NEOGOV

Agency Insight Reference Guide

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Appendix

Before You Begin

The single sign-on link to access NEOGOV is:

https://login.neogov.com/Signin?siteCode=IN

Before starting the requisition process, you should be aware of the following:

- When creating a requisition, you should assign a specific position number to it so that the information pre-populates later in the process on the Hire Form. This allows for metrics reporting. Please do not change pre-populated fields, API fields, or SCSC fields on the requisition.

- Ensure the online position description is accurate.

- When an HR staff member is going to be out of the office, he/she should reassign any pending job postings to another staff member so that someone else has access to the posting and exam plan. In the case of an unexpected absence, the HR office should contact the Staffing Services Division at 717-787-5703 to reassign the job posting.

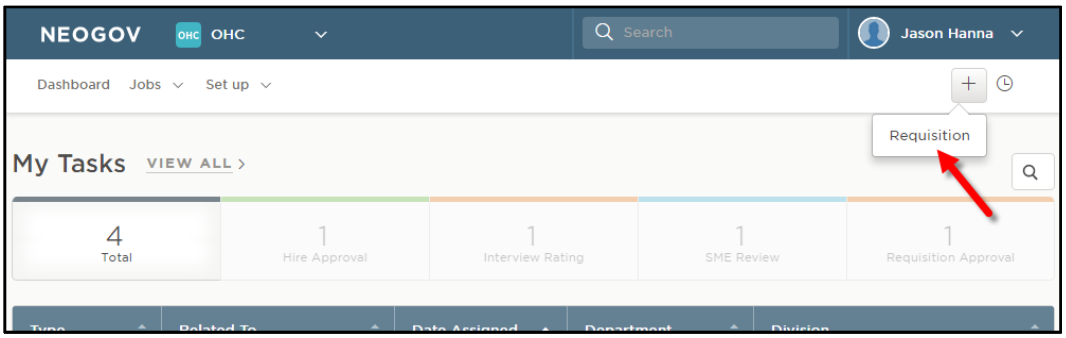
Module 1: Requisitions

When a hiring department has an open position, they'll submit a requisition as a request to fill the vacancy.

There are three methods to begin the process of creating a requisition:

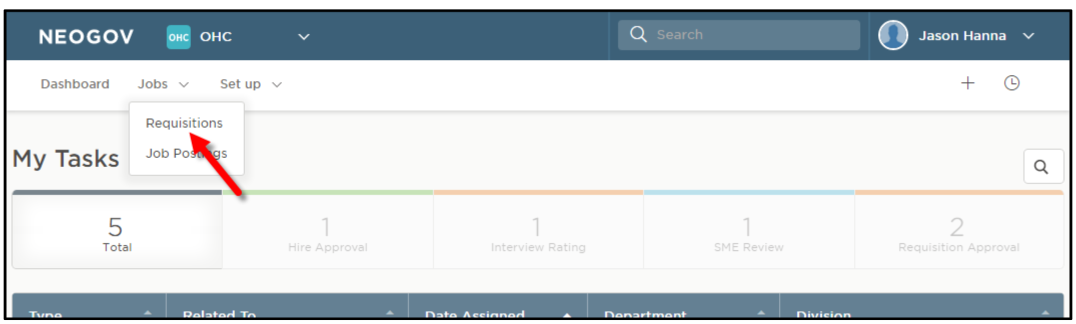
Method 1

In the OHC environment, on the [+] menu, click Requisition from any page.

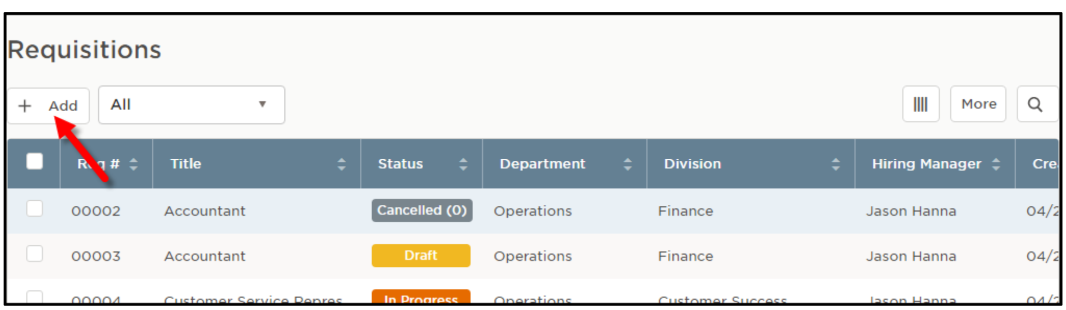


Method 2

On the Jobs menu, click Requisitions.

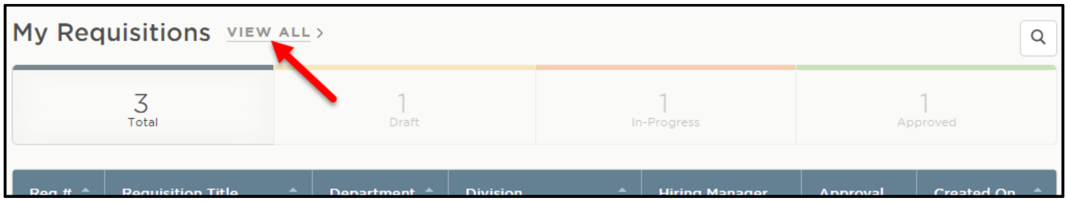


Then click Add.

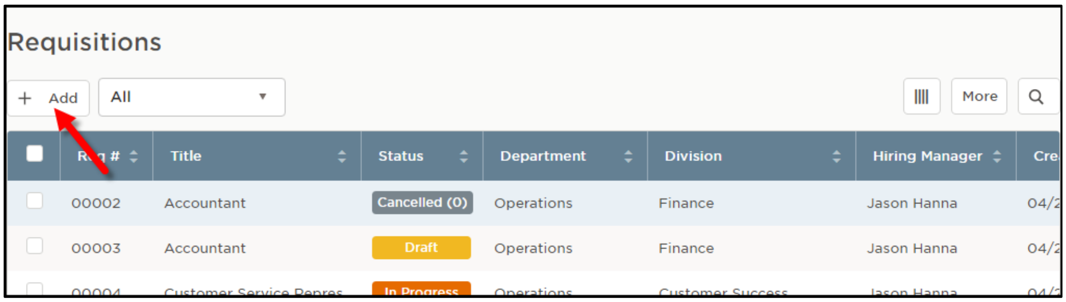


Method 3

From the My Requisitions section on your dashboard, click VIEW ALL.

