

Request Training Exercise

Now that you have completed the online portion of training for Request, it is time to log into the Training version 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.

For this lesson you will need to select Customers and Offices that you have access to. To review your permissions in the system use these instructions: https://help.usastaffing.gov/USAS/index.php?title=Reviewing_your_permissions. Contact your USA Staffing Administrator to get clarification on your permissions, if needed.

1. Click the Create Request button on the Requests tab of your dashboard.

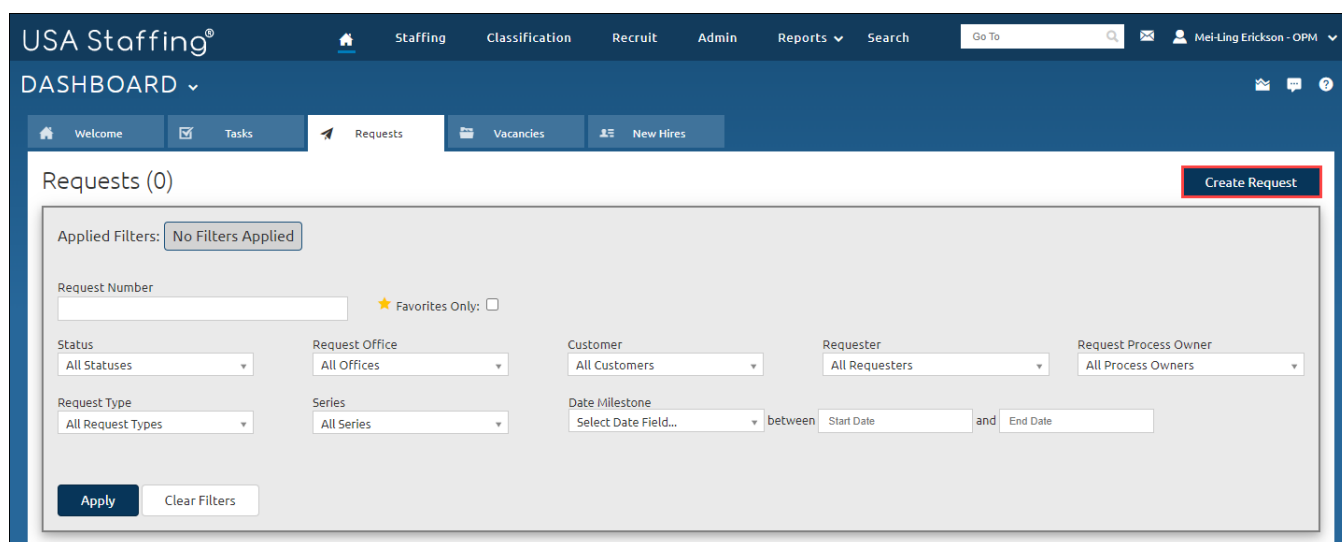


Image 1: USA Staffing Dashboard with the Create Request button highlighted. Create Request is located in the upper-right quadrant of the page.

2. Complete the Request Information page.
 - a. Type or **Generate a Request Number**.
 - b. Select a **Requesting Customer** from the drop-down list. (If possible, select a customer that you have Hiring Manager and HR User access to so that in later exercises you can send the review to yourself.)
 - c. Leave the **Request Type** as **New Vacancy**.
 - d. Select a **Requester** from the drop-down list. If your name appears as an option in this list, select yourself. If no option is available, please contact your USA Staffing Administrator to get one added or select a different Requesting Customer. This field is populated based on Hiring Managers that have access to the selected Requesting Customer.
 - e. Add a **Position Description Number** of **1234test** with your initials after it.
 - f. Enter a **Position Title** of **Program Analyst**.
 - g. Leave the **Pay Plan** as **GS**.
 - h. Type and select **0343** in the **Series** field.

