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Overview

This document provides an overview of USA Staffing for Hiring Managers or other subject matter experts. The USA Staffing system allows HR users to connect and share information with Hiring Manager users who need to provide feedback on work within USA Staffing. Through this interface, HR and Hiring Manager users can share notes, review assessment and announcement information, review applicant documents, and collaborate on certificates/new hires all within one system. How the system is utilized can vary by Agency and can be adapted to meet the needs of your Agency and HR Office’s business processes.

Logging In

Your Agency’s HR Office will create an account for you to log into the USA Staffing system. Once an account is created, you will receive a welcome email titled “Your New USA Staffing Account” containing the email address used to create your account and information for establishing your password. Click on the link in the body of the email and follow the on-screen prompts to create a password. Upon the first time logging in, you will be asked to accept the system’s Rules of Behavior.

Your New USA Staffing Account

usastaffingoffice@epm.gov

2:29 PM (35 minutes ago)

To me

As a new system user, you will need to activate your account by creating a password. Once you complete this step, you will be able to access the system. The email address in your account is hiring.manager.gov@gmail.com.

Click on the link below to create your new password:

https://signn.stage.usastaffing.gov/Account/SetPassword?RecoverPassword=f66c8244-e035-4796-b44b-0d02ae594f33&Email=1

If you are unable to open this link, follow these instructions to create your new password:
1. Copy the text below:
   https://signn.stage.usastaffing.gov/Account/SetPassword?RecoverPassword=f66c8244-e035-4796-b44b-0d02ae594f33&Email=1
2. Open a new browser window.
3. Paste the copied text into the browser’s address bar.

This link will expire in 24 hours. If you fail to use it within this time, you will have to request a new password reset link on the USA Staffing login page https://stage.usastaffing.gov/.

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

USA Staffing® System

New Password Requirements:
- Must be at least 12 characters
- Must not contain spaces
- Must not contain invalid special characters
- Must match Confirm Password
- Must include 3 of the following 4 attributes:
  - Upper case: A-Z
  - Lower case: a-z
  - Numbers: 0-9
  - Special characters: #@$%&*+=?:/.[]"\`

Note: As a new system user, you will need to activate your account by creating a password. Once you complete this step, you will be able to access the system. You will only need to activate your account the first time you log in. After the initial setup you will be able to access the system directly using your email address and password or by using your Smart Card, such as the Personal Identification Verification (PIV) or Common Access Card (CAC). If you have already activated your account and do not remember your password, you may click the “Reset Password” link on the login page to reset it. If you have not logged into your account in more than 365 days, your account will be disabled. Use the “Reset Password” link to reset your password and re-activate your account.
Viewing Hiring Actions

Once logged in, you will be brought to the **Hiring Actions** List, which is your home page in USA Staffing. The Hiring Actions page displays all hiring actions you have access to in USA Staffing.

On this page, you can view the **Status** of hiring actions for which you are the hiring manager. You may also initiate a new hiring action request from this page if your Agency decides to use this functionality as part of their business process.

To open a Request, click the **Request Number** link which will take you to the **Hiring Action Details** page. If you would like to see additional details about a request, click the arrow button next to the **Request Number** to display the associated **Reviews** and **Announcements**. The **Search** box allows you to search for specific requests by the **Position Title, Request Number, or Selectee Name**.

From the **Hiring Actions** page, you can also click on **Change** to apply **Filters** or **Reset** your list of Hiring Actions.

The filter options are: **Position, Request Status, Customer, Location, Requester, and Request Type**.
A black bell icon 🕓 next to a request number indicates that the request has active reviews. A red bell 🕓 icon indicates the presence of active reviews that are past the designated due date.

**Requesting a Hiring Action**

Requests are the beginning of the recruitment process within USA Staffing. A Request is equivalent to a Request for Referral of Eligibles (SF-39) or a Request for Personnel Action (SF-52). Each Agency may use Requests in USA Staffing differently; please refer to your HR Office for Agency specific business processes.