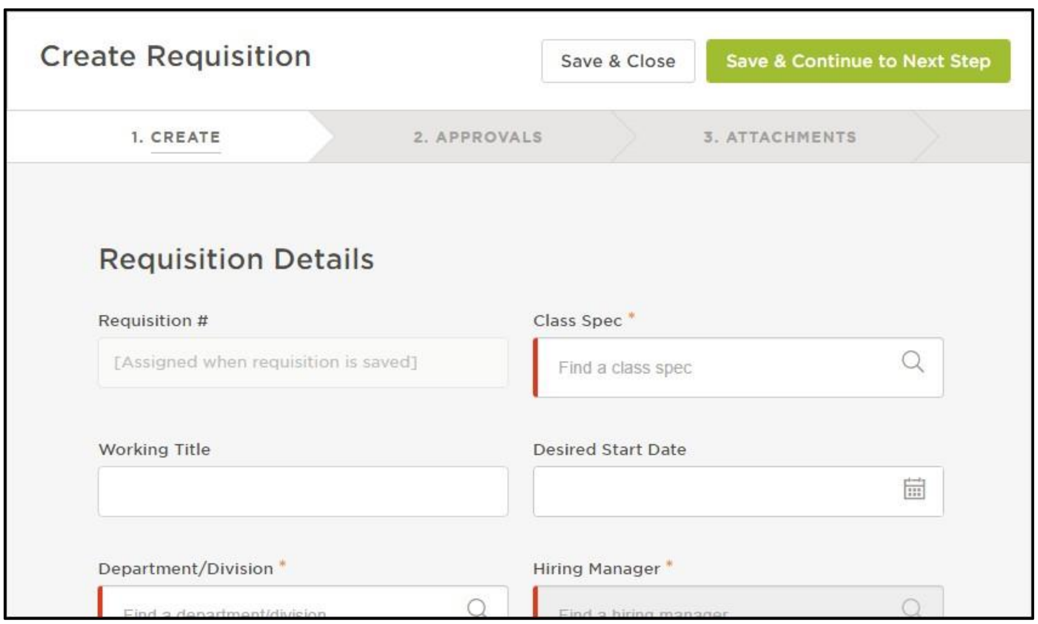


Then click Add.



Create a Requisition

1. The first of three requisition form pages will display.



*Please Note:
The requisition form will have radio buttons to differentiate between non-civil service external, civil service external, internal, and simultaneous (internal and external) NCS postings.

Internal = recruiting for current Commonwealth employees (including agency specific).

External = recruiting for non-Commonwealth employees.

*Please Note:
If creating a requisition for a senior level position, you must select your agency's SL department code. E.g. 81SL.

2. Complete the requisition form page and click Save & Continue to Next Step. Refer to the chart below for definitions of each field, if needed.

The fields: (* Required field)

Field	What to Enter
* Requisition #	Will be automatically assigned when the requisition is saved. During the approval process, the requisition number will be amended and prefaced with a C, I, N, or S. C = Civil Service Exam List Request I = Civil Service or Non-Civil Service *Internal* Request N = Non-Civil Service External Request S = Simultaneous Request (Internal and *NCS* External)
* Department/Division	Select your agency/division combination from the search.
*Job Spec	Select the appropriate class spec from the search.
Working Title	This will pre-populate upon selection of a position and will be prefaced by a 4-digit organization code and a county code after saving.
Desired Start Date	Enter desired start date.
* Hiring Manager	Select hiring manager(s).
Job Type	Select a Job Type from the dropdown.
List Type	Leave this field blank.
Vacancies	Enter the number of vacancies.
Position	Select the position number(s).
Comments	Enter comments regarding the requisition.
Posting Type	Select the appropriate posting type. NOTE: The Civil Service Exam option should only be used for list requests.
Seasonal Program Type	If the request is related to an agency seasonal program, select the appropriate program type.
Candidate Recruitment Options	Select the appropriate recruitment method(s) being utilized for the vacancy.
CS Exam List – Certification Type	Select the appropriate Civil Service List Type (i.e. Code 11, Code 12).
CS Exam List – Preference Type	Select the hiring preference for the Civil Service List being requested; either State-Wide, County, or District/Region Preference.
CS Exam List – County Preference	Only complete if choosing the county preference type in the above field. Select the county or counties where hiring preference will be given.
CS Exam List – District/Region Preference	Only complete if choosing the district/region preference type in the above field. Select the district(s) where hiring preference will be given.
KSAs	Indicate whether there are any special knowledge, skills, or abilities required for the vacant position(s).
CS Selective Cert Criteria	Only complete if requesting a Selective Certification with the State Civil Service Commission. Choose the type of criteria being used for the selective certification.
CS Selective Cert Description	Only complete if requesting a Selective Certification with the State Civil Service Commission. Provide a detailed description of the select certification criteria being requested.
CS Selective Cert Approval	HR & SCSC use only. Indicate whether the selective certification was approved or denied.
Pos Desc Link	This field will pre-populate based upon selection of a position.

Cost Distribution & Roles	This field will pre-populate based upon selection of a position.
Complement Fund	This field will pre-populate based upon selection of a position.
Complement Control Fund Center	This field will pre-populate based upon selection of a position.
Confidential Indicator	This field will pre-populate based upon selection of a position.
Fair Chance Exemption	This field will pre-populate based upon selection of a position.
Dept Code	This field will pre-populate based upon selection of a position.
Org Name	This field will pre-populate based upon selection of a position.
Org Address1	This field will pre-populate based upon selection of a position.
Org Address2	This field will pre-populate based upon selection of a position.
Org City	This field will pre-populate based upon selection of a position.
Org Zip	This field will pre-populate based upon selection of a position.
Location	This field will pre-populate based upon selection of a position.
Type Svc	This field will pre-populate based upon selection of a position.
Barg Unit	This field will pre-populate based upon selection of a position.
Pay Group	This field will pre-populate based upon selection of a position.
Pay Scale	This field will pre-populate based upon selection of a position.
Salary	This field will pre-populate based upon selection of a position.
Hourly	This field will pre-populate based upon selection of a position.
End Date	This field will pre-populate based upon selection of a position.
Contact Name	Enter contact name.
Contact Email	Enter contact email.
Contact Phone	Enter contact phone number.

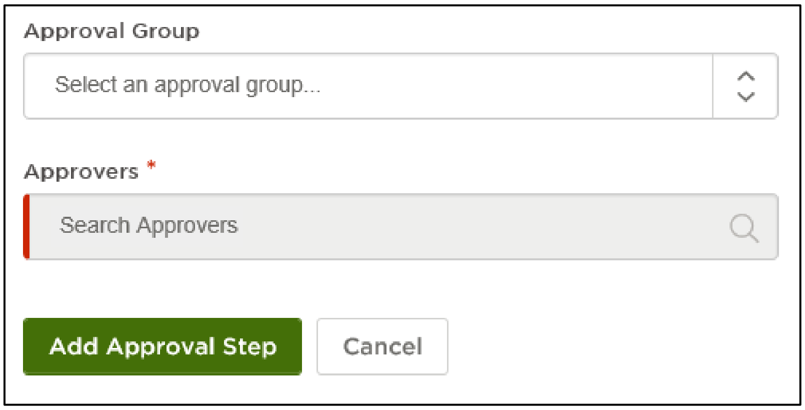
*Please Note:
For a civil service external vacancy, a minimum of two requisitions must be submitted (Code 22 and Code xx). The initial requisition should include a completed Job Posting Form and the SCSC Examination Development Information Form (if requesting changes to an existing exam or if no exam exists). The initial requisition number should be referenced in the comments section of all subsequent requisitions for that vacancy.

