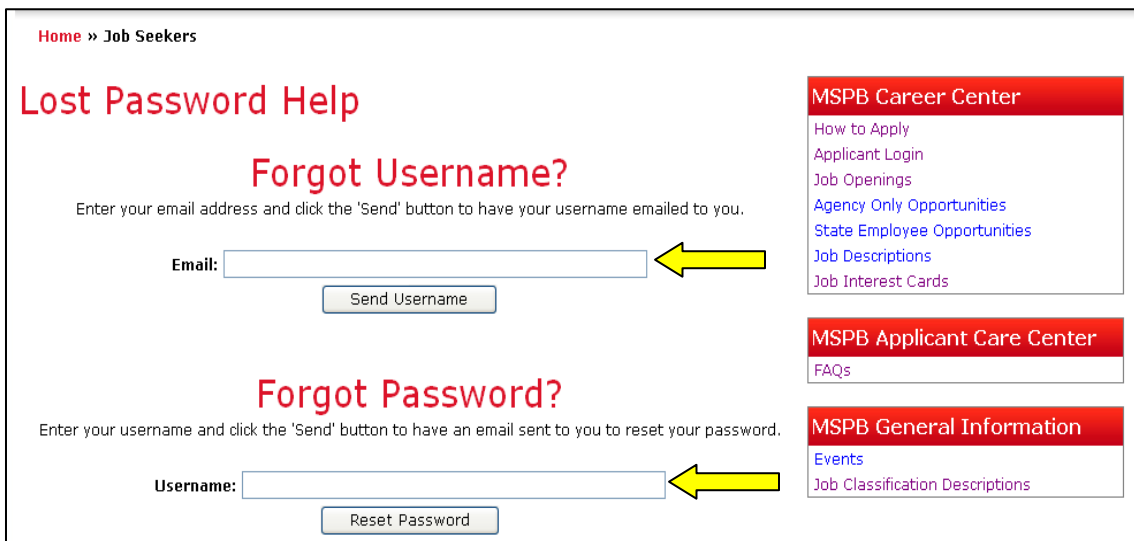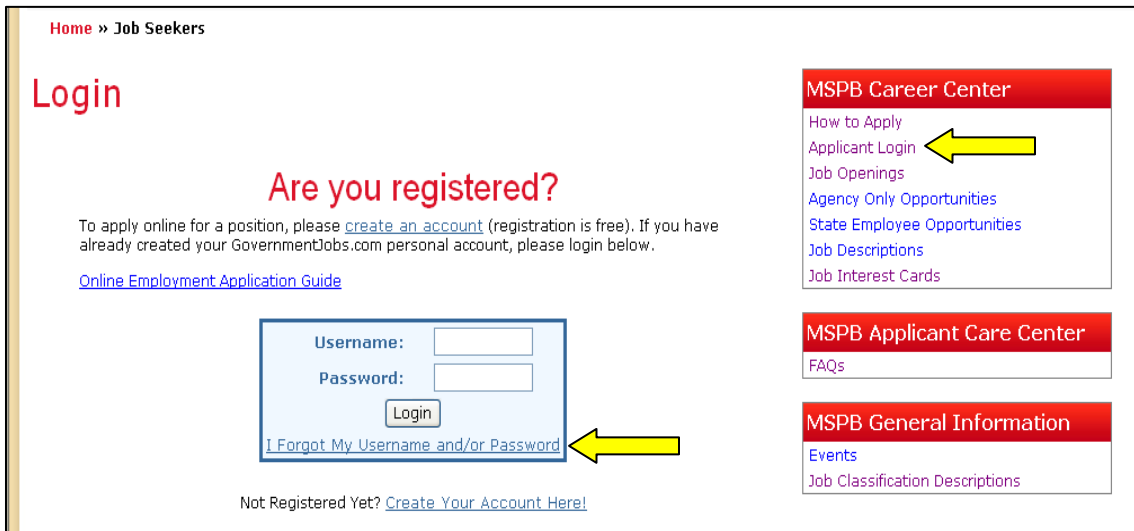# NeoGov Insight – Applicant Frequently Asked Questions (FAQs)

