?</b>	<ul style="list-style-type: none"> <li>• ~4 hours</li> </ul>	<ul style="list-style-type: none"> <li>• 1 hour</li> </ul>	<ul style="list-style-type: none"> <li>• 1 ½ days</li> </ul>	<ul style="list-style-type: none"> <li>• 1 hour</li> </ul>
<b>When?</b>	<ul style="list-style-type: none"> <li>• Anytime!</li> </ul>	<ul style="list-style-type: none"> <li>• The third Thursday of each month at 11:00 AM EDT</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly</li> </ul>	<ul style="list-style-type: none"> <li>• The first Thursday of each month at 11:00 AM EDT</li> </ul>
<b>How?</b>	<ul style="list-style-type: none"> <li>• <a href="https://lcms.usalearning.net/lcms/CustomExtractions/launch/1380/Course4466/Launch.html">https://lcms.usalearning.net/lcms/CustomExtractions/launch/1380/Course4466/Launch.html</a></li> </ul>	<ul style="list-style-type: none"> <li>• All report consumers. Questions can be submitted in advance</li> </ul>	<ul style="list-style-type: none"> <li>• Contact your USA Staffing Account Manager to sign-up.</li> </ul>	<ul style="list-style-type: none"> <li>• All report authors. Questions can be submitted in advance</li> </ul>

# Upcoming Trainings

## Cognos Consumer Forum

Thursday, June 15  
11:00 AM – 12:00 PM EDT

Thursday, July 20  
11:00 AM – 12:00 PM EDT

Thursday, August 17  
11:00 AM – 12:00 PM EDT

Thursday, September 21  
11:00 AM – 12:00 PM EDT

No registration required.  
Questions can be submitted  
in advance.

[USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)

## Report Author Training

Wednesday, June 21  
10:00 AM – 3:00 PM EDT  
+

Thursday, June 22  
10:00 AM – 3:00 PM EDT

Tuesday, July 18  
10:00 AM – 3:00 PM EDT  
+

Wednesday, July 19  
10:00 AM – 3:00 PM EDT

Contact your USA Staffing  
Account Manager.

## Advanced Author Forum

Thursday, June 1  
11:00 AM – 12:00 PM EDT

Thursday, July 6  
11:00 AM – 12:00 PM EDT

Thursday, August 3  
11:00 AM – 12:00 PM EDT

Thursday, September 7  
11:00 AM – 12:00 PM EDT

No registration required.  
Questions can be submitted  
in advance.

[USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)

### Dates

### How to Register

# Reporting User Satisfaction Survey

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# Reporting User Satisfaction Survey

The bi-annual customer satisfaction survey will launch on Tuesday, June 20 and will be open until Friday, July 14.

The survey is designed to gather in-depth and comprehensive feedback about products and services provided by the USA Staffing Reporting teams over the last 6 months, including:

- Business Intelligence tool
- Data available for reporting
- Standard reports
- Interconnections
- Workgroups
- Training
- Support

Personalized invitations will be sent from [USASurvey@opm.gov](mailto:USASurvey@opm.gov)

# Modifications to Reports and Data Models

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*Sprint 48 deployed to Production on May 24<sup>th</sup>*

*Sprint 49 deployed to Production on June 7<sup>th</sup>*

*Sprint 50 will be deployed to Production on June 21<sup>st</sup>*

# New or Modified Reports



## Time to Hire Reports

### **MCO Staffing Resource Chart – deployed May 24<sup>th</sup>**

The MCO Staffing Resource Chart was modified. This report displays time to hire in the format required by OPM for annual reporting. The report was modified to have the same look and feel as Hiring Data Warehouse and User License reports.

- Team Content > USA Staffing Packages and Folders > Time to Hire

# Data Model Changes



## Hiring Data Warehouse

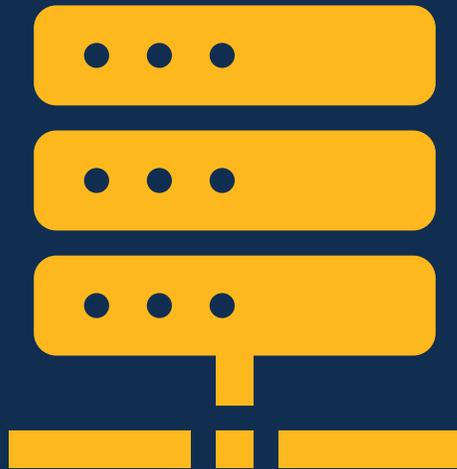
### **Application Assessment Ratings – will be deployed June 21<sup>st</sup>**

A new query subject and associated query items was added to enable reporting on assessment level notification messages.

Applications folder > Assessments sub-folder

- Application Assessment Ratings query subject
  - [Presentation View].[Application Assessment Ratings].[Application Assessment Notification Message]
  - [Presentation View].[Application Assessment Ratings].[Application Assessment Notification Message Code]

# Data Model Changes



## Hiring Data Warehouse

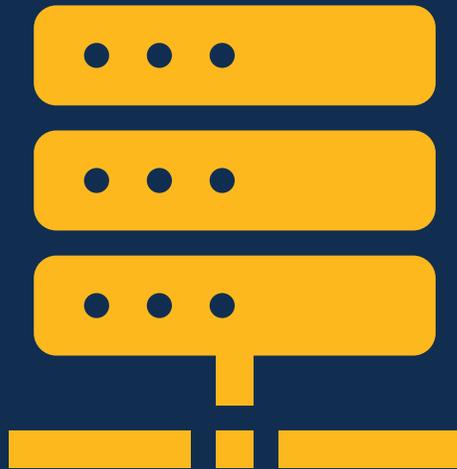
### Application Assessments Items and Responses – will be deployed June 21<sup>st</sup>

A new query item was added and the descriptions of existing query items were updated to encompass the inclusion of items on SME evaluations.