3. If you have an approval workflow template, it will display on the second requisition form page. In the event of a special circumstance that requires changes, click the edit pencil icon and complete your updates. Any changes will only be applied to this requisition, not to the pre-defined approval workflow.

*Please Note:
Users must be added as a hiring manager on the requisition to have access to the referred list.

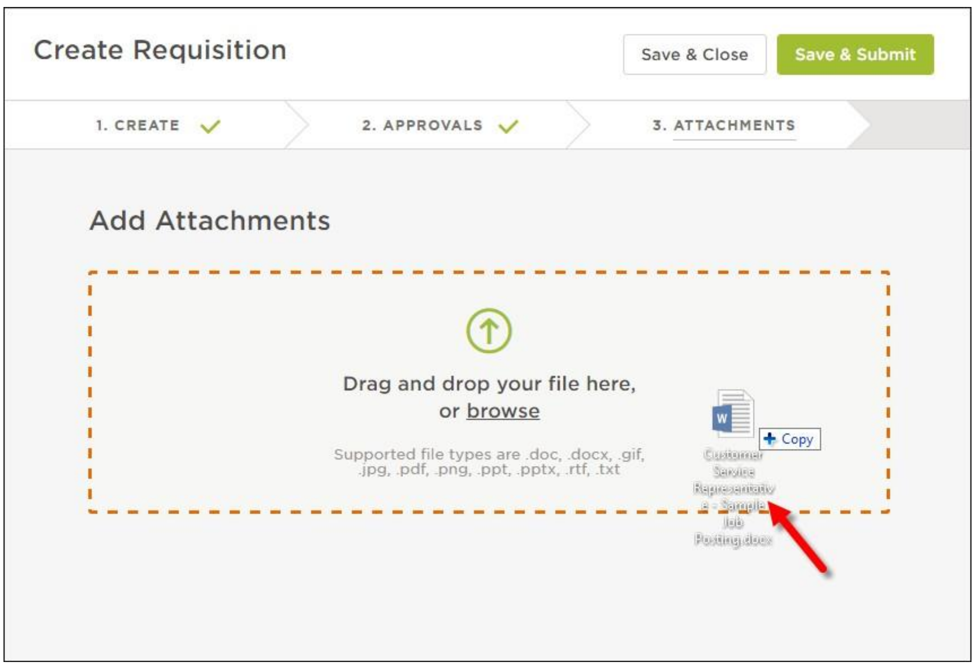
4. To add an approval step, click the Add Approval Group button located below the approval steps.

5. Select an approval group from the Approval Group dropdown and choose an approver from your list of approvers. Click Add Approval Step to add your approver.



6. Click Save & Continue to Next Step.

7. Drag any file attachments to the third requisition form page and click Save & Submit.



*Please Note: Attachments should include a completed Job Posting Form. For NCS jobs, you may include draft supplemental questions, if applicable. For CS jobs, you must include the SCSC Examination Development Information Form, if requesting changes to an existing exam or if no exam exists.

Note: If you're not quite ready to submit the requisition, click Save & Close. The requisition will display on your dashboard in the My Requisitions section as a draft.

Approve a Requisition

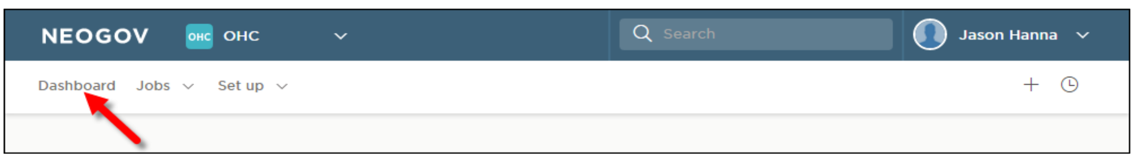
In the My Tasks section of your OHC dashboard you can review a requisition sent to you for approval. Select the pending requisition and choose approve, deny, or hold. The cancel selection is not available for approvers. A requisition must be cancelled by the person who created it or someone with the HR Liaison role. Additionally, if a requisition has been approved, it can be cancelled by an HR staff member with Insight access.

*Please Note:
If undertaking a dual, triple, or quad posting, the initial requisition will be created and approved in OHC. Additional requisitions can be created by HR in Insight. There is a one-to-one ratio of exam plan to posting, so if you want multiple postings, you must use multiple exam plans. You may attach multiple requisitions to one exam plan.

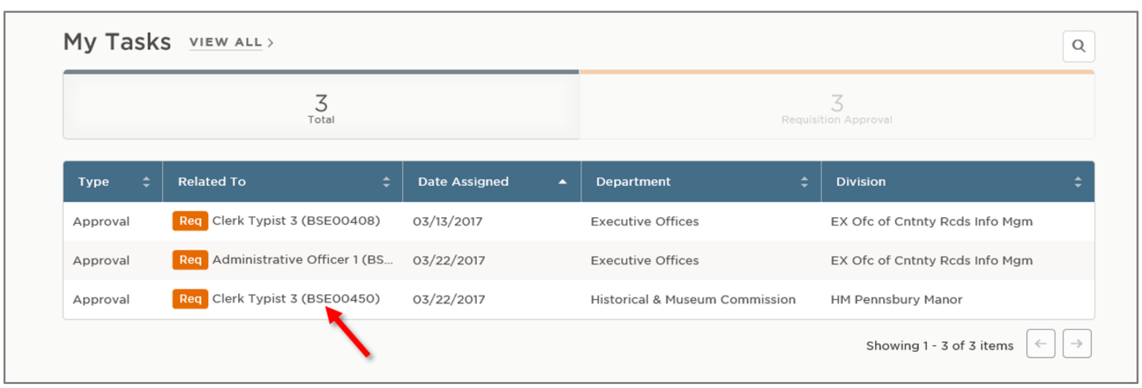
*Please Note:
While multiple users can be added as approvers in each group, the opportunity to take action in each approval group is on a first-come, first-serve basis.