Applicant FAQs

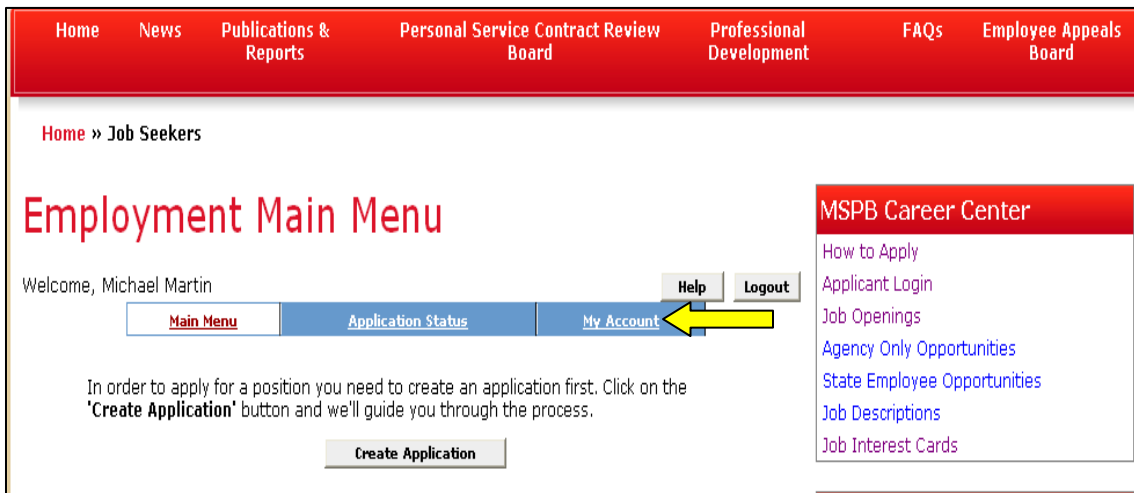1.   I don't remember my username or password?

At the Mississippi State Personnel Board applicant site, there is a "MSPB Career Center" box on the right side of the screen. Clicking on the "Applicant Login" link will take the user to the Login screen, which contains both the Job Seekers Login but also a link titled "I Forgot My Username and/or Password", which can assist users in retrieving either their Username and/or Password. To retrieve your Username, you will need to enter and have access to the email address which you used when signing up for a user account. To retrieve your password, you will be required to enter your Username.
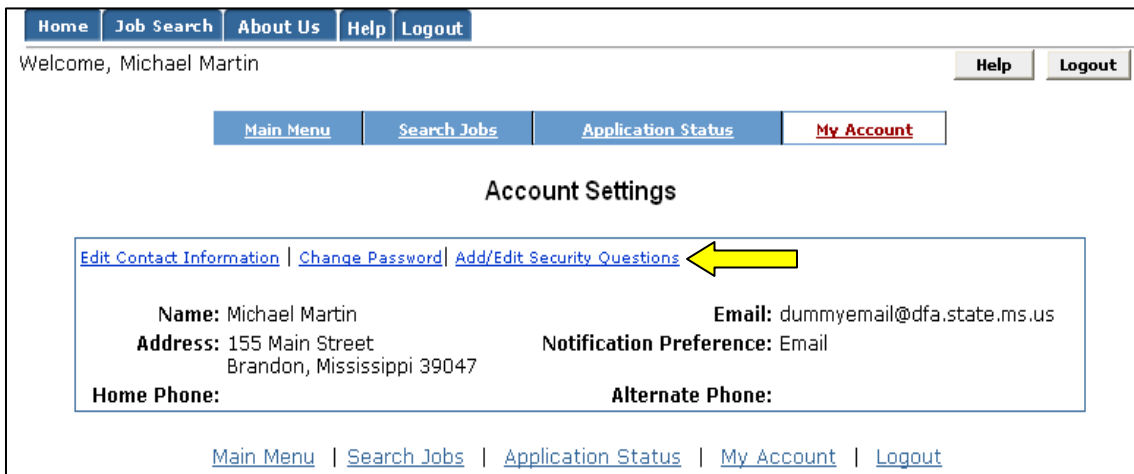
2.   How do I modify my Personal Profile information, such as my email address, phone number or account password?