Applications folder > Assessments sub-folder

- Application Assessment Items and Responses query subject
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Header]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment ID]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Number]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Rating Scale]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Required?]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Response Type]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Text]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Item Used for Screen-Out?]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Response Option]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Response Text]
  - [Presentation View].[Application Assessment Items and Responses].[Application Assessment Type]
  - [Presentation View].[Application Assessment Items and Responses].[Application Item Linked Competency]

# Data Model Changes



## Hiring Data Warehouse

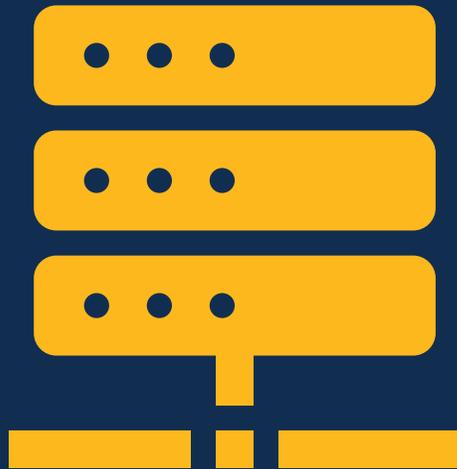
### **Assessments – will be deployed June 21<sup>st</sup>**

A new query item was added and the descriptions of existing query items were updated to encompass the inclusion of items on SME evaluations.

Assessment Packages folder > Assessment Information sub-folder

- Assessment Items query subject
  - [Presentation View].[Assessment Items].[Assessment Item ID]
  - [Presentation View].[Assessment Items].[Assessment Item Number]
  - [Presentation View].[Assessment Items].[Assessment Item Rating Scale]
  - [Presentation View].[Assessment Items].[Assessment Item Required?]
  - [Presentation View].[Assessment Items].[Assessment Item Response Type]
  - [Presentation View].[Assessment Items].[Assessment Item Text]
  - [Presentation View].[Assessment Items].[Assessment Item Used for Screen-Out?]
  - [Presentation View].[Assessment Items].[Assessment Item Header]
  - [Presentation View].[Assessment Items].[Linked Competency]

# Data Model Changes



## Hiring Data Warehouse

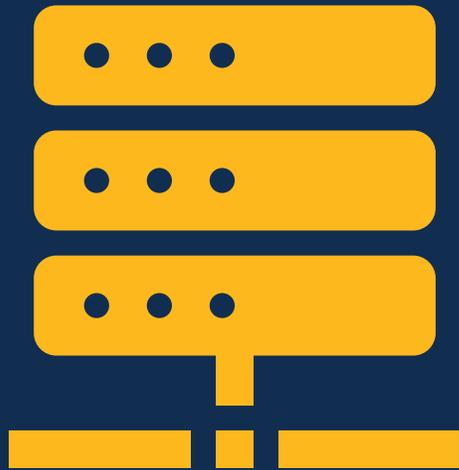
### Certificate Hurdle Filters – deployed May 24<sup>th</sup>

A new query subject and associated query items was added to enable reporting on certificate filters based on hurdle information.

Certificates folder > Certificate Information sub-folder

- Certificate Hurdle Filters query subject
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Cutpoint]
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Hurdle]
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Hurdle Status]
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Name]
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Type]
  - [Presentation View].[Certificate Hurdle Filters].[Certificate Hurdle Filter Rating Combination]

# Data Model Changes



## Hiring Data Warehouse

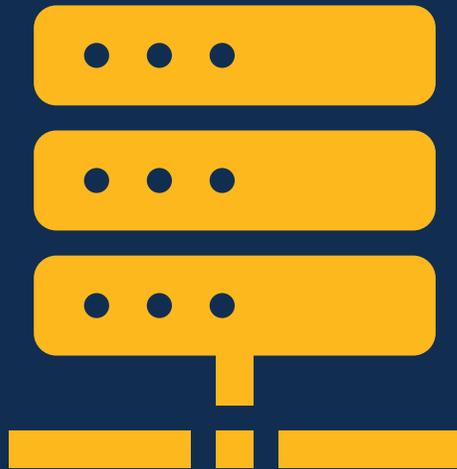
### **Onboarding Form Returned Reasons – deployed May 24<sup>th</sup>**

A new query subject and query items were added to enable reporting on the reason(s) and the date/time an onboarding form was returned to a new hire for correction.

New Hires folder > Onboarding Forms and Documents sub-folder

- Form Returned Reasons query subject
  - [Presentation View].[Form Returned Reasons].[Form Returned Date/Time]
  - [Presentation View].[Form Returned Reasons].[Form Returned Reason]

# Data Model Changes



## Hiring Data Warehouse

### SME Reviews – deployed June 7<sup>th</sup>

A new sub-folder, query subjects, and associated query items were added to enable reporting on the SME review type and individuals serving as reviewers on the SME review.

Applications folder > SME Review Information sub-folder

- SME Reviewers query subject
  - [Presentation View].[SME Reviewers].[SME Reviewer Email]
  - [Presentation View].[SME Reviewers].[SME Reviewer Inactive?]
  - [Presentation View].[SME Reviewers].[SME Reviewer Name]
  - [Presentation View].[SME Reviewers].[SME Reviewer Phone Number]
  - [Presentation View].[SME Reviewers].[SME Reviewer Tiebreaker Only?]
  - [Presentation View].[SME Reviewers].[SME Reviewer Title]
- SME Reviews query subject
  - [Presentation View].[SME Reviews].[SME Review Creation]
  - [Presentation View].[SME Reviews].[SME Review Due Date]
  - [Presentation View].[SME Reviews].[SME Review Last Updated Date/Time]
  - [Presentation View].[SME Reviews].[SME Review Name]
  - [Presentation View].[SME Reviews].[SME Review Owner]
  - [Presentation View].[SME Reviews].[SME Review Recall Date/Time]
  - [Presentation View].[SME Reviews].[SME Review Recall Reason]
  - [Presentation View].[SME Reviews].[SME Review Returned Date/Time]
  - [Presentation View].[SME Reviews].[SME Review Returned By Name]
  - [Presentation View].[SME Reviews].[SME Review Returned Date/Time]
  - [Presentation View].[SME Reviews].[SME Review Sent Date/Time]
  - [Presentation View].[SME Reviews].[SME Review Status]

# API Updates

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## USA Staffing Data APIs

### Records Filtered by Date

The following APIs were updated to allow users to return a filtered list of records using startDate and endDate based on dwLastModifiedDateTime.