Steps to Approve a Requisition

1. If you're not already viewing your OHC dashboard page, click Dashboard from the upper left.

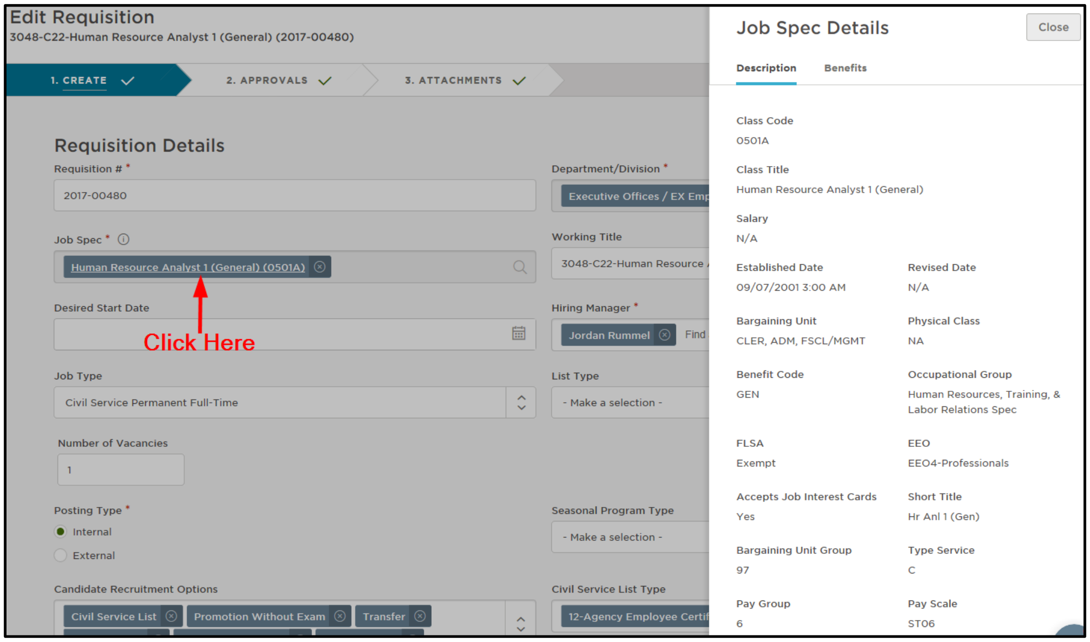


2. From the My Tasks section, click the requisition pending your review.



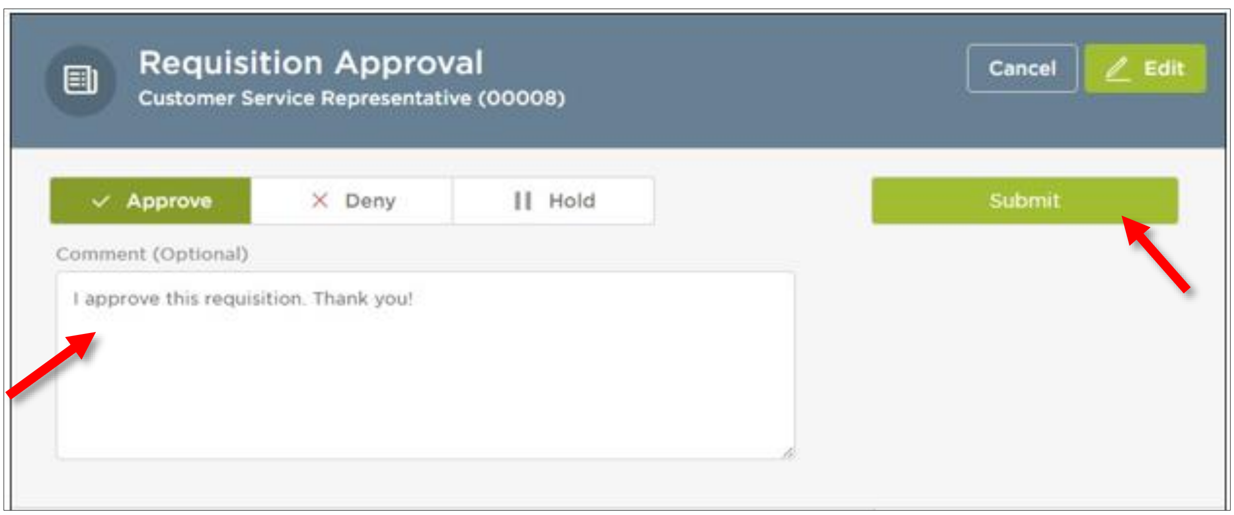
*Please Note:
BTAP staff will add an N, C, I, or S before the org code in the Working Title field; they will do this by editing the requisition during the approval process. This distinguishes, for their purposes, if the posting is NCS external, CS external, internal, or a NCS simultaneous internal/external. These indications must be deleted on the actual job posting so it does not display to applicants.

3. You can view the Job Specification details by clicking on the name of the Job Spec.



*<u>Please Note</u>:
This feature is only available in create or edit mode.

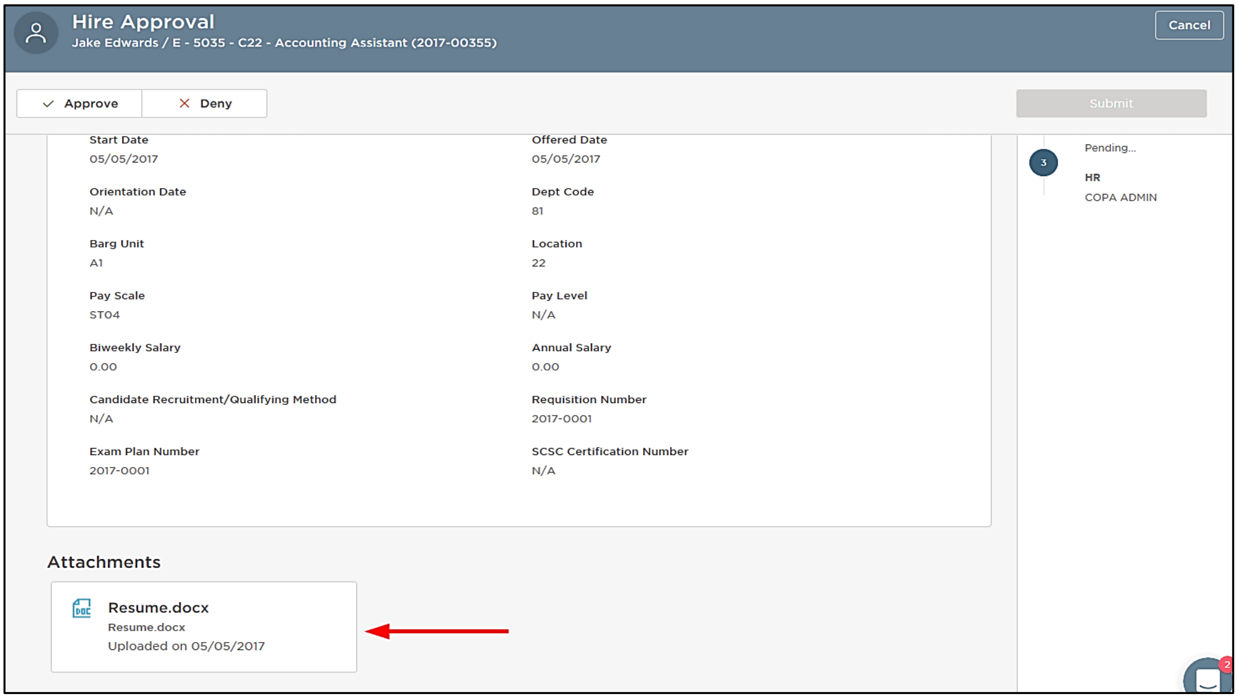
4. Click Approve, type any comments, and click Submit.