After logging in to the system, you can click on the "My Account" link, which will take you to the Account Settings screen. From this screen you can change your Name, Phone Number, Email, Notification Preference and Mailing Address, as well as your account Password and Security Questions.
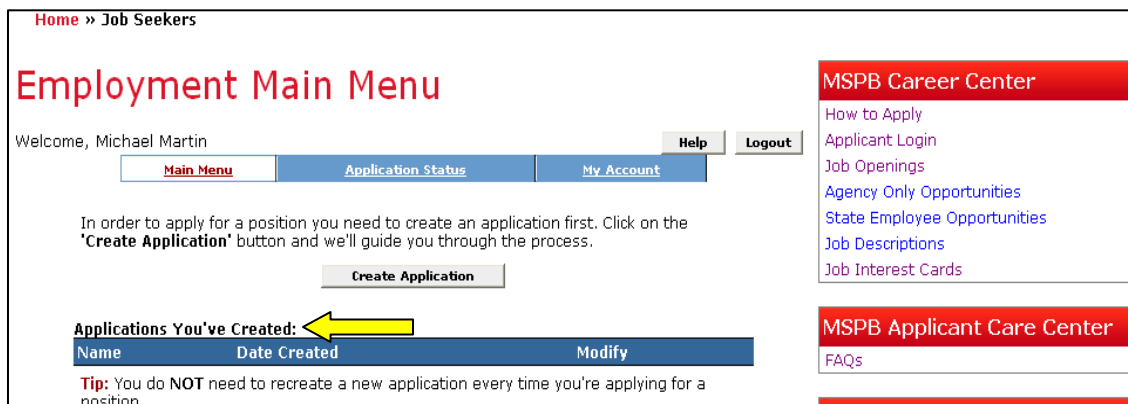
3.   Do I have to apply for each job posting separately or is there a way to select more than one job at a time?

You must apply for each job posting separately but do not have to begin each job application from scratch, since the system stores your previous applications.

4.   Is it possible to submit only my resume and/or cover letter instead of filling out an application?

A resume and/or cover letter can be submitted in addition to the application, but cannot be substituted for a completed application, unless otherwise noted on the job posting.

5.   What are the advantages of applying online versus through the paper application?

- **You do not have to recreate an application every time you want to apply for a position, you can use the same application to apply for multiple jobs**

- **Your application is received instantly by MS State Personnel Board after you certify and submit it**
- **A record of the jobs you have applied for as well as your application(s) is kept inside the NeoGov system and can be accessed by you**

6.   I do not have an email address, what can I do?

An e-mail address is required to create an online profile to apply for positions. Each applicant must have their own, unique email address. There are many Web sites such

as mail.yahoo.com, mail.AOL.com and mail.google.com that allow you to set up free e-mail accounts.

7. How do I obtain a copy of my online application or the job posting after it has expired?

- **You can print a copy of your application at the end of the application process or you may   print your application through the "Application Status" link of your online profile.**

- **If your application was submitted online, a copy of the job posting is retained with your profile. Log into your profile and click on the "Application Status" link to view previously submitted applications.**

8. I did not receive an email notification stating that my application had been received. Why not?

Verify you've listed the correct e-mail address in your profile and that you are able to receive e-mails. Also, make sure you've completed all steps of the application including accepting the certification. If you have spam blockers, the confirmation e-mail may have been received as junk mail.

9. How do I check the status of a position that I applied for?

You should first check the status of your application by logging into your profile and selection the "Application Status" tab.
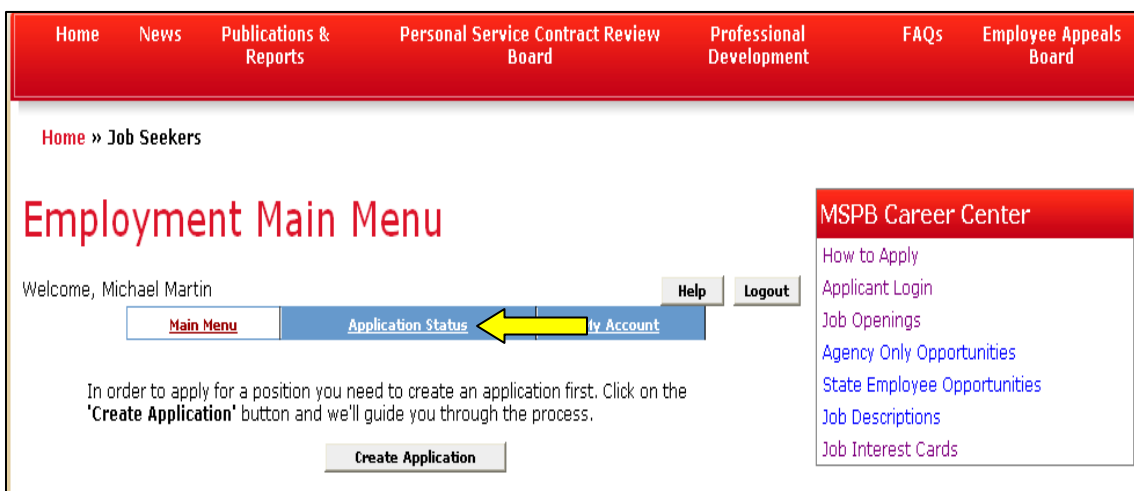
10.   Who do I notify of a change in my contact information?

Once you update the information in your online profile, future applications will include the updated information.

