

Referral Training Exercise 2: Issuing a Certificate

Now that you have completed the online portion of training for Referral, it is time to log into the Training environment of USA Staffing to practice what you have learned. Use this step-by-step guide to help you practice this lesson. Retain your notes to assist you with other lessons.

This practice exercise will walk you through issuing a certificate and sending applicant notifications. Issuing a certificate requires you to have a vacancy that has applicants. If you already have a vacancy that is ready to review applicants and issue a certificate, complete the information below. If not, you can access the entire practice training series on the USA Staffing Training Resources page at:

https://help.usastaffing.gov/ResourceCenter/index.php/USA_Staffing_Training_Resources.

You will then need to complete the Request, Vacancy, Assessment, and Announcement exercises before proceeding with this exercise.

My Request Number: _____

My Vacancy Number: _____

If possible, you may want to work with others in your office to get additional applicants added to your vacancy. We suggest having 6-10 eligible applicants in your practice vacancy before proceeding with this lesson. If you need to add some applicants without creating a USAJOBS account for each, you can download **Applicant/Referral: Exercise 1** from the USA Staffing Training Resources page.

1. Go into your **Vacancy Number**. There are several ways to access a Vacancy Number:
 - a. If you know your number, you can type it directly in the **Go To** box at the top of the page and click **Enter**.
 - b. You can locate your request in the Requests tab of your dashboard. Once in your request, there is a direct access link under the **Vacancy Created** section.
 - c. If you have recently gone into this Vacancy Number, it will show up in your dashboard drop-down list
2. Once in your Vacancy, navigate to the **Applicant Overview** tab. If the Applicant Overview tab does not automatically display, use the **+** to select **Applicant Overview**.

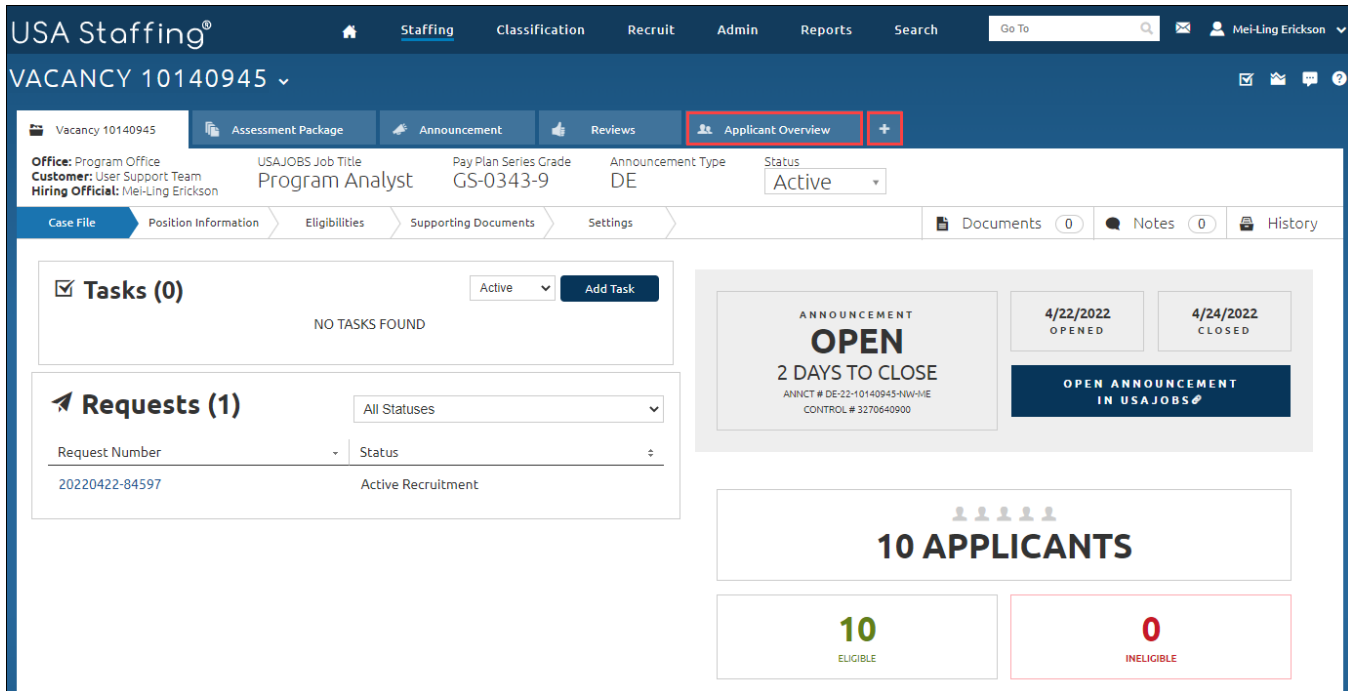


Image 1: Vacancy Case File page with the Applicant Overview and + tabs highlighted.

3. Check for merge applicants. Merge applicants will have a **Resolve Now** button next to the applicant name on the Applicant Overview page. If your vacancy has any applicants marked as merged applicants, click the **Resolve Now** button to resolve the potential merged records. If not, continue to step 3.

Since this is a test scenario, if you have merge applicants we recommend selecting the **Consider as Separate Applicant Records** button at the bottom of the page in order to keep as many test records as possible for your certificate.