- i. Select **9** for the **Grade**. (You can either type directly in the box and click **Enter** or select it from the drop-down list.)
- j. Do not add any **Specialties**.
- k. Type or select a **Hiring Need Validated Date**.
- l. Type or select a **Request Personnel Action Date**.
- m. Change the **Position Sensitivity and Risk** to **Non-sensitive (NS)/Low Risk**.
- n. Select **Credentialing** from the **Trust Determination Process** item.
- o. Select **Confidential** as the Security Clearance Required.
- p. Change the **Travel Required** to **25% or less**.
- q. Check the box for **Drug Testing Required**, **Telework Eligible**, and **Relocation Authorized** boxes.
- r. Click **Save**.

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REQUEST 20230825-35763

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

Request Number: 20230825-35763 Customer: User Support Team Request Type: New Vacancy Status: Incomplete

Request Information

Request Number: 20230825-35763 Requesting Customer: User Support Team Request Type: New Vacancy

Requester: Kasey Acres Request Process Owner: Request Tags:

Position Descriptions (1)

Add all position descriptions that cover the duties and promotion potential of this position. ☐ Interdisciplinary Position

Position Description #	Position Title	Pay Plan	Series	Grade(s)	Specialties
<input type="checkbox"/> 1234test	Program Analyst	GS	0343 - Management And Program A...	x 9	+

Add Position Description

Request Tracking Dates

Hiring Need Validated Date: 8/22/2023 Request Personnel Action Date: 8/25/2023

Position Settings

Position Sensitivity and Risk: Non-sensitive (NS)/Low Risk

Trust Determination Process: x Credentialing

Security Clearance Required: Confidential

Travel Required: 25% or less

Other Requirements

☒ Drug Testing Required ☐ Financial Disclosure Required

Incentives

☐ Remote Job ☒ Telework Eligible ☒ Relocation Authorized

Position Identifiers

☐ Supervisory Position ☐ Bargaining Unit Position

Save Delete Request Cancel

Image 2: Request page completed as specified in the above steps.

3. Click the newly activated Location Information subpage.

The screenshot shows the USA Staffing Request page for request 20230825-35763. The top navigation bar includes links for Staffing, Classification, Recruit, Admin, Reports, and Search. The main header displays the request number and status (Incomplete). The Location Information tab is highlighted in the top-left quadrant. Below the tabs, the Request Information section contains fields for Request Number, Requesting Customer, Request Type, Requester, Request Process Owner, and Request Tags. The Position Descriptions section includes a table with columns for Position Description #, Position Title, Pay Plan, Series, Grade(s), and Specialties. The Request Tracking Dates section shows Hiring Need Validated Date and Request Personnel Action Date. The Position Settings section includes fields for Position Sensitivity and Risk, Trust Determination Process, Security Clearance Required, and Travel Required. The Other Requirements section includes checkboxes for Drug Testing Required and Financial Disclosure Required. The Incentives section includes checkboxes for Remote Job, Telework Eligible, and Relocation Authorized. The Position Identifiers section includes checkboxes for Supervisory Position and Bargaining Unit Position. At the bottom right, there are buttons for Save, Delete Request, and Cancel.

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REQUEST 20230825-35763

Request Number: 20230825-35763, Customer: User Support Team, Request Type: New Vacancy, Status: Incomplete

Request Information | **Location Information** | Staffing Approach

Documents: 0, Notes: 0, History

Request Information

Request Number: 20230825-35763, Requesting Customer: User Support Team, Request Type: New Vacancy, Requester: Kasey Acres, Request Process Owner: , Request Tags:

Position Descriptions (1)

Add all position descriptions that cover the duties and promotion potential of this position. ☐ Interdisciplinary Position

Position Description #	Position Title	Pay Plan	Series	Grade(s)	Specialties
<input type="checkbox"/> 1234test	Program Analyst	GS	0343 - Management And Program A...	x 9	+