*<u>Please Note</u>:
If a requisition is put on hold or denied, the originator of the requisition will receive an email notification.

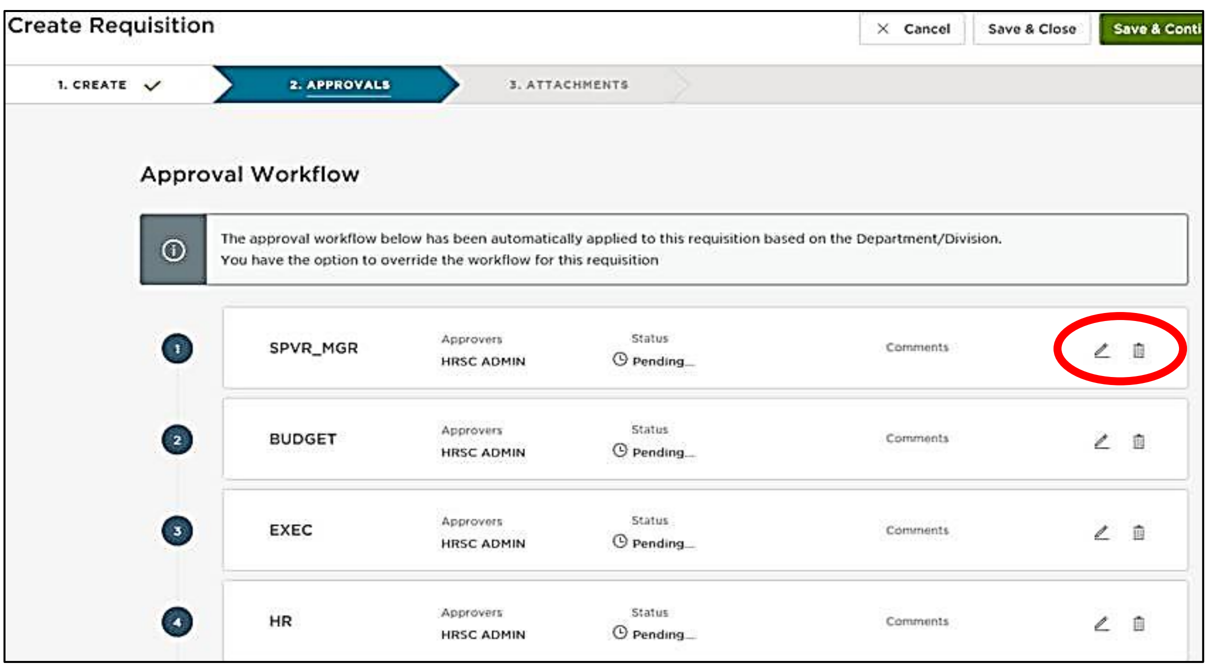
*<u>Please Note</u>:
BTAP will indicate in the comments section if there are no furloughees and will include their initials.

Users approving a requisition or hire action can view and download attachments.

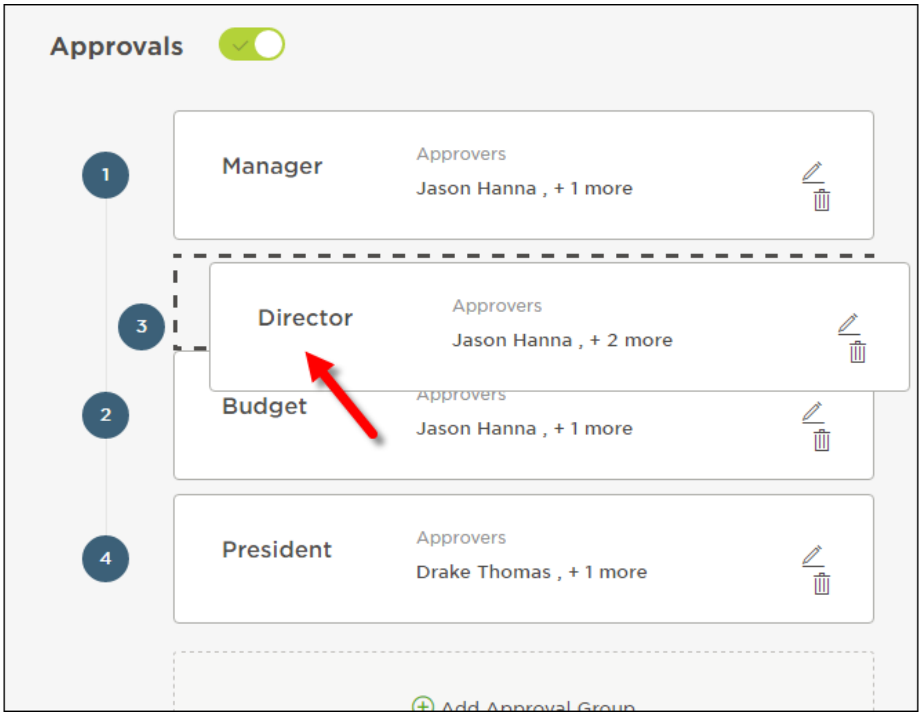


Modify an Approval Workflow

If you have an approval workflow template, it will display on the second requisition form page. In the event of a special circumstance that requires changes, click the edit pencil. Click the trash can icon to delete an approval step.

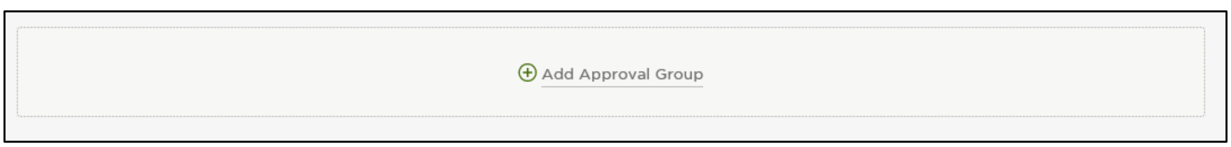


Updates can be easily completed with a drag and drop operation. Any changes will only be applied to this requisition; not to the saved approval workflow template.

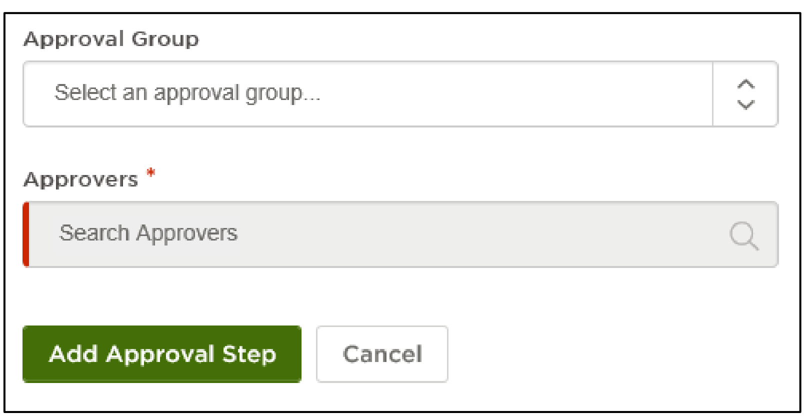


*Please Note:
Agencies have chosen their workflow process and should attempt to use that pre-defined process as much as possible for both consistency and reporting purposes. Please stress to non-HR hiring managers and approvers that they should not alter the established workflow.