USA Staffing®

Staffing Classification Recruit Admin Reports Search Go To Mei-Ling Erickson

VACANCY 10146074

Vacancy 10146074 Assessment Package Announcement Reviews Applicant Overview

USAJOBS Job Title: Program Analyst Pay Plan-Series-Grade: GS-0343-9 Announcement Type: DE-ST

Overview Saved Lists Stored Lists Manage Assignments Merged Applicants History

There are matched applicants to be reviewed!

Add Applicant Create List

Applicants (6)

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

Search

| Resolve | Name | Email | RSC - Applicant Status | | | |
|-------------|---------------------|-------|------------------------|---|---|---|
| | Acres, Kona | | AA | ✓ | 📌 | 🔗 |
| | Blevins, Harold | | AA | ✓ | 📌 | 🔗 |
| Resolve Now | Erickson, Kali | | AA | ✓ | 📌 | 🔗 |
| Resolve Now | Erickson, Murphy | | AA | ✓ | 📌 | 🔗 |
| | Harris, Jessica | | AA | ✓ | 📌 | 🔗 |
| | Pellegrino, Gilbert | | AA | ✓ | 📌 | 🔗 |

TOUCHPOINT NOTIFICATIONS SENT

0% APPLICATION RECEIVED

SEND REMAINING

0% NOTICE OF RESULTS

SEND REMAINING

USAJOBS JOB STATUS

Accepting applications

CLAIMED VETERANS' PREFERENCE

CP: 2

CPS: 2

CLAIMED ELIGIBILITIES

AE - COMP: 6

ICTAP: 3

REINSTATE: 4

VEOA: 5

Image 2: Sample Applicant Overview page with merge applicants. The records that need resolution have a Resolve Now button to the left of the applicant name.

4. From Applicant Overview click the **Create List** button.

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Staffing
Classification
Recruit
Admin
Reports
Search
Go To
Mei-Ling Erickson

VACANCY 10146074

Vacancy 10146074
Assessment Package
Announcement
Reviews
Applicant Overview

USAJOBS Job Title: Program Analyst
Pay Plan-Series-Grade: GS-0343-9
Announcement Type: DE-ST

Overview
Saved Lists
Stored Lists
Manage Assignments
Merged Applicants
History

Add Applicant
Create List

Applicants (6)

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

| Name | Email | RSC - Applicant Status | | | |
|---------------------|-------|------------------------|---|---|---|
| Acres, Kona | | AA | ✓ | 📌 | 📌 |
| Blevins, Harold | | AA | ✓ | 📌 | 📌 |
| Erickson, Kali | | AA | ✓ | 📌 | 📌 |
| Erickson, Murphy | | AA | ✓ | 📌 | 📌 |
| Harris, Jessica | | AA | ✓ | 📌 | 📌 |
| Pellegrino, Gilbert | | AA | ✓ | 📌 | 📌 |

TOUCHPOINT NOTIFICATIONS SENT

0% APPLICATION RECEIVED

0% NOTICE OF RESULTS

USAJOBS JOB STATUS

Accepting applications

CLAIMED VETERANS' PREFERENCE

CP: 2

CPS: 2

CLAIMED ELIGIBILITIES

AE - COMP: 6

ICTAP: 3

REINSTATE: 4

VEOA: 5

Image 3: Applicant Overview page. The Create List button is located in the upper-right quadrant of the page.

5. Your Applicant List will open in a new tab.

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Staffing Classification Recruit Admin Reports Search Go To

VACANCY 10140633

Vacancy 10140633 Assessment Package Announcement Applicant Overview Applicant List: Applicant List 1

Applicant List Name: Applicant List 1

Certificate Type: Select a Certificate Type

Filters: 9 0343 AA

Applicant List (2)

Save List Generate Stored List

Last Name or First Name or Email Search Clear

| | Name | Rating | Vet Pref | RSC | Documents | Eligibility | Notes |
|--------------------------|------------------|--------|----------|-----|-----------|-------------|-------|
| <input type="checkbox"/> | Taylor, Lizabeth | 110 | CPS | AA | 0 | | |
| <input type="checkbox"/> | Thomas, Yen | 110 | CPS | AA | 0 | 30% DV | |

Number of applicants per page: 25

Eligibilities

- ☒ Any
- ☐ 30% or More Disabled Veterans
- ☐ Career Transition Assistance Plan
- ☐ Interagency Career Transition Assistance Plan
- ☐ None

Veterans' Preference

- ☒ Any
- ☐ Veterans' Preference
 - ☐ SSP - Sole survivorship
 - ☐ TP - 5 - point
 - ☐ CP - Disability rating 10-30%
 - ☐ CPS - Disability rating at least 30%
 - ☐ XP - Disability rating less than 10%
 - ☐ XP - Derived
- ☐ No Veterans' Preference
 - ☐ NV - No Preference Claimed
 - ☐ NP - No Preference

Locations

- ☒ Any
- ☐ Boulder, CO
- ☐ Fairfax County, VA
- ☐ Seattle, WA

Toggles

- ☒ Any
- ☐ Reviewed
- ☐ Not Reviewed
- ☐ Flagged
- ☐ Not Flagged
- ☐ Pinned
- ☐ Not Pinned

NOR Code

- ☒ Any
- ☐ ELTE
- ☐ IQID

+ Status (RSC)

+ Category Rating

+ Certification Status

+ Advanced Filters

Application Date

Application Date

Image 4: Applicant List as it first appears when you arrive on the page.