Add Position Description

Request Tracking Dates

Hiring Need Validated Date: 8/22/2023, Request Personnel Action Date: 8/25/2023

Position Settings

Position Sensitivity and Risk: Non-sensitive (NS)/Low Risk, Trust Determination Process: x Credentialing, Security Clearance Required: Confidential, Travel Required: 25% or less

Other Requirements

☒ Drug Testing Required, ☐ Financial Disclosure Required

Incentives

☐ Remote Job, ☒ Telework Eligible, ☒ Relocation Authorized

Position Identifiers

☐ Supervisory Position, ☐ Bargaining Unit Position

Save, Delete Request, Cancel

Image 3: Request page with the Location Information tab highlighted. The Location Information tab is located in the top-left quadrant of the page.

4. Complete the Location Information page.
 - a. Leave **Set Number of Vacancies By** as **Announcement**.
 - b. Enter **2** for **Total Vacancies**.
 - c. In the **Locations** box, type **Fairfax** and select **Fairfax, VA**. Click the **Add Location** button.
 - d. Add a second location using the zip code **80301** and select **Boulder, Colorado**. Click **Add Location**.
 - e. Click **Save**.

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REQUEST 20230825-35763

Request Number: 20230825-35763, Customer: User Support Team, Request Type: New Vacancy, Status: Incomplete

Locations Settings

Set Number Of Vacancies By: Announcement, Total Vacancies: 2

Locations (2)

Search: City, Zip, County, Country, or Location Code

Add all locations where you want to recruit for this position.

<input type="checkbox"/>	City	State	Country	County	Code
<input type="checkbox"/>	Boulder	CO	United States	Boulder County	080200013
<input type="checkbox"/>	Fairfax	VA	United States	Fairfax County	510900600

Save Cancel

Image 4: Location Information page of a request completed as specified in the above steps.

5. Click the **Staffing Approach** tab and complete this page.
 - a. Check the **Public** or **Status** boxes under the **USAJOBS Announcement Type**. Remember that when you perform this step in the live site you will be basing your selections on your agency policy and procedures.
 - b. Select the Office based on your permissions. You should pick an Office that you have access to so that you can complete the other practice exercises in this series. Refer to the top of this exercise for additional guidance.
 - c. Leave all other options on this page as they are defaulted unless your agency policy directs you to select an alternative **Workflow**.
 - d. Click **Save**.

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REQUEST 20230825-35763

Request Number: 20230825-35763, Customer: User Support Team, Request Type: New Vacancy, Status: Incomplete

Vacancy to be Created (1)

<input type="checkbox"/>	Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/>	Case Exam	User Support Office	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit Promotion	OPM 80-day	<input checked="" type="checkbox"/> 0343-9

Add New Vacancy

Save Approve Request Delete Request

Image 5: Staffing Approach page of a request completed as specified in the above steps.

6. Click **Approve Request**.

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REQUEST 20230825-35763 ▾

Request 20230825-35763

Request Number: 20230825-35763 Customer: User Support Team Request Type: New Vacancy Status: Incomplete ▾

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

Vacancy to be Created (1)

<input type="checkbox"/> Vacancy Type	Office	USAJOBS Announcement Type	Workflow	Rating Combination
<input type="checkbox"/> Case Exam ▾	User Support Office ▾	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input type="checkbox"/> Status (Federal/Veteran/Other Eligible) <input type="checkbox"/> Internal Merit Promotion	OPM 80-day ▾	<input checked="" type="checkbox"/> 0343-9

Add New Vacancy

Save **Approve Request** Delete Request

Image 6: Staffing Approach page with Approve Request button highlighted.

7. You now have a completed request. Record the information below so you can reference it for future lessons:

My Request Number: _____

My Vacancy Number: _____ (This is located in the Vacancy Created section of this page.)

