

NeoGov Online Hiring Center - Agency Quick Help Guide

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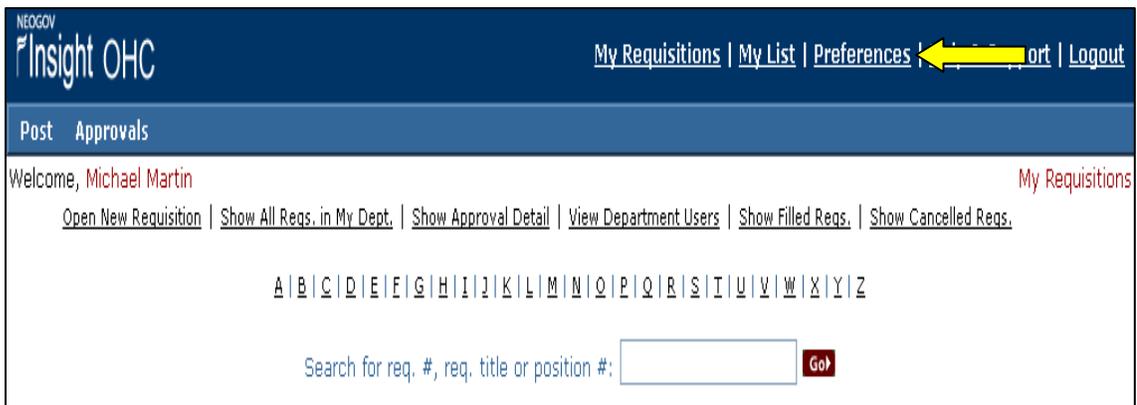
1. How do I register to become a NeoGov user?

You will need to go to the MMRS webpage and click on “NeoGov” under the Applications Access box on the MMRS home page. From this page, you can download the NeoGov Security Maintenance Form, which you will need to fill out and return to MMRS. You can return the form to MMRS by either email it directly to the MASH email support (mash@dfa.state.ms.us), faxing it to MMRS (601-359-6551) or by handmailing the form to:

**DFA/MMRS
501 North West Street
1201A Woolfolk Building
Jackson, MS 39201**

2. How do I modify my Personal Profile information, such as my email address, phone number, my password or my requisition notifications?

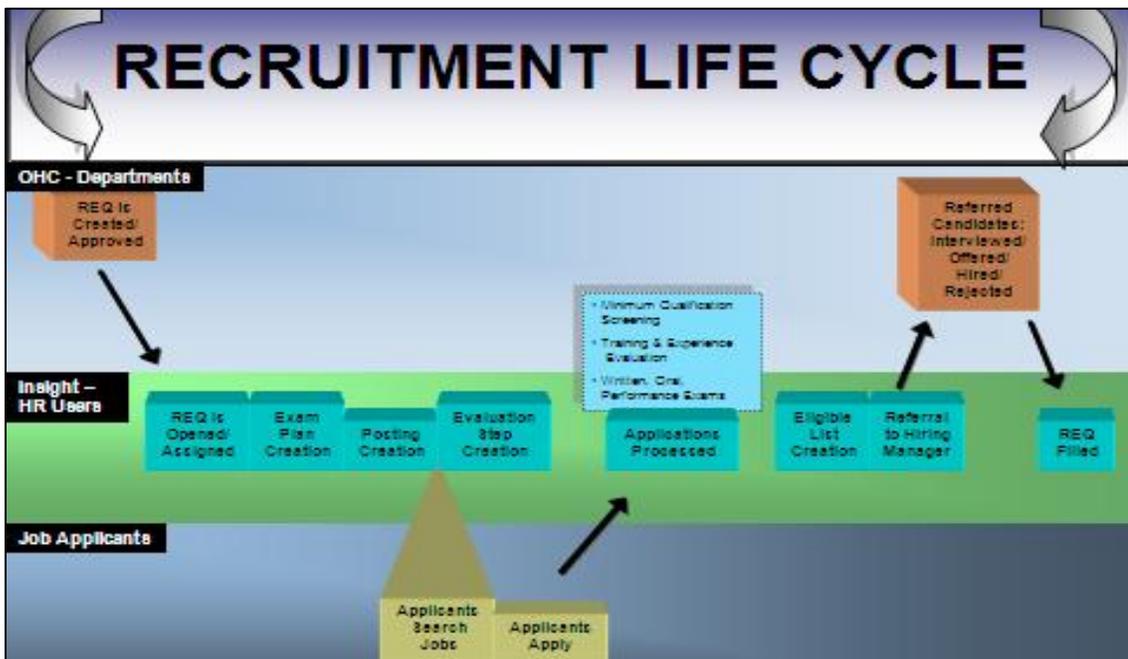
You can click on “Preferences” in the upper right hand corner of the screen, which will take you to the User Preferences screen. From this screen you can change your First Name, Last Name, Title, Email, Phone Number and Requisition Email Notification preferences, as well as your account Password and Security Questions.