6. Select a **Certificate Type** from the drop-down list. (The page will refresh with filter options.)

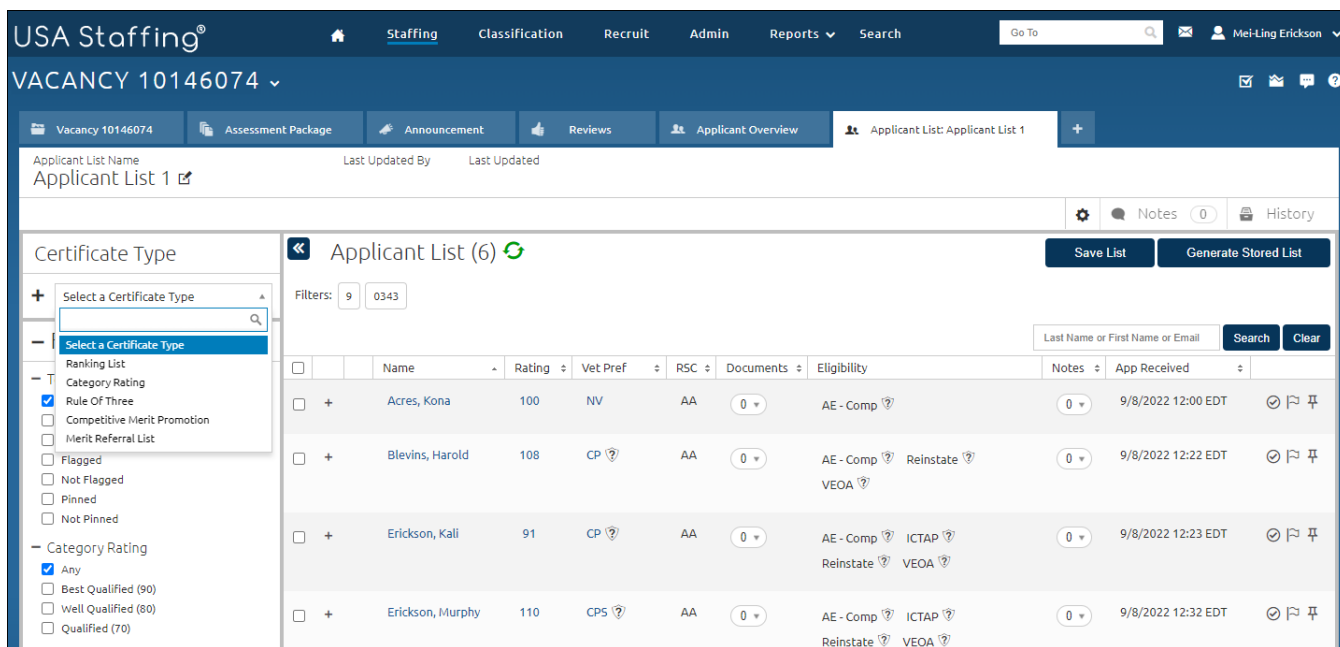


Image 5: Applicant List with the Certificate Type option expanded.

7. Select the Rating Criteria and Filters appropriate to your certificate. You may want to check with your agency to see if they have any established procedures for **Certificate Types** in your organization.
 - a. Make sure to include a **CTAP/ICTAP Well Qualified Score** if your list is Category Rating.
 - b. If your announcement had multiple locations, select only one from the filters.
 - c. Other filters vary based on your announcement.
 - d. If desired, try to add an Advanced Criteria by clicking on the **+** next to Advanced Criteria.

Note that as you select options your list of Applicants automatically refreshes. Once you have your filters applied, give your list a name by clicking the **Save List** button at the top of the page or the **Edit** icon next to the name at the top.

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Staffing Classification Recruit Admin Reports Search

VACANCY 10140633

Applicant List Name: Category Rating 1

Last Updated By: Mei-Ling Erickson

Last Updated: 3/1/2023 13:20 EST

Display Preferences for Applicant List

Notes: 0 History

Certificate Type: Category Rating

Certificate Grade: 9

Rank By: Rating (exclude Veteran Points)

Priority Order: CTAP/CTAP Well Qualified Score: 85

Refer Method: Top Category

Order: Name

Tile Breaker

+ Filters

Eligibilities

- ☒ Any
- ☐ 30% or More Disabled Veterans
- ☐ Career Transition Assistance Plan
- ☐ Interagency Career Transition Assistance Plan
- ☐ None

Veterans' Preference

- ☒ Any
- ☐ Veterans' Preference
 - ☐ SSP - Sole survivorship
 - ☐ TP - 5 - point
 - ☐ CP - Disability rating 10-30%
 - ☐ CPS - Disability rating at least 30%
 - ☐ XP - Disability rating less than 10%
 - ☐ XP - Derived
- ☐ No Veterans' Preference
- ☐ NV - No Preference Claimed
- ☐ NP - No Preference

Locations

- ☐ Any
- ☒ Boulder, CO
- ☐ Fairfax County, VA
- ☐ Seattle, WA

Toggles

- ☒ Any
- ☐ Reviewed
- ☐ Not Reviewed
- ☐ Flagged
- ☐ Not Flagged
- ☐ Pinned
- ☐ Not Pinned