1. To add an approval step, click the Add Approval Group button located below the approval steps.

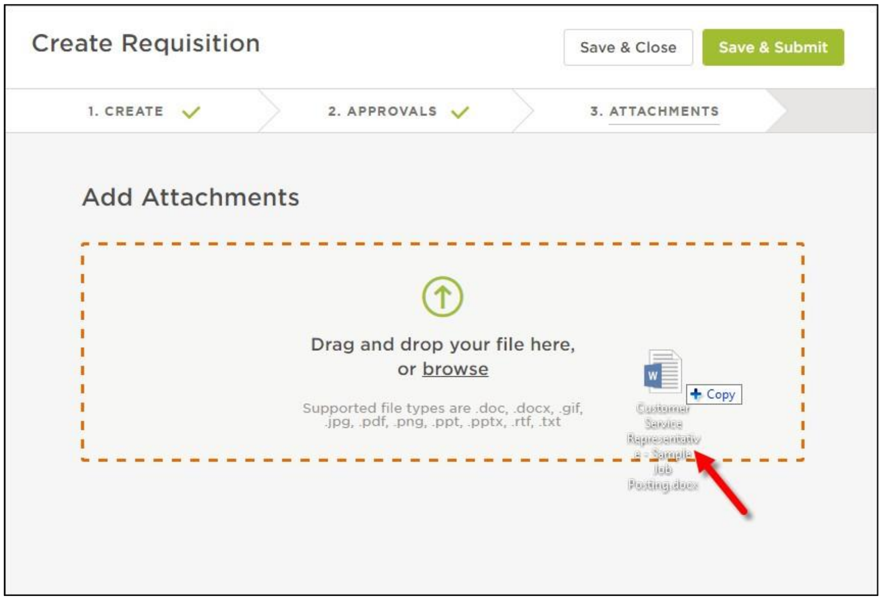


2. Select an approval group from the Approval Group dropdown and choose an approver from your list of approvers. Click Add Approval Step to add your approver.



3. Click Save & Continue to Next Step.

4. Drag any file attachments to the third requisition form page and click Save & Submit.



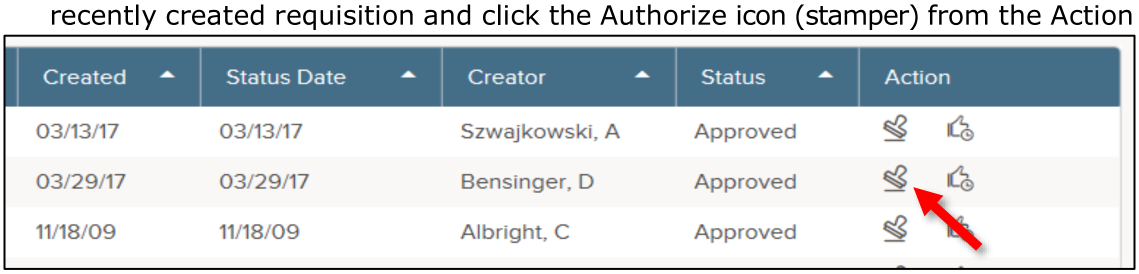
Note: If you're not quite ready to submit the requisition, click Save & Close. The requisition will display on your dashboard in the My Requisitions section as a draft.

Authorize a Requisition

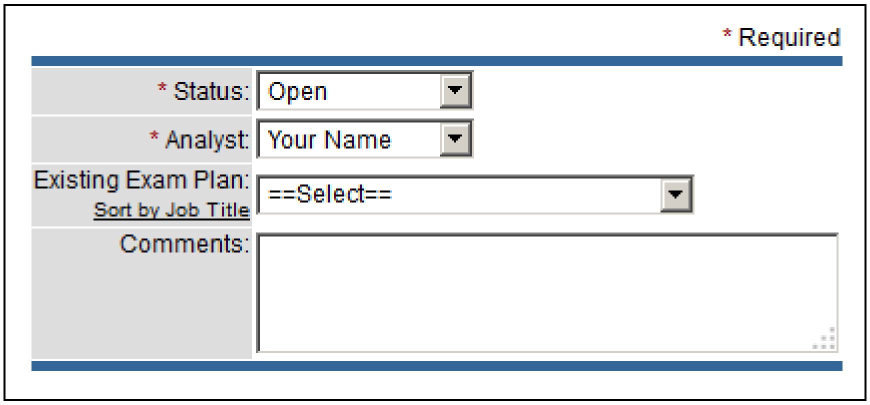
Insight users configured to receive requisition notifications are notified, via email, about the new requisition. This notification serves as an action trigger to authorize the requisition.

1. Click Requisitions from the Jobs menu.

2. The first view displays all requisitions with an approved status. In other words, they have been approved by all groups, and now they're awaiting HR authorization. Locate your recently created requisition and click the Authorize icon (stamper) from the Action column.



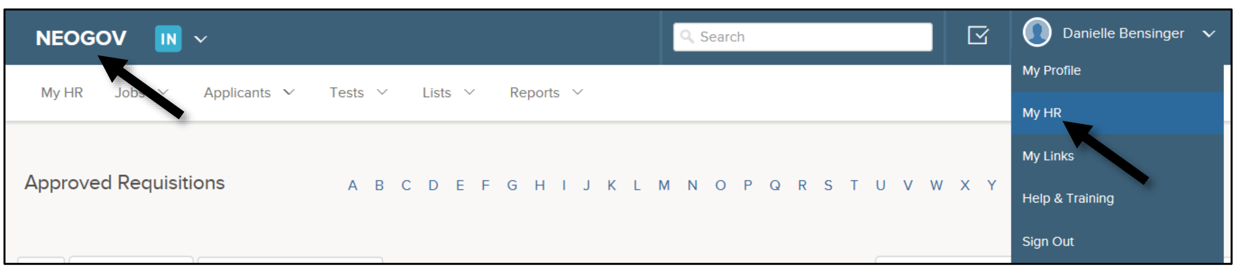
3. Change the Status from Approved to Open and select your name from the Analyst dropdown. Do not select an exam plan from the Existing Exam Plan. This field is only used if you're retrofitting a requisition to a previously-created exam plan, or if a requisition is created for the same job where a current list of eligible candidates can be referred to the hiring department, without the need of starting a new recruitment.



*Please Note: Agencies must have an exam plan template.

4. Click Save. Once the requisition is assigned, it will be available on the assigned user's Insight dashboard. The next part of the process is to create an exam plan for the vacancy.