- AFD Announcements API – **deployed June 7<sup>th</sup>**
- AFD Applications API – **will be deployed June 21<sup>st</sup>**
- AFD Vacancy API – **will be deployed June 21<sup>st</sup>**
- Assessments API – **deployed June 7<sup>th</sup>**
- Certificates API – **deployed May 24<sup>th</sup>**
- Customers API – **deployed June 7<sup>th</sup>**
- Offices API – **deployed June 7<sup>th</sup>**
- Onboarding Tasks API – **deployed May 24<sup>th</sup>**
- Organizations API – **deployed June 7<sup>th</sup>**
- Requests API – **deployed May 24<sup>th</sup>**
- Reviews API – **deployed May 24<sup>th</sup>**



## USA Staffing Data APIs

### **Location Labels – will be deployed June 21<sup>st</sup>**

The Applications Locations API endpoint and the Certificate Location API endpoint were both updated to include location label.

- **Applications Locations API endpoint**
  - **Location Label:** The text description of the location for which an application was submitted.
- **Certificate Location API endpoint**
  - **Location Label:** The text description of the location filter used to create a certificate.

# Reporting Tip

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**Installing and Using the Microsoft Authenticator App to  
Access Power BI**

# Power BI Multi-Factor Authentication



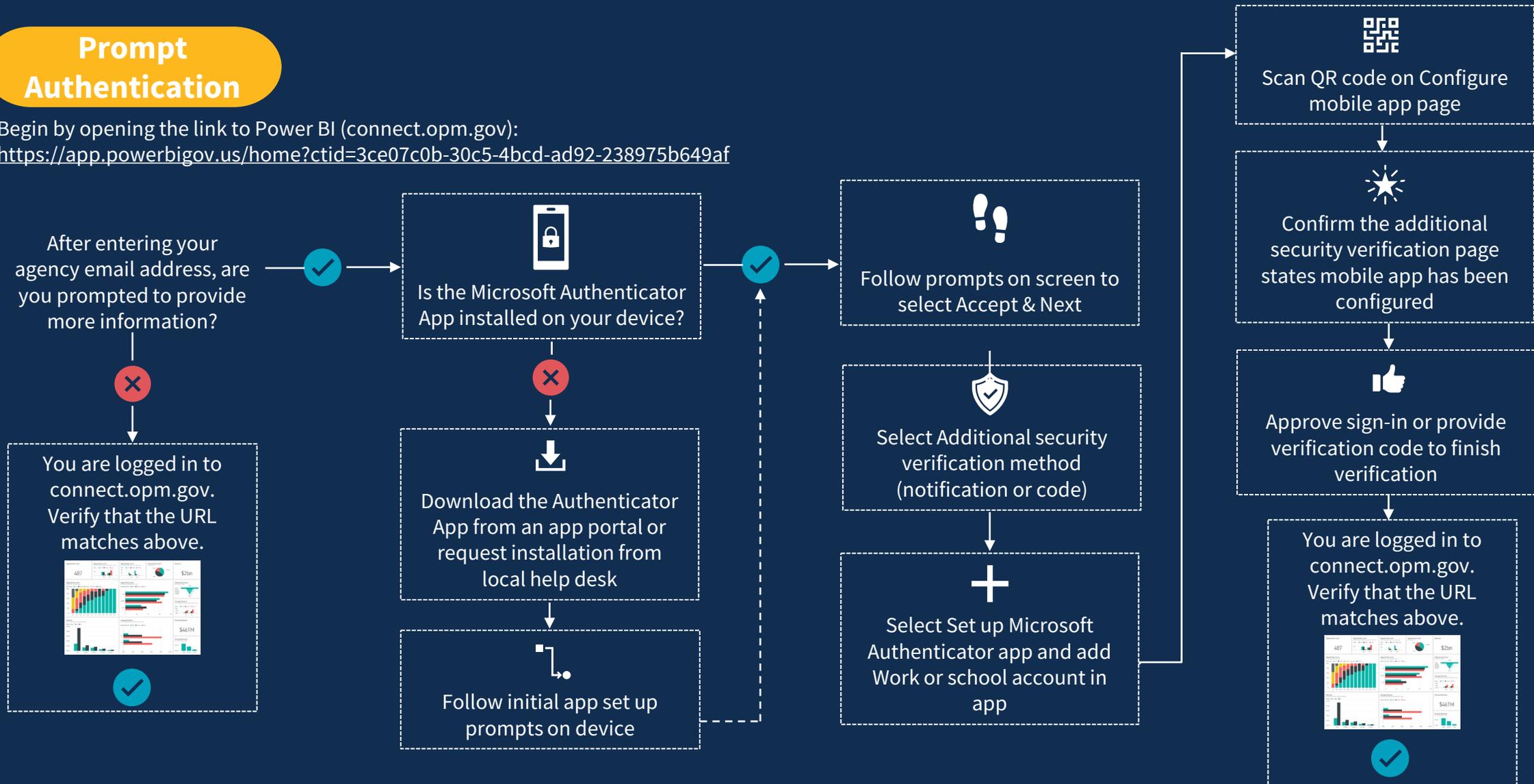
## Current Status

- To gain access to Power BI reports through USA Staffing, users are asked to verify their identity as members of the connect.opm.gov Azure domain via the Microsoft Authenticator app.
- An iPhone or Android device must be used for the Authenticator app.
- This is a temporary solution while OPM works towards providing a multi-factor authentication alternative to eliminate the need for the Authenticator app.