NOR Code

- ☒ Any
- ☐ ELTE
- ☐ IQID

+ Status (RSC)

+ Category Rating

+ Advanced Filters

Application Date

Application Date

Applicant List (2)

Issue Certificate Save List Copy List Generate Stored List

Filters: Boulder, CO 9 0343 AA Best Qualified (90) Eligibles

Last Name or First Name or Email Search Clear

| | Name | Rating | Category | Vet Pref | RSC | Documents | Eligibility | Notes |
|--------------------------|-------------------|--------|----------------|----------|-----|-----------|-------------|-------|
| <input type="checkbox"/> | Taylor, Elizabeth | 100 | Best Qualified | CPS ? | AA | 0 | | 0 |
| <input type="checkbox"/> | Thomas, Yen | 100 | Best Qualified | CPS ? | AA | 0 | 30% DV ? | 0 |

Number of applicants per page: 25

Image 6: Applicant List with filters applied as specified in the instructions above.

8. Next, review your applicants. Begin by reviewing an applicant's documents.
 - a. Click on the number in the **Documents** column to view the documents.
 - b. Click on the **Document Name** to open that document.
 - c. Click on the number of **Documents** again to close the Documents box.

Note: Since you are working in a test site, not all applicants may have associated documents. Key entered applicants may not have loaded documents.

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Staffing Classification Recruit Admin Reports Search

VACANCY 10140633

Vacancy 10140633 Assessment Package Announcement Applicant Overview Applicant List: Category Rating 1

Applicant List Name: Category Rating 1 Last Updated By: Mei-Ling Erickson Last Updated: 3/1/2023 13:20 EST

Display Preferences for Applicant List

Notes 0 History

Certificate Type: Category Rating

Certificate Grade: 9

Rank By: Rating (exclude Veteran Points)

Priority Order: CTAP/ICTAP Well Qualified Score: 85

Refer Method: Top Category

Order: Name

Tie Breaker

+ Filters

Eligibilities

- ☒ Any
- ☐ 30% or More Disabled Veterans
- ☐ Career Transition Assistance Plan
- ☐ Interagency Career Transition Assistance Plan
- ☐ None

Veterans' Preference

- ☒ Any
- ☐ Veterans' Preference
- ☐ SSP - Sole survivorship
- ☐ TP - 5 - point
- ☐ CP - Disability rating 10-30%
- ☐ CPS - Disability rating at least 30%
- ☐ XP - Disability rating less than 10%
- ☐ XP - Derived
- ☐ No Veterans' Preference
- ☐ NV - No Preference Claimed
- ☐ NP - No Preference

Applicant List (2)

Filters: Boulder, CO 9 0343 AA Best Qualified (90) Eligibles

Issue Certificate Save List Copy List Generate Stored List

| Name | Rating | Category | Vet Pref | RSC | Documents | Eligibility | Notes |
|-----------------|--------|----------------|----------|-----|-----------|-------------|-------|
| Taylor, Lizbeth | 100 | Best Qualified | CPS | AA | 2 | | |

Documents for Lizbeth Taylor

Filter by Document Name: All Document Types

| Document Name | Document Type | Required | HM Viewable | NH Viewable | Received |
|---------------|------------------------------|----------|-------------------------------------|-------------------------------------|--------------------|
| Resume | Resume | Yes | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | 3/1/2023 13:27 EST |
| DD214 | DD-214/ Statement of Service | No | <input type="checkbox"/> | <input checked="" type="checkbox"/> | 3/1/2023 13:27 EST |

Drag and drop or choose up to five files to upload from your computer.

Choose File

Upload Cancel

Image 7: Applicant List with an applicant's document area expanded. The applicant has several documents.