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Staffing Classification Recruit Admin Reports Search

Go To

Mei-Ling Erickson - OPM

REQUEST 20230517-82685

Request 20230517-82685

Request Number: 20230517-82685

Customer: User Support Team

Request Type: New Vacancy

Status: Pending Recruitment

Request Information Location Information Staffing Approach

Documents (2) Notes (0) History

Request Information

Request Number: 20230517-82685

Request Type: New Vacancy

Requesting Customer: User Support Team

Requester: Mei-Ling Erickson

Request Process Owner: Mei-Ling Erickson

Request Tags:

Hiring Need Validated Date: 1/22/2024

Request Personnel Action Date: 1/23/2024

Approved By: Mei-Ling Erickson

Vacancy Created (1)

Vacancy Number	Status	Vacancy Type	Office	Workflow	USAJOBS Announcement Type	Rating Combination
10177062	New	Case Exam	User Support Office	OPM 80-day	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens) <input checked="" type="checkbox"/> Status (Federal/Veteran/Other Eligible)	<input checked="" type="checkbox"/> 0201-11

Position Descriptions (1)

Position Description Number	Position Title	Pay Plan	Series	Grade	Specialties
12345	Human Resources Specialist	GS	0201 - Human Resources Management	11	

Position Settings

Security Clearance Required: Confidential

Travel Required: Occasional travel

☐ Remote Job ☒ Telework Eligible

☐ Drug Testing Required

Position Sensitivity: Non-sensitive (NS)/Low Risk

Trust Determination Process: Suitability/Fitness

☐ Supervisory Position ☐ Bargaining Unit Position

☐ Relocation Authorized ☒ Financial Disclosure Required

Image 7: Approved request page with the Vacancy Number highlighted. The Vacancy Number appears under the Vacancy Created section of this page in the middle left side.

Now that you have completed and approved your request, let's try some other features in the Request area.

8. Click on the **History** button. Click the **History** button again to close.

USA Staffing®

Staffing Classification Recruit Admin Reports Search

Go To

Mei-Ling Erickson - OPM

REQUEST 20230825-35763

Request 20230825-35763

Request Number: 20230825-35763

Customer: User Support Team

Request Type: New Vacancy

Status: Pending Recruitment

Request Information Location Information Staffing Approach

Documents (0) Notes (0) History

Request Information

Request Number: 20230825-35763

Request Type: New Vacancy

Requester: Kasey Acres

Request Process Owner:

Hiring Need Validated Date: 8/22/2023

Request Personnel Action Date: 8/25/2023

Approved By: Mei-Ling Erickson

Vacancy Created (1)

Vacancy Number	Status	Vacancy Type	Office	Workflow	USAJOBS Announcement
10167465	New	Case Exam	User Support Office	OPM 80-day	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens)


Position Descriptions (1)