# Initial Authenticator App Set Up Workflow

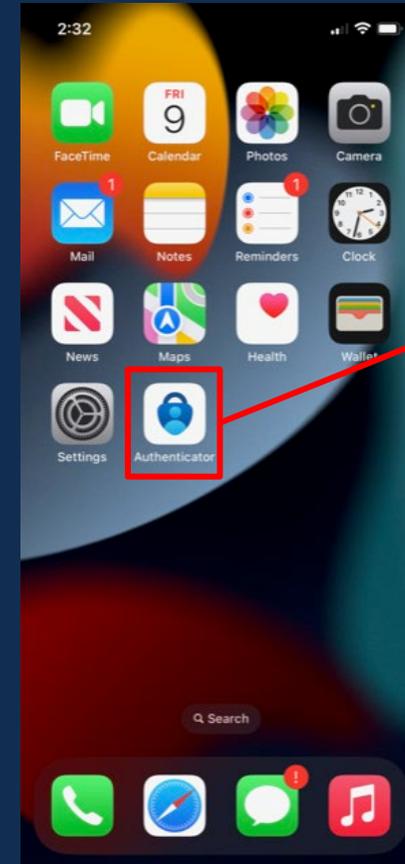
## Prompt Authentication

Begin by opening the link to Power BI (connect.opm.gov):  
<https://app.powerbigov.us/home?ctid=3ce07c0b-30c5-4bcd-ad92-238975b649af>



# Verify Installation

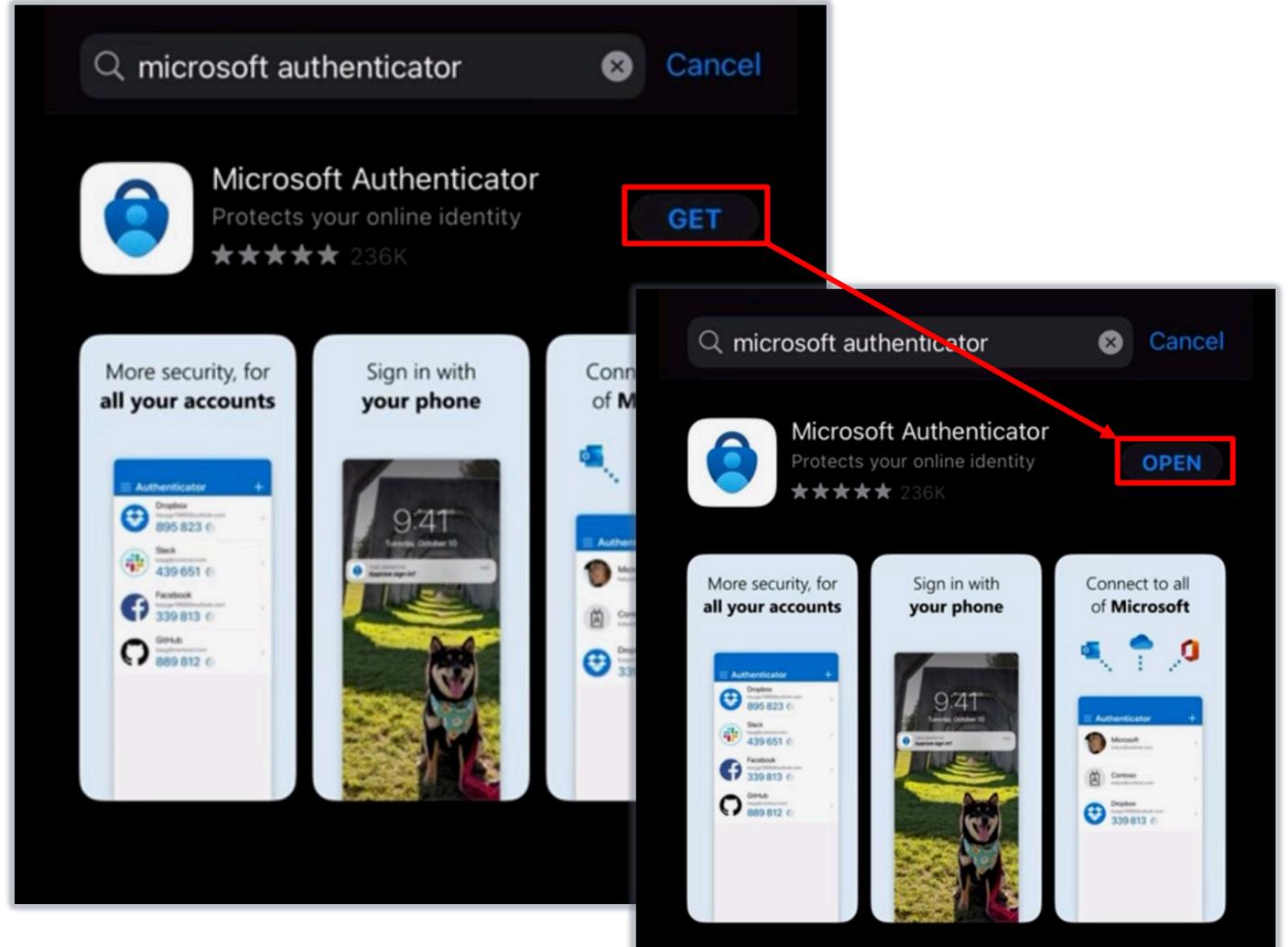
You may already use the Microsoft Authenticator app for multi-factor authentication into other applications. If you already have the app installed, move forward with following the steps on the screen for set up to use with [connect.opm.gov](https://connect.opm.gov). Even if your username appears in the app, the account is not set up as a verification method until you complete the registration.