On the Hiring Actions home page, you will see all requests related to the Customer(s)/Office(s) to which you have been assigned. Your HR Office may initiate the Requests, or if your Agency policy and permissions allow, you can create new requests by following the steps below.

1. To initiate a new Request, click the **Request Hiring Action** button.

2. On the Request Hiring Action page, select the appropriate **Type of Hiring Request** (New Vacancy, Additional Selection, or Onboard New Hire), and enter the **Request Number** or click **Generate** to designate a USA Staffing-generated number. Please check with your HR Office to determine your Agency’s policy on Request numbering protocols. Each Request number must be unique and can only be used once. Valid characters include A-Z, 0-9, and hyphen (-) and can be up to 100 characters.
3. Select the **Requesting Customer** from the drop-down list. If you do not see the appropriate Customer to assign to the request, contact your HR Office.

4. The **Requester** field displays the name of the user who initiated the request or the designated hiring manager.

5. If the position is interdisciplinary, choose **Yes** from the options provided. You may either select the PD information by using the **Add From Library** option or enter the information by selecting the **Add Manually** button. To add multiple positions associated with a single Request, repeat this step. This is typically used for multi-grade/career ladder positions. If you are recruiting for multiple grades, each grade must have its own PD number.

6. **Do you want to recruit for a specific number of vacancies per duty location?** If **Yes**, add your location. If **No**, enter the number of vacancies in the **Total Vacancies** field. You can enter a numeric value or if you have more than one Vacancy, you can use the words “Few” or “Many”.

7. Enter a **City, Zip Code, County, Country, or Location Code** in the Duty Location search field. The system will automatically display a list of locations based on the information entered.

8. Under **Position Settings** select the required Security Clearance Level, designate if the position is a supervisory position, select the estimated amount of travel required, select the sensitivity and risk level of the position, select how the position sensitivity and risk will be determined, and check other boxes as appropriate.

9. Once the request is saved, **Documents** can be uploaded using the button at the top right section of the page.

10. Once saved, **Notes** can also be entered using the button at the top right corner of the page.
11. Click **Save** to leave the Request in an *Incomplete* status for later review and submission or click **Submit to HR** to finalize the Request and transmit it to the HR Office. Submitting the Request will forward the action to your HR Office for review and action. All requests in an *Incomplete* status can be deleted prior to clicking **Submit to HR**.

**Receiving and Accessing Reviews**

Once HR has populated the information specific to your vacancy into USA Staffing and they have assigned you a task to review, an email will be sent to you indicating you have a new Review to complete. You may either click the URL in the email or log directly into the system.

![Image of email and system interface](image-url)

1. **Select Reviews** at the top of the page.

2. Each Review will have its own details and instructions regarding what actions to take during the review, the date the Review must be completed by, and position information to which the Review is tied.

3. The Review Type column will identify which type of Review you have been assigned. There are three different types of reviews that you may receive in USA Staffing:
   - **Job Opportunity Announcement (JOA)** reviews can include the assessment, announcement text and/or the announcement questionnaire for a recruitment. This is typically used to provide hiring managers an opportunity to review and request changes to the recruitment before it is posted on USAJOBS.
   - **Panel Reviews** allow subject matter experts to receive a list of applicants, their documents, their qualifications determination and their rating (when assessments were used) in order to make decisions critical to the hiring process. This type of review is typically completed before a final Certificate of Eligibles is issued to the selecting official to make an official hiring decision.
   - **Applicant List** reviews includes Certificate(s) of Eligible applicants who have been referred for selection consideration. This is typically used by hiring managers and/or subject matter experts to review applicants, determine which candidates should be interviewed, and make selection decisions.
Reviewing the Announcement and Assessments

1. To open a Job Opportunity Announcement (JOA) review, click the blue hyperlink under the Review Name column, and follow the instructions entered by your HR Office, if applicable.

2. When you open a review for the first time, the instructions your HR office entered will be visible. If you have closed them and need to refer to them again, you can click the View Instructions button.