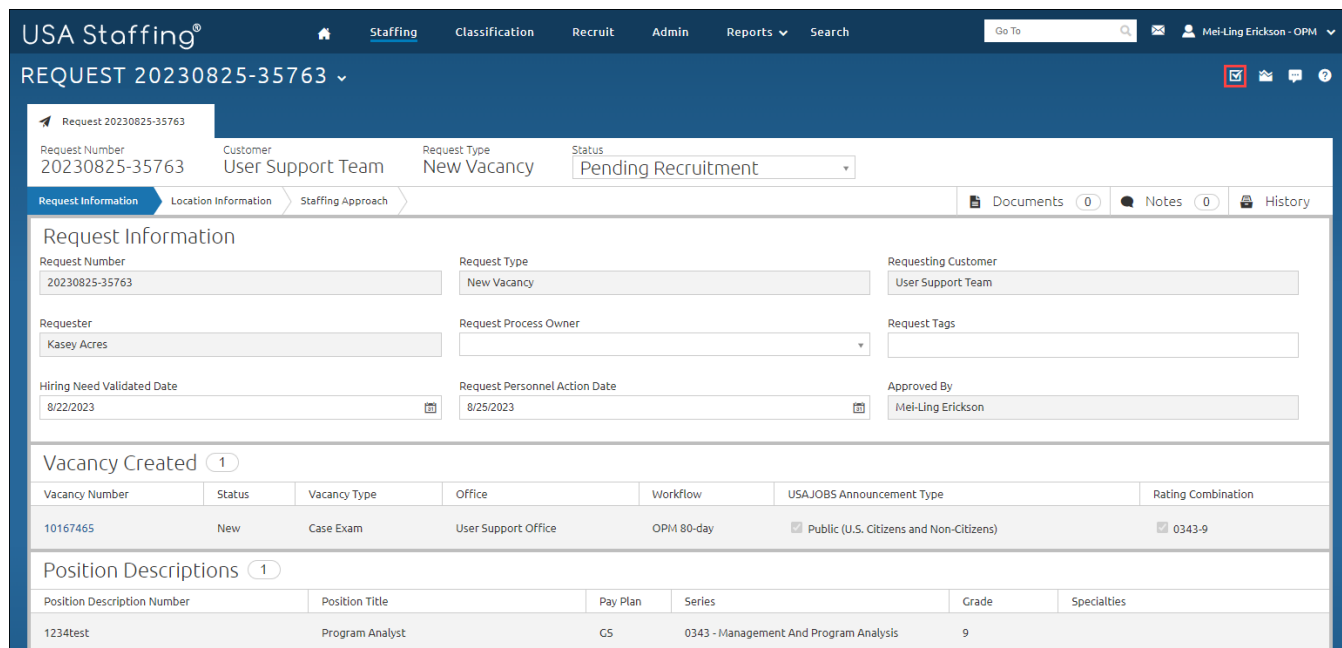
Position Description Number	Position Title	Pay Plan	Series	Grade	Specialties
1234test	Program Analyst	GS	0343 - Management And Program Analysis	9	

History

- Mei-Ling Erickson Approved the request 8/25/2023 14:23 EDT
- Mei-Ling Erickson Created the Request 20230825-35763 8/25/2023 13:27 EDT

Image 8: A page in the request area with the History button expanded. This button displays all recorded actions taken on this request.

9. Click the Task Overview icon  to display the task list. Click the **X** to close it.



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REQUEST 20230825-35763

Request Number: 20230825-35763, Customer: User Support Team, Request Type: New Vacancy, Status: Pending Recruitment

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

Request Information

Request Number	Request Type	Requesting Customer
20230825-35763	New Vacancy	User Support Team
Requester	Request Process Owner	Request Tags
Kasey Acres		
Hiring Need Validated Date	Request Personnel Action Date	Approved By
8/22/2023	8/25/2023	Mei-Ling Erickson

Vacancy Created (1)