9. Click the + next to an applicant to open the Rating, Assessment, and Certificates tabs for an applicant.

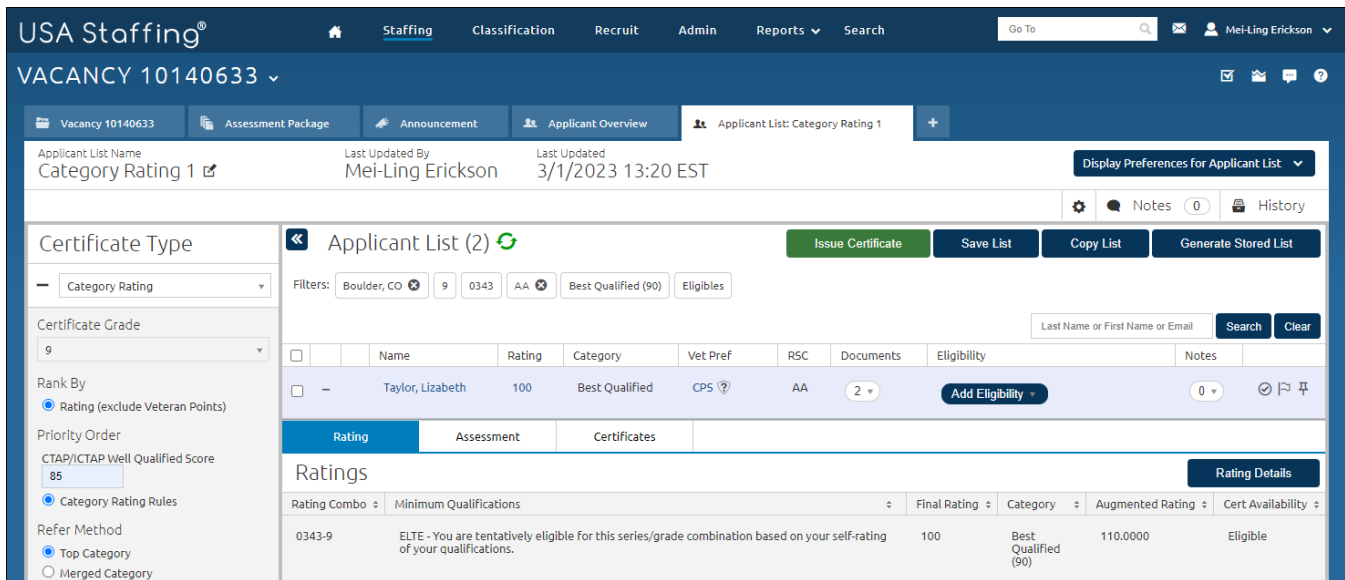


Image 8: Applicant List with an applicant record expanded to show his Rating, Assessment, and Certificates tabs. The tabs appear below the applicant's name.

10. Adjudicate Eligibilities for the applicants by clicking the drop-down list next to each claimed eligibility and selecting **Eligible** or **Ineligible**. If you select Eligible, the ? icon on the shield will change to a check-mark. If you select Ineligible, the ? icon on the shield will change to an X.

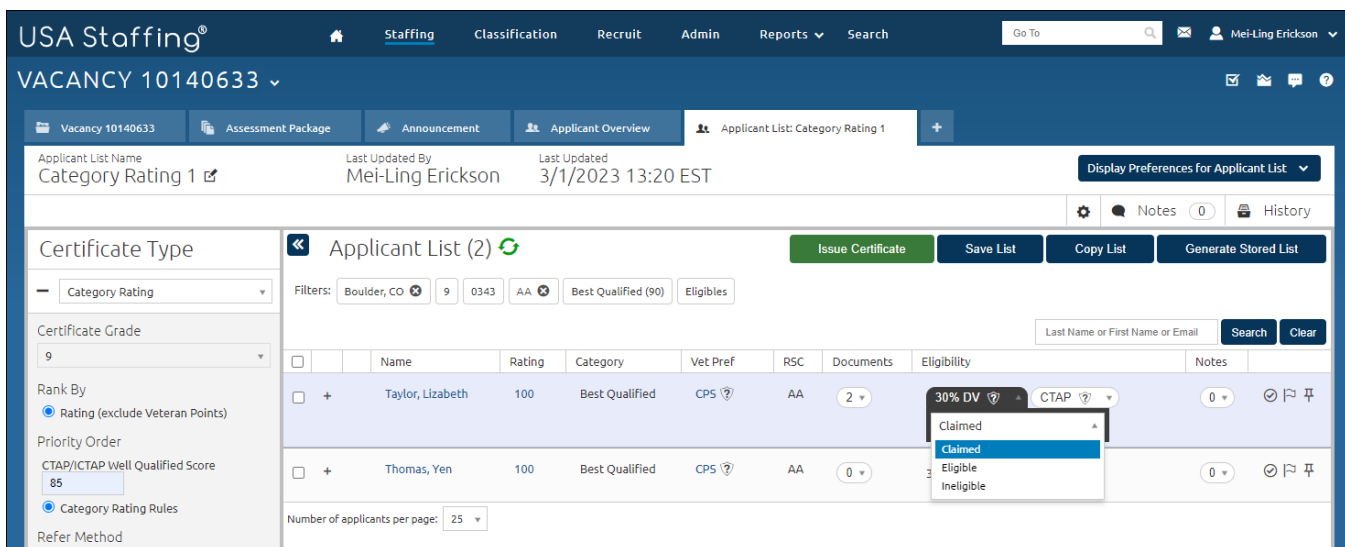


Image 9: Applicant List with an applicant's Eligibility being adjudicated as explained above.

11. Mark an applicant as ineligible.
 - a. Click the + next to an applicant record.
 - b. Click the **Rating Details** button.

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VACANCY 10140633

Applicant List: Category Rating 1

Applicant List Name: Category Rating 1

Last Updated By: Mei-Ling Erickson

Last Updated: 3/1/2023 13:20 EST

Display Preferences for Applicant List

Filters: Boulder, CO 9 0343 AA Best Qualified (90) Eligibles

Issue Certificate Save List Copy List Generate Stored List

Rating Details

| Rating | Assessment | Certificates |
|----------------------|---|---|
| Rating Combo: 0343-9 | Minimum Qualifications: ELTE - You are tentatively eligible for this series/grade combination based on your self-rating of your qualifications. | Final Rating: 100, Category: Best Qualified (90), Augmented Rating: 110.0000, Cert Availability: Eligible |

Image 10: Applicant List with the Rating Details button highlighted for an applicant.

- c. On the Rating Details page, use the **Minimum Qualification drop-down** to change the applicant from ELTE (eligible) to the ineligible code, IQID. Ineligible codes begin with the letter “I”.