# ↓ Download the Authenticator App

## Download the Microsoft Authenticator App:

- In your app portal or app store on your device, tap **Get** or **Install** to begin downloading Microsoft Authenticator
- Once the download has completed, tap **Open**



# Initial Microsoft Authenticator Set Up

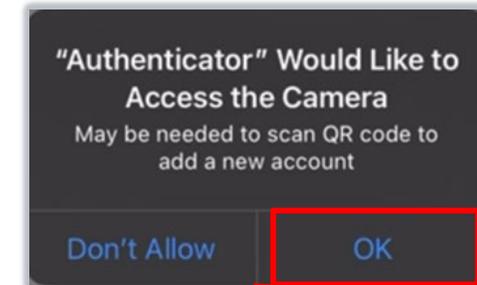
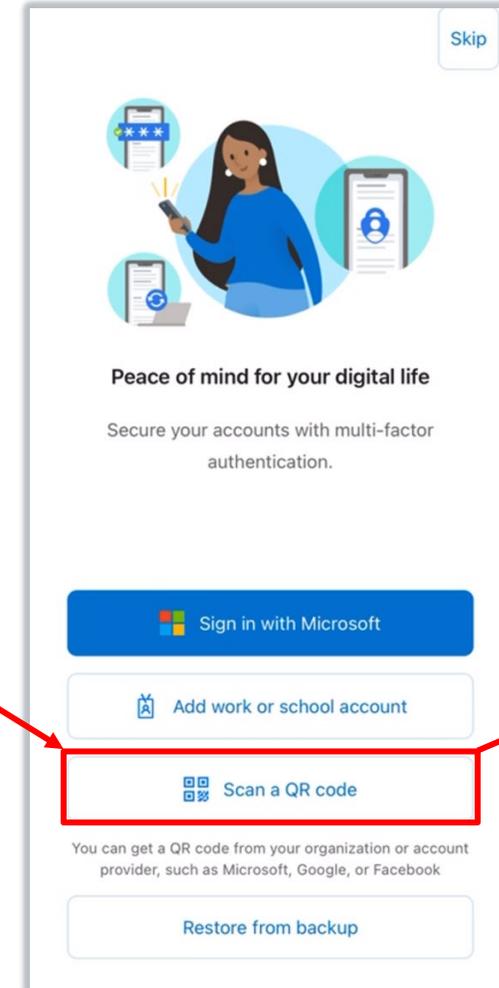
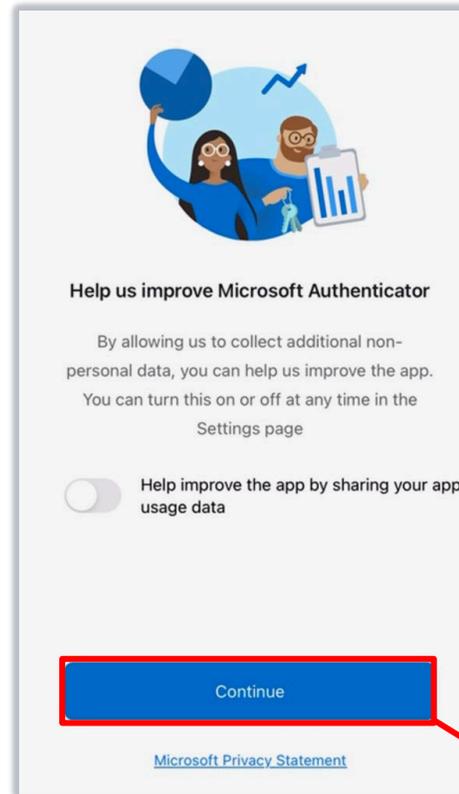
If setting up the Authenticator app for the first time, you may see the following screens:

## Help Improve Microsoft Authenticator:

- Tap **Continue** to go to the next screen. You do not have to share app usage data to Microsoft.

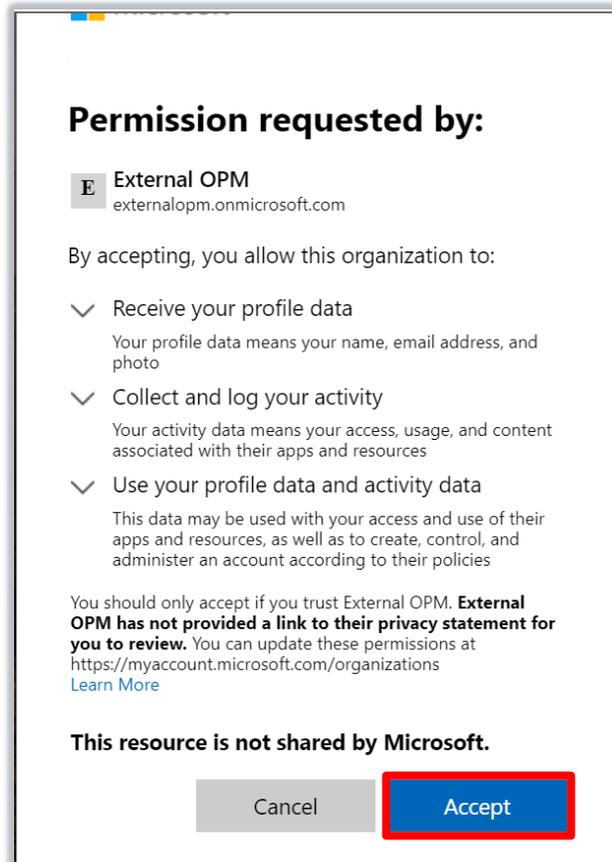
## Scan QR Code:

- Tap **Scan a QR code** to proceed with the download of Microsoft Authenticator. Tap **OK** to allow the app permission to access the camera.



# ! Follow Prompts on Screen

On your computer screen, select **Accept** and **Next** to complete multi-factor authentication.