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3. Can you give me an overview of the recruitment life cycle?

The recruitment life cycle begins with the need for an agency to fill a position. The first step is the creating of a requisition by the agency via the NeoGov Insight Online Hiring Center (OHC). Once the agency has created and approved the requisition, MSPB can assign the requisition to an analyst, who will create an exam plan for the position and post the job opening. MSPB will also set up the evaluation plan for the applicants and process their applications. MSPB will build a list of the eligible candidates and provide this list to the agency's hiring manager, who can conduct the interview and hiring process. MSPB will approve the hire and fill the requisition.



4. When creating a requisition, I keep getting an error in the "Desired Start Date" field and "Requisition End Date" field. What is wrong?

The "Desired Start Date" and "Requisition End Date" fields require a specific format for the values in these fields to be accepted by the system. That format is mm/dd/yyyy (i.e. - 07/01/2011).

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5. I created a new requisition but when I look under “My Requisitions”, it shows up under “Draft Requisitions” rather than “Open Requisitions” or “Approved Requisitions”. Why is that?

When you created the requisition, you clicked “Save” rather than “Save and Release”. The “Save” button automatically saves the requisition in draft form so that the user can come back and review and edit the requisition at a later time. If you are finished with the requisition and are ready to send it to the next step in the Approval process, then you want to click “Save and Release” at the bottom of the screen where the requisition was created. You can do this on a requisition that is under the Draft Requisitions by clicking on the “Edit” link under the Actions column for the appropriate requisition, which will open up the requisition again for editing. You should then scroll to the bottom of the page and select “Save and Release”, which will take the requisition out of draft mode and send it to the next step in the approval process.

Select county/counties associated with position (if selecting multiple counties, hold the Ctrl key down and select all appropriate counties) : HANCOCK HARRISON **HINDS** HOLMES

* Is this position Time-Limited? : Yes No

* Travel Schedule : Some day only Often day only Some overnight Often Overnight None

* Shift Schedule : Day Shift Only Evening Shift Only Night Shift Only Day or Evening Shift Day or Night Shift Evening or Night Shift Any Shift/Rotating Shift

No Approvals

6. I created a new requisition but then I accidentally cancelled it. Is there a way for me to bring it back without creating a new one from scratch?

Yes. Under “My Requisitions” you can click on the “Show Cancelled Reqs.” Link, which should display the requisition that you accidentally cancelled at the bottom of the screen under “Cancelled Requisitions”. You can then select the appropriate requisition and then click on “Copy Req” in the Action column to copy the cancelled requisition and open up a new requisition for editing.