Rating Details for Kona Acres

0343-9 ELTE 100 Best Qualified

Assessment MQ Transmuted Rating Raw Score


123456 ELTE 100 16 (0 - 16)

| Competency | Raw Score |
|------------------------|-----------|
| Information Management | 4 |
| Oral Communication | 4 |
| Reasoning | 4 |
| Writing | 4 |

Save Save & Close Cancel

Image 10b: Rating Details page.

- d. **Save and Close** when done.

12. Once you have finished reviewing your applicants and making changes, **Refresh** your list by clicking on the green circle icon  at the top of the page. Note that the applicant you previously rated IQID is now removed from the list.

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VACANCY 10140633

Applicant List Name: Category Rating 1

Last Updated By: Mei-Ling Erickson

Last Updated: 3/1/2023 13:20 EST

Display Preferences for Applicant List

Changes have been made that could affect the order of applications in the list.

Certificate Type: Category Rating

Certificate Grade: 9

Rank By: Rating (exclude Veteran Points)

Priority Order: CTAP/ICTAP Well Qualified Score 85

Refer Method: Top Category

Applicant List (2)

Filters: Boulder, CO 9 0343 AA Best Qualified (90) Eligibles

| Name | Rating | Category | Vet Pref | RSC | Documents | Eligibility | Notes |
|------------------|--------|----------|----------|-----|-----------|-------------------|-------|
| Taylor, Lizabeth | IQID | | CPS | IN | 2 | 30% DV CTAP ICTAP | |

Ratings

| Rating Combo | Minimum Qualifications | Cert Availability |
|--------------|---|-------------------|
| 0343-9 | IQID - You are ineligible because you do not meet the minimum education and/or experience requirements for this series/specialty/grade combination. | Ineligible |

Image 11: The Applicant List. The Refresh button is located in the upper-left quadrant of the page.

- Now save your list using the button at the top of the page. Once saved, issue the certificate by clicking the **Issue Certificate** button.

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VACANCY 10140633

Applicant List Name: Category Rating 1

Last Updated By: Mei-Ling Erickson

Last Updated: 3/1/2023 13:20 EST

Display Preferences for Applicant List

Certificate Type: Category Rating

Certificate Grade: 9

Rank By: Rating (exclude Veteran Points)

Applicant List (1)

Filters: Boulder, CO 9 0343 AA Best Qualified (90) Eligibles

| Name | Rating | Category | Vet Pref | RSC | Documents | Eligibility | Notes |
|-------------|--------|----------------|----------|-----|-----------|-------------|-------|
| Thomas, Yen | 100 | Best Qualified | CPS | AA | 0 | 30% DV | |

Image 12: The Applicant List. This button is located at the upper right quadrant of the page.

- Once the certificate has been issued, the certificate will display as **Processing** on the Certificates tab. Click the **Refresh** button on your browser or navigate to another system page and back to the Certificate page to view the newly created **Certificate Number**. Click the **Certificate Number** to access the certificate.

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Staffing Classification Recruit Admin Reports Search

VACANCY 10146074

Vacancy 10146074 Assessment Package Announcement Applicant Overview Certificates Reviews

USAJOBS Job Title: Program Analyst Pay Plan-Series-Grade: GS-0343-9 Announcement Type: DE-ST

Certificates (1)

All Grades All Certificate Types All Certificate Statuses Show Cancelled Certificates Certificate Number, Filters

| <input type="checkbox"/> | Certificate Number | Certificate Type | Filters | Grade | Issued | Issued By | Reviews | Certificate Status | Audit Complete |
|--------------------------|--------------------|------------------|---|-------|----------|-------------------|---------------|--------------------|----------------|
| <input type="checkbox"/> | 20220908-JJWQ-001 | Category Rating | Locations: Boulder, CO Series: 0343 Certification Status: Eligibles Category Rating: Best Qualified (90) | 9 | 9/8/2022 | Mei-Ling Erickson | Create Review | Issued | No |

Create List

Image 13: Certificates tab with one certificated listed.

15. Your certificate will open in a new tab. Click the **Certificate Information** tab.

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Staffing Classification Recruit Admin Reports Search

VACANCY 10134311

Vacancy 10134311 Assessment Package Announcement Applicant Overview Certificates Reviews

Certificate Number: 20211018-NW-001 Issued: 10/18/2021 10:45 EDT Issued By: Kasey Acres Certificate Type: Merit Referral List Status: Issued Expiration Date: 12/31/2023

Applicant List Certificate Information Amend Certificate Certificate Audit Complete

Applicant List (5)