**Permission requested by:**

**E** External OPM  
externalopm.onmicrosoft.com

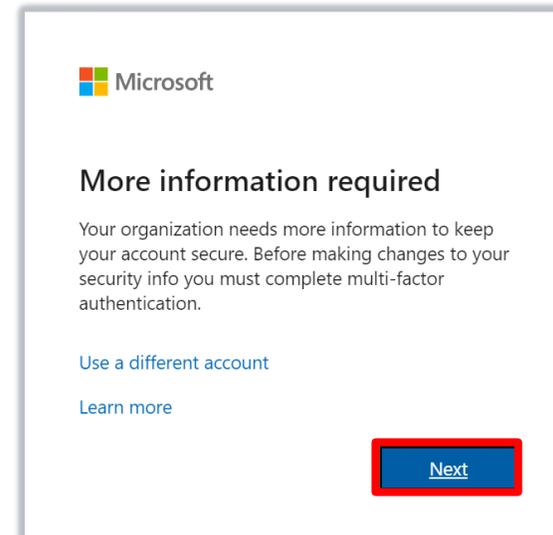
By accepting, you allow this organization to:

- ✓ Receive your profile data  
Your profile data means your name, email address, and photo
- ✓ Collect and log your activity  
Your activity data means your access, usage, and content associated with their apps and resources
- ✓ Use your profile data and activity data  
This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies

You should only accept if you trust External OPM. **External OPM has not provided a link to their privacy statement for you to review.** You can update these permissions at <https://myaccount.microsoft.com/organizations>  
[Learn More](#)

**This resource is not shared by Microsoft.**

Cancel **Accept**



Microsoft

**More information required**

Your organization needs more information to keep your account secure. Before making changes to your security info you must complete multi-factor authentication.

[Use a different account](#)

[Learn more](#)

**Next**



# Select Additional Security Verification

On the Additional Security Verification page:

- In “Step 1: How should we contact you?” section, select **Mobile app**
- Select **Receive notifications for verification** or **Use verification code**
  - The option to receive notifications for verification will send a push notification on your device to approve or deny the sign-in. You will also be prompted to enter a two-digit code.
  - The option to use verification code will require opening the app to retrieve a verification code.
  - Either method can be used for signing in to connect.opm.gov.
- Select **Set up**

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up

Microsoft

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

**Step 1: How should we contact you?**

Mobile app

How do you want to use the mobile app?

Receive notifications for verification

Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

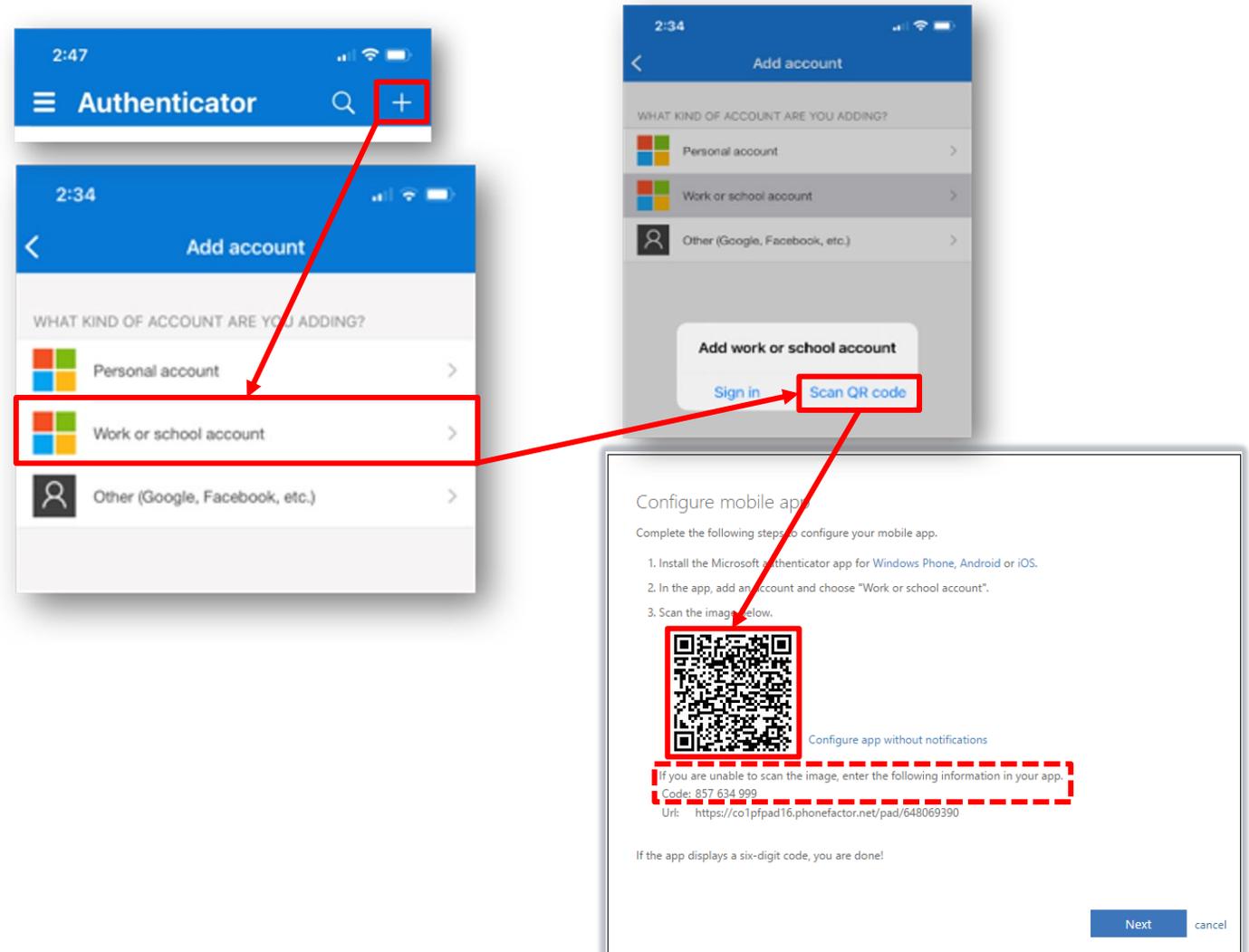
Set up

Next

# + Set Up Microsoft Authenticator

Keep the Configure mobile app page open and switch to the Authenticator app:

- Tap the **+** (plus sign) to add an account
- Tap **Work or school account**
- Tap **Scan QR code**
- Use your device camera to scan the QR code
- If you are unable to utilize the QR code, there is a code below it to enter into the app



# ☀️ Confirm Configuration & Finish Verification 👍

Confirm the message, “Mobile app has been configured for notifications and verification codes” displays.  
Finish verification by selecting **Next**.