3. In the top right corner, the name of the HR Contact who sent you the review will be displayed. You can see their phone number and email address by clicking on the information icon next to their name.

4. If you have been given the permission to make changes, your edits will be tracked by a distinct color assigned by the system. If other reviewers are assigned, you will be able to see their edits in other colors. After completing your edits, be sure to click Save.

5. Once you have completed reviewing a section, change the Approval Status drop-down menu to reflect the appropriate status, and click Next to proceed to the next review assignment.

- **Incomplete**: I have not finished the review.
- **Approved**: I am comfortable with HR moving forward with the information provided.
- **Approved Pending Changes**: I am comfortable with HR moving forward once the changes are made.
- **Rejected**: I do not approve of this information.
6. As you set the Approval Status for each Review assignment (i.e., Assessment, Announcement Questionnaire, and/or Announcement Text) you will see a green check mark which indicates you have completed that assignment. A red checkbox next to a Review assignment indicates the Approval Status is not yet complete.

7. To view Instructions provided by the HR Contact and view Other Reviewers that are assigned to the review, click on the appropriate box.

8. To view or add Documents to the Review, click on the drop-down list. To view Notes added by your HR Office or add additional notes, click the drop-down list. Notes you save will be viewable to the HR office.

9. When all the Review assignments have a green check mark next to them, if your permissions allow, click the Return to HR button to return the Review. If you do not see this option, you are finished when all Approval Statuses are complete. Note: Changes cannot be made to reviews that have been returned to HR.
Completing Panel Reviews

1. To open a Panel Review, click the hyperlink under the Review Name column and follow the instructions entered by your HR Office, if applicable.

2. When you open a review for the first time, the instructions your HR office entered will be visible. If you have closed them and need to refer to them again, you can click the View Instructions button.

3. Select the applicant list(s) you would like to review and click the Review Lists button.

4. On the Panel Review page, you can review applicant information, review documents, and add notes. You may access an expanded view of the applicant record by clicking on the plus button next to the applicants’ name. The following Contact Information is displayed: Email, Phone, Street Address, City/State/Country, and Postal Code. If you prefer to review the applicant list in a hard copy format, click the Print button.
5. If your permissions allow, you can recommend rating decisions for the candidates on the list by clicking the View hyperlink for each applicant. Doing so will open the Rating Detail popup where you can enter a Minimum Qualification Determination (e.g., eligible or ineligible) and/or a Rating Determination (score from 70 to 100). **Note**: Your applicant ratings will only be viewable to the HR office, and cannot be seen by other panel reviewers.

![Rating Details](image)

6. Once you have completed reviewing all applicants on your list, change the Approval Status drop-down menu to reflect Complete, and click Next to proceed to the next review assignment. The status for each completed panel review assignment will be shown in green. If any assignments show an Incomplete status in red text, this indicates the Approval Status is not yet complete.

![Status Complete](image)

7. When all assignments show a Complete status, if your permissions allow, click the Return to HR button to return the Review. If you do not see this option, you are finished when all the Approval Statuses are Complete.

8. A pop-up box will display that says: **All review assignments are complete. The review is ready to be returned to HR.** Clicking Return to HR will send the review back to HR and it will no longer be available for you or any other Reviewers to make comments. This should only be done once you have reviewed all sections of the page. Clicking Cancel will cancel any pending unsaved changes.
Reviewing Applicant Lists

1. To open an Applicant List review, click the blue hyperlink under the Review Name column and follow the instructions entered by your HR Office, if applicable.

2. Select the Certificate Number(s) that you would like to review and click the Review Lists button.

3. On the Applicant List page, you can review applicant records, review documents, document selection decisions, and add notes based on the permissions you have been granted. If you prefer to review the certificate information in a hard copy format, click the Print button.
4. Click the + icon to the left of the applicant's name to view additional information, such as their Contact Information, Preferences, Eligibilities and Assessment responses, if available.