Filters: Silverdale, WA 11 0201 Eligibles

Create Additional Requests Show Un-approved Requests Add Filters

| <input type="checkbox"/> | Name | Rating | Vet Pref | Audit Code | Return Status | Documents | Eligibility | Notes | Request Number | Date Certified | Flags |
|--------------------------|--------------------|--------|--|------------|---------------|-----------|---------------------|-------|----------------|----------------|---------|
| <input type="checkbox"/> | + Acres, Kona | EL | TP - 5-point preference based on active duty in the U.S. Armed Forces | | | 5 | CTAP ? OPM EMP ? | 0 | | 10/18/2021 | 👍 📄 🔄 ⭐ |
| <input type="checkbox"/> | + Erickson, Murphy | EL | XP - 10-point preference for non-compensable disability or a Purple Heart | | | 2 | CTAP ? OPM EMP ? | 0 | | 10/18/2021 | 👍 📄 🔄 ⭐ |
| <input type="checkbox"/> | + Kelly, Grace | EL | NV - No Preference Claimed | | | 2 | CTAP ? OPM EMP ? | 0 | | 10/18/2021 | 👍 📄 🔄 ⭐ |
| <input type="checkbox"/> | + Smith, Sadie | EL | TP - 5-point preference based on active duty in the U.S. Armed Forces | | | 2 | CTAP ? OPM EMP ? | 0 | | 10/18/2021 | 👍 📄 🔄 ⭐ |
| <input type="checkbox"/> | + Vera, Oli | EL | CPS - 10-point preference based on a compensable service-connected disability of 30 percent or more. | | | 2 | CTAP ? OPM EMP ? | 0 | | 10/18/2021 | 👍 📄 🔄 ⭐ |

Number of applicants per page: 25

Image 14: Image of the Certificate.

16. On the **Certificate Information** page:

- Select the **Display Preferences** you will want your Hiring Manager to view for this certificate. Check with your agency's procedures to determine what you should be allowing Hiring Managers to view for each certificate type.
- Either type instructions or use the gear icon to pick **Select Instructions** if your agency has instructions templates.

The screenshot shows the 'Certificate Information' page in the USA Staffing system. The top navigation bar includes 'Staffing', 'Classification', 'Recruit', 'Admin', 'Reports', and 'Search'. The user is logged in as 'Mei-Ling Erickson'. The page title is 'VACANCY 10146074'. Below the title, there are tabs for 'Vacancy 10146074', 'Assessment Package', 'Announcement', 'Reviews', 'Applicant Overview', and 'Certificates'. The 'Certificates' tab is active, showing details for 'Certificate: 20220908-JJWQ-001'. The certificate details include: Certificate Number (20220908-JJWQ-001), Issued (9/8/2022 14:01 EDT), Issued By (Mei-Ling Erickson), Certificate Type (Category Rating), Status (Issued), and Expiration Date. There is a 'Cancel Certificate' button. Below the details, there are tabs for 'Applicant List' and 'Certificate Information'. The 'Certificate Information' tab is active, showing 'Certificate Details' and 'Display Preferences'. The 'Certificate Details' section includes fields for Rank By, Priority Order, Refer Method, Order, Tie Breaker, and Applicant List Name. The 'Display Preferences' section shows a list of checkboxes for information visible to Hiring Managers: Final Rating, Category Rating, Veterans' Preference, Eligibilities, Assessment Questionnaire, and Announcement Questionnaire. The 'Instructions' section has a 'Select Instructions' button and a text area for typing instructions. At the bottom, there is a 'Reviews' section with a table of reviews and 'Save' and 'Cancel' buttons.

USA Staffing®

Staffing Classification Recruit Admin Reports Search Go To

VACANCY 10146074

Vacancy 10146074 Assessment Package Announcement Reviews Applicant Overview Certificates Certificate: 20220908-JJWQ-001

Certificate Number: 20220908-JJWQ-001 Issued: 9/8/2022 14:01 EDT Issued By: Mei-Ling Erickson Certificate Type: Category Rating Status: Issued Expiration Date: Cancel Certificate

Applicant List Certificate Information

Certificate Details

Rank By Rating (exclude Veteran Points)
Priority Order Category Rating Rules
Refer Method Top Category (90)
Order Name
Tie Breaker None
Applicant List Name DE GS-9

Display Preferences

Selected information will be visible to Hiring Managers for all applicants on the certificate.

☐ Final Rating
☐ Category Rating
☒ Veterans' Preference
☒ Eligibilities
☒ Assessment Questionnaire
☒ Announcement Questionnaire

Instructions Select Instructions

0 of 5000

Reviews 0

| Review Name | Status | Reviewers | Sent | Due | Completed | Returned By |
|-------------|--------|-----------|------|-----|-----------|-------------|
|-------------|--------|-----------|------|-----|-----------|-------------|

Save Cancel

Image 15: Certificate Information page.

Now that you have a certificate you will want to notify your applicants by navigating to the Overview Tab, under the TOUCHPOINT NOTIFICATION SENT section. If you are issuing more than one certificate, you will notify your applicants after all certificates are issued.

17. Go to the **Applicant Overview** page. Click the **Send Remaining** button under the type of applicant Touchpoint Notifications that you want to issue.

Note: The system will automatically send the **Application Received** touchpoint for all applicants that have applied online. (Based on the Vacancy> Settings page.) Since this is a test environment and you may have Key Entered applicants, you may need to start with the **Application Received** touchpoint first if it is not displaying as 100%. If **Application Received** is at 100%, you can begin with the **Notice of Results**.