11.   How do I update the categories that I am interested in on the Job Interest Cards?

After logging into your NeoGov account and selecting the "Job Interest Cards" option Under MSPB Career Center, you can deselect any individual categories in which you are no longer wish to receive notifications. You also have the option of selecting the "Clear All Categories" option, which will clear all of your selections and then allow you to reselect only the options that you are still interested in.
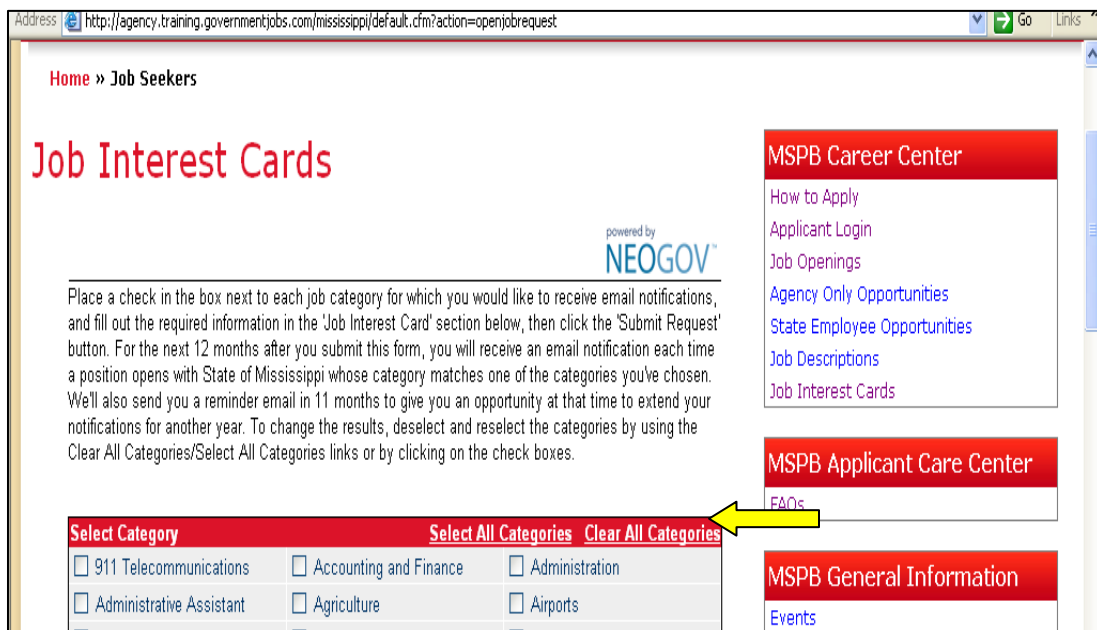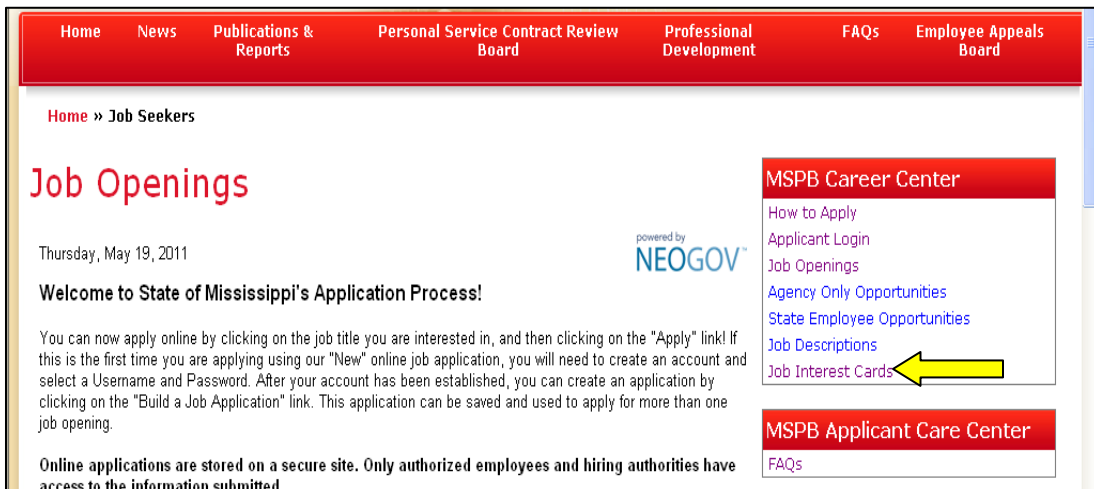
13. Who can I contact if I have questions?

   For questions related to the application process 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).