5. Click the Documents drop-down menu within the applicant’s row to review supporting documents, including their resume.

6. You can add notes for one or more applicants at a time by clicking in the box to the left of the applicant(s)' name, or add/view notes for a single applicant by clicking on the drop-down list under the Notes column. You can add Notes for the whole certificate by clicking on the Notes drop-down located in top right corner of the Certificate. Notes you save will be viewable to other reviewers as well as the HR office. Along with the note, the system saves the full name of the user who added the note, as well as the date and time the note was added.
7. Click to toggle the icons to the right in each applicant’s row per your Agency’s policy. Your HR Office will inform you of any business processes they have identified for using these options. If no business processes have been identified, you may use them to denote follow-up actions with a candidate, indicate whether you have reviewed the candidate, and/or designate candidates of interest.

8. To document a selection decision for an individual applicant, click on the **No Decision** hyperlink to pull up the **Selection Decision** box. Choose the appropriate selection decision (**Selected, Alternate Selection, Not Selected, Declined/Withdrawn**) from the drop-down menu.

9. For selected applicants, choose the **Hiring Action Number** that should be associated with the selection, and the appropriate Duty Location, PD number, and series, if multiple ones are available. If the review settings allow selections to be returned individually, you will receive a message asking if you would like to have the HR office start onboarding for that applicant. Choosing **Yes** will send a notification email to the HR Contact letting them know that a selection decision has been made, so they can begin onboarding the selectee.

10. To document selection decisions for multiple applicants with the same selection decision code, check the box to the left of all appropriate applicant records and select **Make Selections**.
11. When all selection decisions have been made, enter the outcome for each certificate using the Approval Status (Incomplete, Selection Made, Selection Not Made) drop-down located at the bottom right of the certificate. If multiple certificates were selected, you can use the Next button to navigate between certificates.

12. You can see any documents added by the HR office and upload additional documents to the Review, by clicking the Documents button in the upper right corner of the Applicant List.

13. Once selection decisions for all certificates are documented, click the button located on the bottom right corner of the page. The status for each completed certificate assignment will be shown in green. If any certificates show an Incomplete status in red text, this indicates the Approval Status is not yet complete.

14. When all certificate assignments are complete, and if your permissions allow, click Return to HR to return the Review. If you do not see this option, you are finished when all the statuses are complete.

15. A pop-up box will display that says: All review assignments are complete. The review is ready to be returned to HR. Clicking Return to HR will send the review back to HR and it will no longer be available for you or any other Reviewers to make comments. This should only be done once you have reviewed all sections of the page. Clicking Cancel will cancel any pending unsaved changes.
Batch Printing Applicant Documents

1. To print multiple applicants documents at the same time from either a panel review list or a certificate/applicant list, check the box on the top left of the grey bar to select all the applicant records at once. Select **Print Documents** from the **Apply Action** drop-down menu located in the bottom left corner of the applicant list.

2. Select all the appropriate documents type(s) and the order in which you would like them to be printed, then click **Print Documents**.

3. You will receive a pop-up with a **Confirmation** message that reads: *Batch printing in progress. When complete, you will receive an alert; click the alert to download the file.* Once your batch print is ready, you will see a new alert in the **Alert** icon at top right side of the page. To open the batch print document, click on the alert.
**Hiring Manager Feedback Survey**

The red **Feedback** button on the Hiring Manager screens allow Hiring Managers to answer a survey and submit comments directly to the USA Staffing Program Office. This survey will be used to collect comments from Hiring Managers across government who utilize Hiring Manager as part of the recruitment and selection process. Your input will help us measure the effectiveness of the Hiring Manager tool and will also influence future changes to the system. The survey is optional and can be completed by clicking on the **Feedback** button to the right of the page.

**Additional Help**

For questions or comments around the content of a Review assigned to you or for questions regarding the business processes for your Agency, please contact your HR Office. To further clarify system processes and to troubleshoot issues with system functionality, click the question mark icon in the upper righthand corner of the page to review detailed information about the page currently open.

If you need further assistance after reviewing the Online help or if you cannot access an area of the system due to your permissions, please contact your local Human Resources Office.