Microsoft

### Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 1: How should we contact you?**

Mobile app

How do you want to use the mobile app?

- Receive notifications for verification
- Use verification code

To use these verification methods, you must set up the Microsoft Authenticator app.

Set up **Mobile app has been configured for notifications and verification codes.**

Next

If you chose “Receive notifications for verification,” enter the code shown on the screen and tap **Yes** on the notification sent to your mobile device.

Approve sign in request

Open your Authenticator app, and enter the number shown to sign in.

**94**

No numbers in your app? Make sure to upgrade to the latest version.

I can't use my Microsoft Authenticator app right now

More information

Are you trying to sign in?

Enter the number shown to sign in.

Enter number here

**94**

No, it's not me Yes

Authenticator locked

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
0		

If you chose “Use verification code,” copy the 6-digit code from the app into **Step 2: Enter the verification code from the mobile app** box on your computer. Select **Verify**.

Microsoft

### Additional security verification

Secure your account by adding phone verification to your password. View video to know how to secure your account

**Step 2: Enter the verification code from the mobile app**

Enter the verification code displayed on your app

xxxxxx

Cancel Verify

# Success Authenticating into Power BI

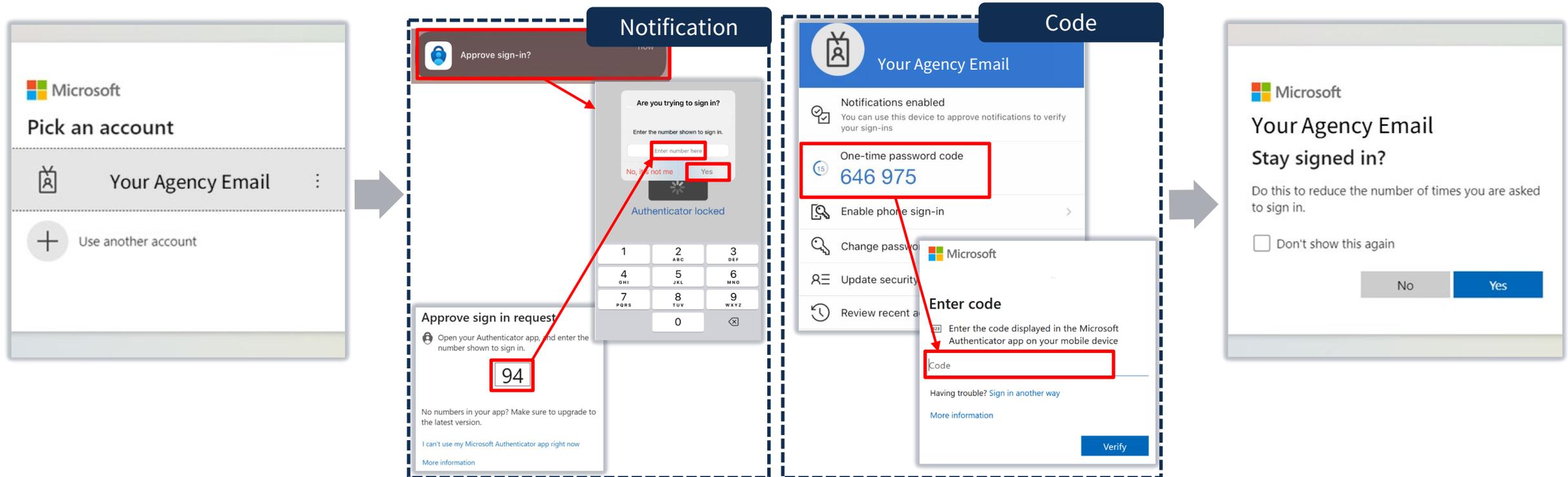
Once authenticated into Power BI, the home screen will look similar to this. Confirm that the URL reached is: <https://app.powerbigov.us/home?ctid=3ce07c0b-30c5-4bcd-ad92-238975b649af>

The screenshot shows the Power BI home interface. The browser address bar is highlighted with a red box, containing the URL: `app.powerbigov.us/home?ctid=3ce07c0b-30c5-4bcd-ad92-238975b649af`. The page features a navigation sidebar on the left with icons for Home, Create, Browse, Data hub, Apps, Metrics, Deployment pipelines, Learn, and Workspaces. The main content area includes a 'Good morning' greeting, a 'New report' button, and a 'Recommended' section with five cards for getting started with Power BI. Below this is a 'Recent' section with a table of workspaces.

Name	Type	Opened	Location	Endorsement	Sensitivity
*USA Staffing Datasets - UAT	Workspace	19 hours ago	Workspaces	—	—
*USA Staffing Datasets	Workspace	19 hours ago	Workspaces	—	—

# Using the Authenticator App

The initial Authenticator app set up is a one-time action.  
On future visits to connect.opm.gov, you will need to sign in using the Authenticator app.



Once prompted, select your agency email address under "Pick an account."

You will be notified on the screen to either approve or provide a code via the Authenticator app.

You can click **Yes** to reduce the number of times you are asked to sign in.