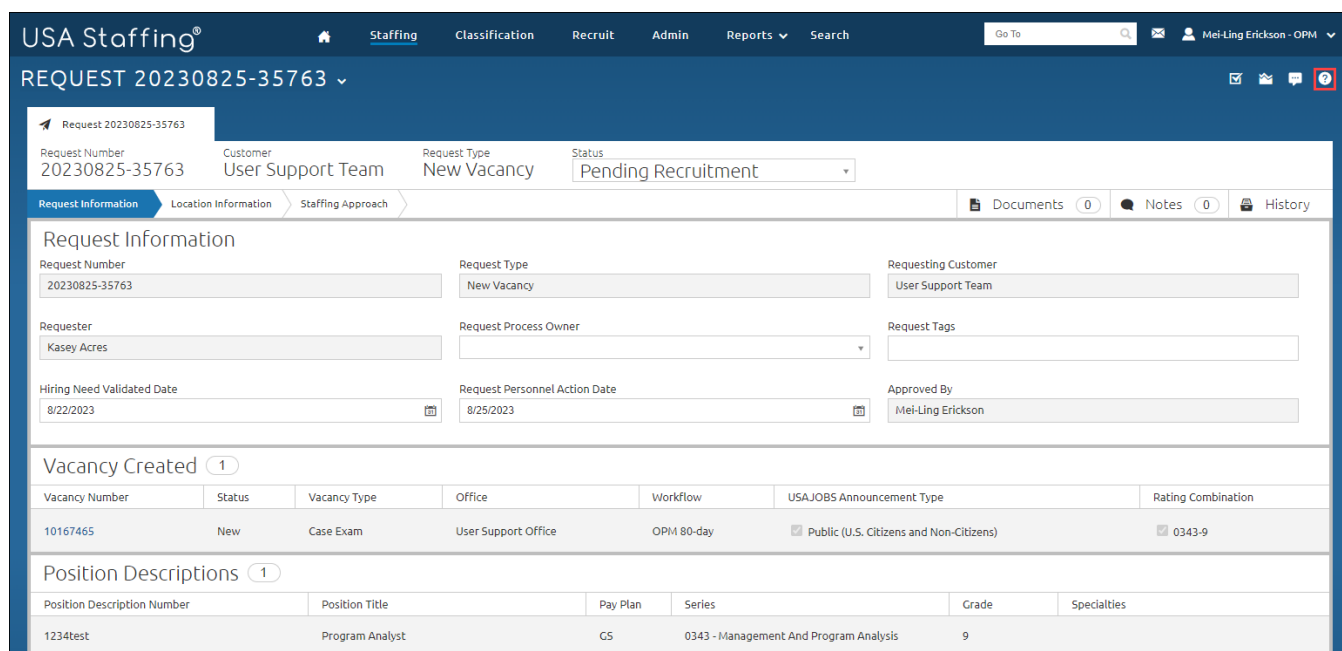
Vacancy Number	Status	Vacancy Type	Office	Workflow	USAJOBS Announcement Type	Rating Combination
10167465	New	Case Exam	User Support Office	OPM 80-day	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens)	<input checked="" type="checkbox"/> 0343-9

Position Descriptions (1)

Position Description Number	Position Title	Pay Plan	Series	Grade	Specialties
1234test	Program Analyst	GS	0343 - Management And Program Analysis	9	

Image 9: A page in the request area with the Task Overview button highlighted. This button is located in the upper-right quadrant of the page.

10. Click the **Help** icon  and select **Review Online Help**. It will open in a separate tab.



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REQUEST 20230825-35763

Request Number: 20230825-35763, Customer: User Support Team, Request Type: New Vacancy, Status: Pending Recruitment

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

Request Information

Request Number	Request Type	Requesting Customer
20230825-35763	New Vacancy	User Support Team
Requester	Request Process Owner	Request Tags
Kasey Acres		
Hiring Need Validated Date	Request Personnel Action Date	Approved By
8/22/2023	8/25/2023	Mei-Ling Erickson

Vacancy Created (1)

Vacancy Number	Status	Vacancy Type	Office	Workflow	USAJOBS Announcement Type	Rating Combination
10167465	New	Case Exam	User Support Office	OPM 80-day	<input checked="" type="checkbox"/> Public (U.S. Citizens and Non-Citizens)	<input checked="" type="checkbox"/> 0343-9

Position Descriptions (1)

Position Description Number	Position Title	Pay Plan	Series	Grade	Specialties
1234test	Program Analyst	GS	0343 - Management And Program Analysis	9	

11. Click the **Home button on Online Help. Next click **Help for USA Staffing HR Users**.**

Image 11: Online Help page with the Home button highlighted. The Home button is in the upper left quadrant of the page.