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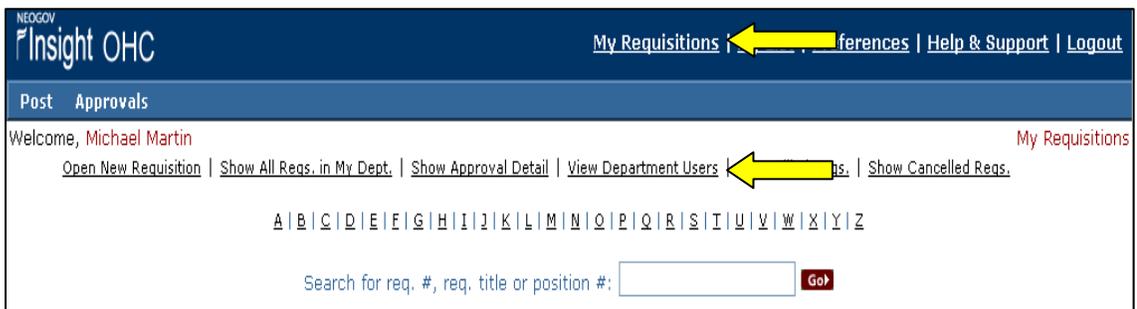
7. I know that I have a requisition waiting on my approval but I don't see it on the "My Requisitions" screen. Where is it?

Requisitions that are awaiting your approval do not appear on the "My Requisitions" link. To find requisitions that are awaiting your approval, click on the "Approvals" link on the left side of the screen and then click on "Requisitions" in the dropdown menu. Any requisition that is awaiting your approval should appear under the "Requisitions Awaiting My Action" section.



8. I need to double-check the permissions and roles of my office staff/agency staff. How can I do this? Do I need to contact someone at MSPB or MMRS to find out?

You can click on the "My Requisitions" link, then the "View Department Users" link. This link will give you a full listing of all of the users within your department and the roles/permissions that they currently have. If these roles need to be altered, then you will need to fill out a new NeoGov security form and send it to MMRS with the necessary changes.



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9. I accidentally rejected the wrong candidate and now he/she is showing up under “Rejection Pending”. Can I bring them back?

Yes. Click on the box next to the appropriate candidate’s name to put a checkmark in the box, select the appropriate action in the pulldown menu (“Schedule Interview”, “Make Offer”, “Hire”, etc.) and then select “Go”. The candidate should move to the selected area (“Interview Scheduled”, “Offer Pending”, etc.).

<input type="checkbox"/>	Smith, Roy	5320709		•	05162011 371- 0012- 05162011	05/24/11	N/A	8/21/2011	No	Yes	No
<input type="checkbox"/>	Test, Susan	5319658			05162011 371- 0012- 05162011	05/24/11	N/A	8/21/2011	No	No	No
<input type="checkbox"/>	Thigpen, Nicole	5320741		•	05162011 371- 0012- 05162011	05/24/11	N/A	8/21/2011	No	Yes	No
<input checked="" type="checkbox"/>	Ward, Hines	5320788		•	05162011 371- 0012- 05162011	05/24/11	N/A	8/21/2011	No	No	No

Rejection Pending

15 records found.

== Select ==

== Select ==

Schedule Interview

Make Offer

Hire

Reject

Go

Go

No records found.

Rejection Pending

Email Notify Exam Plan # Action Date Notices Referral Expires Disabled Veteran Veteran RIF Rejection

10. I hired a candidate from the Referred List but it didn’t go to the Approver at the next step. Why?

More than likely when you were filling in the position data, you clicked “Save” rather than “Save and Release” at the bottom of the screen. The “Save” button will place the candidate’s hiring in a “Pending Release” status rather than a “Pending Approval” status and will not send it to the next approver in the hiring process. To send the potential hire to the next step in the approval process, you should click “Save and Release” at the bottom of the position data screen.

11. A new hire failed to show up for their first day of work. What do I need to do?

First, place the new Hire in the rejection category. This action takes the applicant out of the approval stage. Second, submit a new requisition with a note in the comments section. SPB staff will tie the existing referred list to the new requisition, and resubmit to the agency. Finally, Select a new hire and resubmit to SPB staff for approval.

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12. Who do I contact if I have questions?

For questions related to the recruitment life cycle or general functional questions, you can contact MSPB at 601-359-1406. For security questions, you can contact the MMRS Call Center at 601-359-1343 or via MASH email (mash@dfa.state.ms.us). For further security information, please refer to question # 1.