The screenshot displays the 'Applicant Overview' page for VACANCY 10146074. The top navigation bar includes 'Staffing', 'Classification', 'Recruit', 'Admin', 'Reports', and 'Search'. The page header shows the vacancy details: USAJOBS Job Title 'Program Analyst', Pay Plan-Series-Grade 'GS-0343-9', and Announcement Type 'DE-ST'. The main content area is divided into two sections. On the left, under 'Applicants (6)', there is a filter section with 'Filter by Name/Email:', 'Reviewed/Flagged/Pinned:', and 'RSC: All'. Below the filters is a table of applicants:

| Name | Email | RSC - Applicant Status | ✓ | 🚩 | 📌 |
|---------------------|-------|------------------------|---|---|---|
| Acres, Kona | | IN | ✓ | 🚩 | 📌 |
| Blevins, Harold | | AC | ✓ | 🚩 | 📌 |
| Erickson, Kali | | AC | ✓ | 🚩 | 📌 |
| Erickson, Murphy | | AC | ✓ | 🚩 | 📌 |
| Harris, Jessica | | AC | ✓ | 🚩 | 📌 |
| Pellegrino, Gilbert | | AC | ✓ | 🚩 | 📌 |

On the right, the 'TOUCHPOINT NOTIFICATIONS SENT' section shows 100% for 'APPLICATION RECEIVED', 0% for 'NOTICE OF RESULTS', and 0% for 'NOTICE OF REFERRAL'. Below this, the 'USAJOBS JOB STATUS' is 'Accepting applications'. At the bottom right, the 'CLAIMED VETERANS' PREFERENCE' section shows 'CP: 2' and 'CPS: 2', and the 'CLAIMED ELIGIBILITIES' section shows 'AE - COMP: 6', 'ICTAP: 3', 'REINSTATE: 4', and 'VEOA: 5'.

Image 16: Applicant Overview page. The notification buttons are in the upper-right quadrant of the page.

- The Choose Notification Template pop-up will display a list of all Notification templates for that touchpoint. In this scenario the type is defaulted to Notice of Results since we selected **Send Remaining** from Notice of Results. If you do not have any options or the options that you have are not what you need, you will need someone with adequate permissions in Trainings to create a template. For detailed instructions for creating a notification template see: https://help.usastaffing.gov/USAS/index.php?title=Creating_a_notification_template. Remember, when creating a notification template the **Notification Type** will control which touchpoint the template is associated with.
- Select the template you want to use by clicking on the **Template Name**.

| Template Name | Type | Template Description |
|--------------------------|-------------------|-------------------------------------|
| NOR Publications Group | Notice of Results | NOR Template for Publications Group |
| Seasonal Recruitment NOR | Notice of Results | Template for seasonal positions. |

Image 17: Choose Notification Template. The Notice of Results type is defaulted.

20. The Preview Notification page will display a preview of the notifications. You can use the navigation buttons on the lower-right side of the screen to navigate to applicant previews.

Dear Jeremy,

This is a record of your application for Federal Employment in the occupation shown above. This notice provides information contained in your record as it appears in the files of the Servicing Office shown above. Your qualification and any veteran preference claims are subject to verification.

Previewing notification for applicant Hudson, Jeremy

1 - 1 of 13

Send Notification

Image 18: Preview Notifications for Notice of Results.

Note: If the text of the notifications is not correct or not what you want to send, you, or someone with sufficient permissions in the Training environment, can modify the text of the templates in Admin. Here are instructions: https://help.usastaffing.gov/USAS/index.php?title=Editing_a_notification_template

21. When ready, click the **Send Notification** button. **Important Note:** Before sending the notifications make sure that all e-mail addresses in your applicant list are appropriate to send notifications to. Even in the Training environment, the system will send the notification letter when you press the **Send Notification** button. You will not be able to recall these messages. It would not be appropriate to send letters to real applicants or agency employees not involved in testing this site. Make sure any e-mail addresses that receive a notice are aware that this is for practice only. If in doubt, skip this step. You will still understand how this process works by setting it up to this point.

22. Now that the notices have been sent, the Touchpoint Notifications Sent section will update. If all applicants have received a notification, the percentage will show 100% and the Send Remaining button will not display.

USA Staffing®

VACANCY 10146074

USAJOBS Job Title: Program Analyst, Pay Plan-Series-Grade: GS-0343-9, Announcement Type: DE-ST

Applicants (6)

Filter by Name/Email: [Search], Reviewed/Flagged/Pinned: [Clear], RSC: All [Clear]

| Name | Email | RSC - Applicant Status | ✓ | 🚩 | 🔍 |
|---------------------|------------|------------------------|---|---|---|
| Acres, Kona | [Redacted] | IN | ✓ | 🚩 | 🔍 |
| Blevins, Harold | [Redacted] | AC | ✓ | 🚩 | 🔍 |
| Erickson, Kali | [Redacted] | AC | ✓ | 🚩 | 🔍 |
| Erickson, Murphy | [Redacted] | AC | ✓ | 🚩 | 🔍 |
| Harris, Jessica | [Redacted] | AC | ✓ | 🚩 | 🔍 |
| Pellegrino, Gilbert | [Redacted] | AC | ✓ | 🚩 | 🔍 |

TOUCHPOINT NOTIFICATIONS SENT

100% APPLICATION RECEIVED, 100% NOTICE OF RESULTS, 0% NOTICE OF REFERRAL

USAJOBS JOB STATUS

Accepting applications

CLAIMED VETERANS' PREFERENCE

CP: 2, CPS: 2

CLAIMED ELIGIBILITIES

AE - COMP: 6, ICTAP: 3, REINSTATE: 4, VEOA: 5

Image 19: Applicant Overview with 100% of the Notice of Results sent.

23. Repeat the process for any other types of notifications not yet at 100%.

This completes the lesson on creating a certificate.