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Search USAS

HELP

Navigation

Home

Security and Privacy

Privacy Policy

Terms and Conditions of Use

Vulnerability Disclosure Policy

Help by Task

- Resetting your USA Staffing password
- Registering your Smartcard
- Performing a basic search
- Performing an advanced search
- Viewing user alerts
- Reviewing your permissions
- Reviewing your user preferences

- Switching between user types
- Switching between tenants
- Opening a tab
- Closing a tab
- Modifying text screen size
- Using Online Help
- Clearing your cache or temporary internet files

- Submitting a help ticket after checking online help
- Submitting a help ticket when you cannot log in
- Switching between vacancies or requests
- Adding an external note
- Adding an internal note

- Replying to a note
- Deleting a note
- Viewing notes
- Viewing history
- Filtering a document by document name

Staffing	Admin	Classification and Reports
<div>Dashboard</div> <ul style="list-style-type: none"> Increasing/decreasing tasks, requests and vacancies displayed on the dashboard Creating a request Updating a task from the dashboard Filtering vacancies <div>Welcome</div> <ul style="list-style-type: none"> Adding a tile to the welcome tab Deleting a tile from the welcome tab Customizing welcome tiles <div>Tasks</div> <ul style="list-style-type: none"> Filtering tasks Designating a task as a favorite Sorting tasks Opening a task Opening a task overview Changing the status of a task Changing the task owner Mass changing tasks <div>Request</div> <ul style="list-style-type: none"> Request Tasks Location Information Tasks Staffing Approach Tasks New Hire Request Tasks Interdisciplinary Tasks Wage Grade Tasks <div>Vacancy</div> <ul style="list-style-type: none"> Vacancy Tasks Case File Tasks Eligibilities Tasks Supporting Documents Tasks Settings Tasks 	<div>Users & Permissions</div> <ul style="list-style-type: none"> General Contact Tasks User Record Tasks Permission Profile Tasks <div>Maintenance</div> <ul style="list-style-type: none"> Customer Tasks Tags Tasks <div>Libraries</div> <ul style="list-style-type: none"> Position Description Tasks Announcement Item Tasks Competency Network Tasks Eligibility Library Tasks Agency Form Tasks <div>Templates</div> <ul style="list-style-type: none"> Announcement Template Tasks Assessment Package Template Tasks Instructional Template Tasks Notification Template Tasks <div>Workflow</div> <ul style="list-style-type: none"> Manage Tasks Manage Workflows Tasks <div>Default Settings</div> <ul style="list-style-type: none"> Manage Announcement Default Tasks Manage Assessment Default Tasks Manage Vacancy Default Tasks Manage Review Default Settings Tasks Manage Applicant List Default Settings Tasks Manage New Hire Defaults Tasks 	<div>Classification</div> <ul style="list-style-type: none"> Sorting position descriptions Filtering position descriptions Creating a position description Creating a supervisory position description Creating a federal wage system position description Copying a position description Editing a position description Adding an Authorization to a PD Publishing a position description Unpublishing a position description Uploading documents to a position description Deleting a document from a position description Deleting a position description from the position description library Retiring a position description Reactivating a retired position description To export position description to PDF format Linking position descriptions PD Review Tasks <div>Cognos</div> <ul style="list-style-type: none"> Accessing Cognos Generating a cognos report Running a cognos reports list Exporting a cognos report Saving a cognos report view Scheduling a cognos report Subscribing to a cognos report Running an incomplete applications report

Image 12: Online **Help by Task** page. A **Request Task** is highlighted to show the variety of options available in Online Help.

13. Review any desired Request Task by clicking on the link.

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Search USAS

HELP

Navigation

Home

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Vulnerability Disclosure Policy

Request Tasks

- Creating a request
- Creating an interdisciplinary request
- Creating a wage grade request
- Linking an additional selection request to a vacancy
- Linking an additional vacancy to an approved additional selection request
- Uploading a document to a request
- Filtering requests
- Searching for a request
- Designating a request as a favorite
- Deleting an incomplete request
- Cancelling an incomplete request
- Reviewing a submitted request
- Returning a submitted request
- Approving a request
- Sorting requests
- Opening a request
- Cancelling a request when no selection has been made

Image 13: Online **Help by Task** page displaying a variety of options available.