# Troubleshooting Tips

**Q: I'm in Power BI but do not see my home agency organization workspace(s).**

A: If you successfully log into Power BI but do not see the USA Staffing Power BI assets listed above, clear your browser cache (**Ctrl + Shift + Delete** from within browser) for all time, close, and restart your browser session and try logging in again using the provided link. Next, try switching browsers (if available). Finally, try again after rebooting your computer.

**Q: I received a message that my account has been locked.**

A: Please take a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

**Q: I received a message that my account is blocked due to suspicious activity.**

A: Please take a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

**Q: I received a message that says "Something went wrong. Please try again later."**

A: First, try clearing your browser cache (**Ctrl + Shift + Delete** from within browser) for all time, close, and restart your browser session and try logging in again using the provided link. Next, try switching browsers (if available). Finally, try again after rebooting your computer. If the problem persists, please send a screenshot of the error message and submit with the Help Desk ticket or message to USA Staffing Lead or Account Manager.

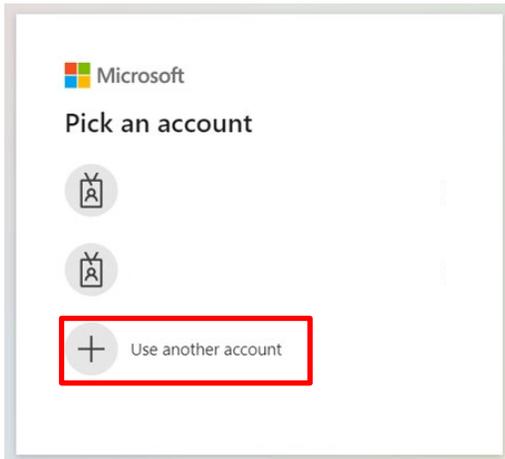
# Troubleshooting Tips

**Q: I have a new phone and need to move the Authenticator app to the new device.**

A: Open Microsoft Authenticator on your old phone, go to **Settings**, and enable cloud backups. Install Microsoft Authenticator app on your new phone and tap **Begin Recovery**. The accounts that were backed up from your old phone will be transferred to your new phone. Refer to <https://support.microsoft.com/en-us/account-billing/back-up-and-recover-account-credentials-in-the-authenticator-app-bb939936-7a8d-4e88-bc43-49bc1a700a40> for detailed instructions. Seek local help desk support if you need additional assistance.

**Q: I do not see my email address on the “Pick an account” dialog box.**

A: Choose + **Use another account** and type in the appropriate email address.



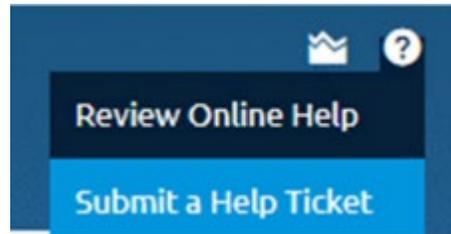
For additional frequently asked questions about Microsoft Authenticator app, refer to <https://support.microsoft.com/en-us/account-billing/common-questions-about-the-microsoft-authenticator-app-12d283d1-bcef-4875-9ae5-ac360e2945dd>

# Need Help?

- Step-by-step Microsoft Authenticator app set up instructions available at: <https://support.microsoft.com/en-us/account-billing/set-up-an-authenticator-app-as-a-two-step-verification-method-2db39828-15e1-4614-b825-6e2b524e7c95>
- If you need assistance or receive an error message, refer to the troubleshooting tips in this job aid. Submit a Help Desk ticket through USA Staffing. Please send a screenshot of any error message received with the ticket.

## HR Users

Submit a ticket through USA Staffing



## Report Author Only and AFD Users

Contact your internal USA Staffing Lead or Account Manager to submit a ticket on your behalf.

Or send an email to [USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)

# Open Demonstration and Q&A

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# USA Staffing Reporting Upcoming Events and Releases



## Events

<b>June 20</b>	Reporting and Analytics Workgroup
<b>June 21-22</b>	Cognos Report Author Training
<b>July 6</b>	Advanced Author Forum
<b>July 18-19</b>	Cognos Report Author Training
<b>July 20</b>	Cognos Consumer Forum
<b>August 1</b>	Reporting and Analytics Workgroup
<b>August 3</b>	Advanced Author Forum

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## Releases

<b>June 21</b>	Reporting Production
<b>June 28</b>	Reporting Stage
<b>July 5</b>	Reporting Production
<b>July 12</b>	Reporting Stage
<b>July 19</b>	Reporting Production
<b>July 26</b>	Reporting Stage

The full USA Staffing Release Schedule and Release Notes can be found on the [USA Staffing Resource Center](#).

# Resources and Contacts

## IBM Cognos Analytics User Guide

The official IBM user guide for Reporting via Cognos Analytics:

[https://www.ibm.com/support/knowledgecenter/SSEP7J\\_11.0.0/com.ibm.swg.ba.cognos.ug\\_cr\\_rptstd.doc/ug\\_cr\\_rptstd.pdf?view=kc](https://www.ibm.com/support/knowledgecenter/SSEP7J_11.0.0/com.ibm.swg.ba.cognos.ug_cr_rptstd.doc/ug_cr_rptstd.pdf?view=kc)

## USA Staffing Resource Center

Under the Reports and Analytics section, you'll find presentations from previous workgroup sessions and other resources: [https://help.usastaffing.gov/ResourceCenter/index.php?title=USA\\_Staffing\\_Resource\\_Center](https://help.usastaffing.gov/ResourceCenter/index.php?title=USA_Staffing_Resource_Center)

## Need Help?

If you are experiencing issues accessing Cognos or need help to create or troubleshoot a report, submit a HelpDesk ticket through USA Staffing. If you are unable to submit a HelpDesk ticket, please contact us at

[USASTaffingData@opm.gov](mailto:USASTaffingData@opm.gov)