14. You can either close the Online Help tab or return to the Request Information tab in your browser.

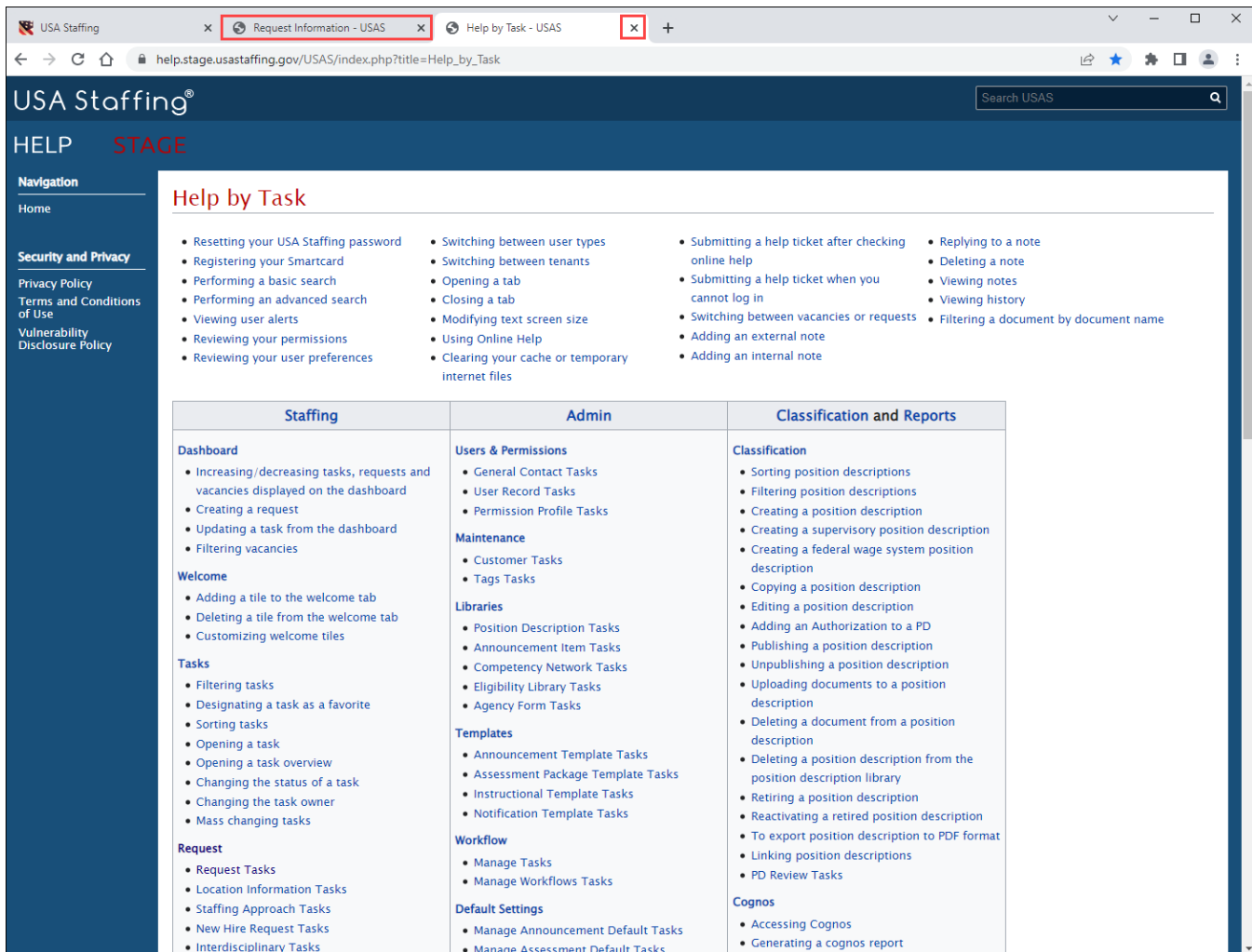


Image 14: Online **Help by Task** page with the navigation bar at the top of the browser highlighted. Since Online Help opened in a new tab you can return to USA Staffing by using that tab.

This concludes the lesson on Request.