5. Return to the My HR page. This can be done one of two ways: click NEOGOV or click My HR on the Profile menu.

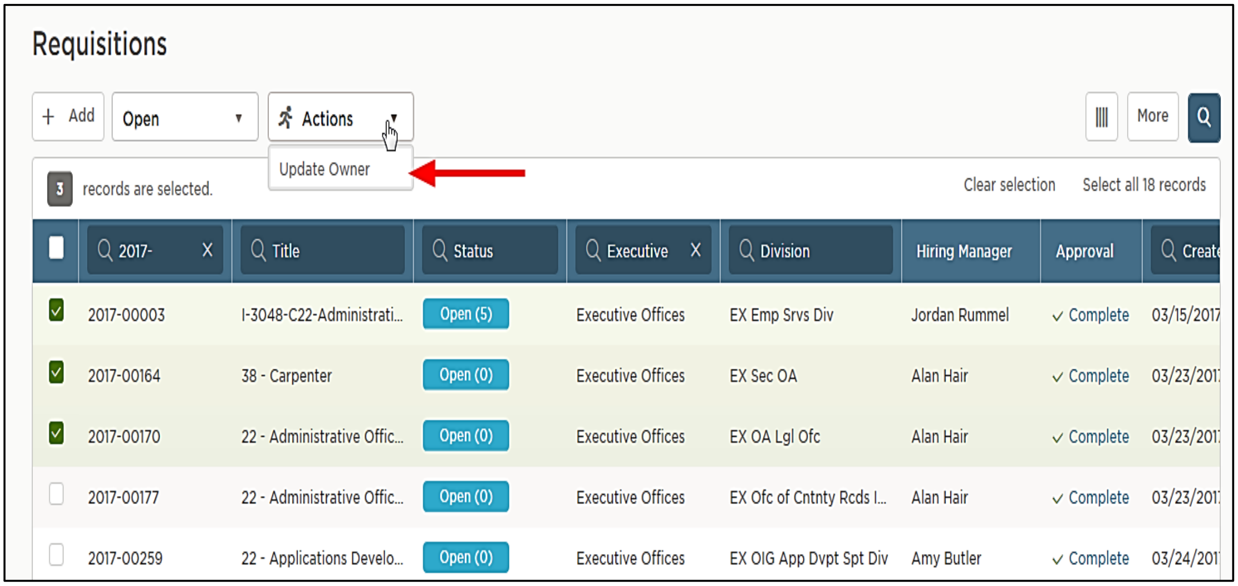


6. The requisition displays from your My HR page, Requisitions section, as you are now the assigned analyst. From the Exam column, a Create Exam link is available. Once the exam plan is created, this will be replaced with a number for quick access to the exam plan.

Reassign a Requisition's Creator/Owner

You can reassign one or more requisitions to a different owner using a bulk action on the requisition page in OHC.

1. From your OHC Dashboard, scroll down to the My Requisitions section. Click on View All.
2. Select one or more requisitions for which you would like to change the creator/owner.
3. Click on the Actions button and then click on Update Owner.



4. Use the New Owner box to search for the user to whom you'd like to reassign the requisition.

5. Click Save. You will receive a message confirming the reassignment. Click Yes, Update.

Module 2: Exam Plans

What is an exam plan?

An exam plan is a central hub for many recruitment processing activities. From the exam plan you can track recruitment activities and view associated records. It may help to think of the exam plan as a recruitment folder. Your recruitment work is stored within this folder. See the sections grid on the following page for more details.

Edit Exam Plan Audit Trail

Exam Title	**Human Resources Analyst**	Department	**Human Resources**
Exam Number	**00002**	Division	
		Vacancies	**1**

Job Posting Add New

Job #	Job Title	Status	Last Updated	Assigned To

Recruiting Plan Add New

Ad Type	Ad Name	Requested Date	Start Date	End Date	Action

Evaluation Steps Add Step View Applicants (0) View Applicants by Step (0) App Flow Print Apps

Step	Evaluation Step	Weight	Results	At Step	Action

Advanced Filters Add Evaluation Step Filter Add Eligible List Filter

Title	Created By	Filter Type	Action

Eligible Lists Add New Show Archived Eligible Lists

List Name	List Type	Expiration Date	# On List Total	# On List Active	Action
Default List	Regular	N/A	0	0	Edit View Candidates Audit Trail

Requisitions Add New

Req #	Title	Department	Date Created	Action
00002	Human Resources Analyst	Human Resources	03/06/2015	Edit Authorize Disassociate Referrals

Tasks Add New

Subject	Status	Priority	Due Date	Assigned To	Action

Notes Add New

Note Title	Note	Last Updated	Note Owner	Action

Files Add New

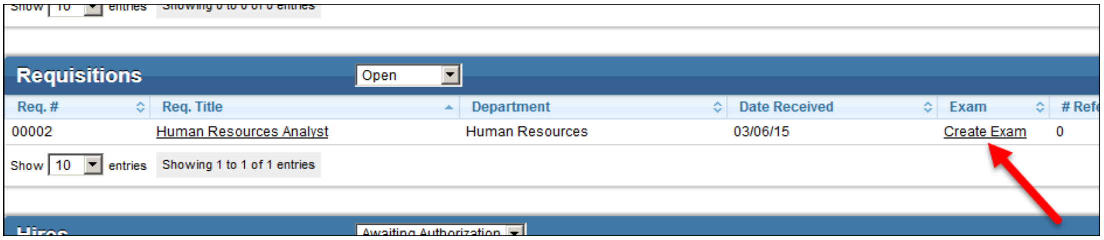
Attachment Title	Date Uploaded	File Name	Action

The sections:

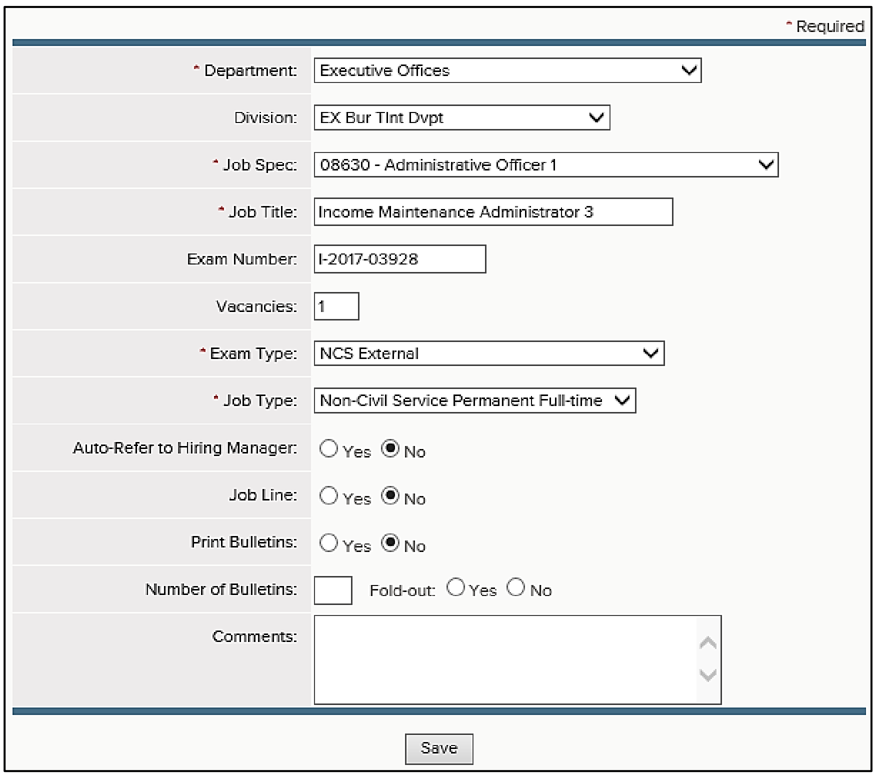
Section	Description
Job Posting	Add a job posting from this section. Once the job posting has been added, you can view, edit, archive/unarchive, and view the audit trail.
Recruiting Plan	Track advertising expenditures from this section. Once an advertising item has been added, you can edit, delete, and view the audit trail. Your Insight Administrator will set up the most commonly used advertising methods, e.g., newspaper ad, radio ad, CareerBuilder.
Evaluation Steps	Add one or multiple selection hurdles for your applicants from this section. Once an evaluation step has been added, you can edit, delete, and view the audit trail. Once job seekers have applied, you can view submitted applications, print applications, and view applicant results and flow reports. This is where you'll spend much of your application screening/scoring time.
Advanced Filters	Add evaluation and/or eligible list filters to find specific groups of applicants from this section. Filters can be based on various data points including master profile, standard application, agency-wide and job-specific supplemental questions, and evaluation step results. Once a filter has been added, you can view, edit, delete, and share.
Eligible Lists	Add subsequent eligible lists from this section. Upon creating the exam plan, Insight automatically creates an eligible list for you. This eligible list, named Default List, has a list type set to Regular. You can edit and view candidates and audit trail for the default and/or subsequent eligible lists. Applicants must go through all evaluation steps prior to being placed on the regular eligible list. Conversely, applicants can be placed on a priority eligible list at any time without the requirement of going through all evaluation steps. Some examples of priority eligible lists include: promotional and transfer. Your Insight Administrator will set up the eligible list types required at your organization.
Requisitions	View the associated requisition(s) from this section. Since you created the exam plan from the requisition, the requisition is automatically associated with the exam plan. Other actions include: add, edit, authorize, disassociate, and view a resulting referred list.
Tasks	Add your other Insight users' recruitment tasks from this section. Once a task has been added, you can edit and delete. The task system will send automated email notifications to assignees regarding assignments, due dates, and status changes.
Notes	Add recruitment notes from this section. Once a note has been added, you can edit, delete, and view the audit trail.
Files	Add (upload) files applicable to the recruitment from this section. Once a file has been uploaded, it can be downloaded or deleted.

Create an Exam Plan

1. From the Requisitions list on your Dashboard, click Create Exam from the Exam column to display the Create/Edit Exam Plan form.



2. The exam plan form will display.



*Please Note:
Exam Type Options are:

SCSC Written Exam (ICE) – *Only for State Civil Service Commission Use*
SCSC Written Vacancy – *Only for State Civil Service Commission Use*
SCSC E&T Exam (Master Exam List) – *Only for State Civil Service Commission Use*
SCSC E&T Vacancy– *Only for State Civil Service Commission Use*
NCS External
CS Internal
NCS Internal
Internship
Furlough

3. Complete the exam plan form. Refer to the chart below for definitions of each field, if needed.

The fields: (* Required field)

Field	What to Enter
* Department	Choose the appropriate department from the dropdown list. If creating the exam plan from a requisition, this field will pre-populate.
Division	Choose the appropriate division from the dropdown list. If creating the exam plan from a requisition, this field will pre-populate.
* Job Spec	Choose the appropriate job spec from the dropdown list. If creating the exam plan from a requisition, this field will pre-populate.
* Job Title	If creating the exam plan from a requisition, this field will pre-populate. This should be removed and replaced with the job title you want candidates to see (i.e. the working title).
Exam Number	If creating the exam plan from a requisition, this field will pre-populate. Update the exam plan number as needed.
Vacancies	Leave this field blank.
* Exam Type	Select the appropriate exam type from the dropdown. Do not use any exam types prefaced with "SCSC."
* Job Type	Select the appropriate job type from the dropdown.
Auto-Refer to Hiring Manager	Leave the default value of No.
Job Line	This field is for tracking purposes only. Leave blank.
Print Bulletins	This field is for tracking purposes only. Leave blank.
Number of Bulletins	This field is for tracking purposes only. Leave blank.
Comments	Enter any additional information about the exam plan.

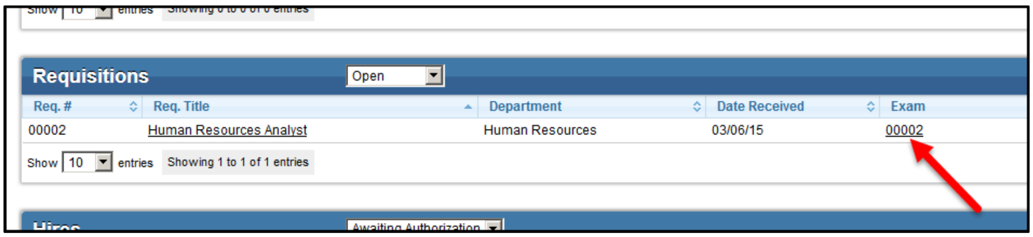
4. Click Save when you're done.

Module 3: Create a Minimum Qualifications Evaluation Step

Creating a minimum qualifications evaluation step is critical to complete prior to accepting applications, as applicants will flow into this step for their initial review. Think of evaluation steps as selection hurdles. Applicants will remain at the evaluation step they fail; all passing applicants should be advanced to the subsequent step.

Steps to Create a Minimum Qualifications Evaluation Step

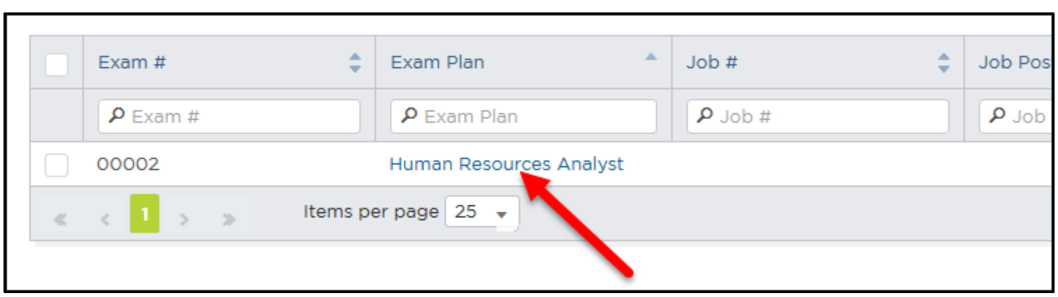
1. If you're not already viewing your exam plan, return. You have a few ways to get there: (1) click the exam number from the My HR page, or (2) click Exam Plans on the Jobs menu and then click the job title from the Exam Plan column.



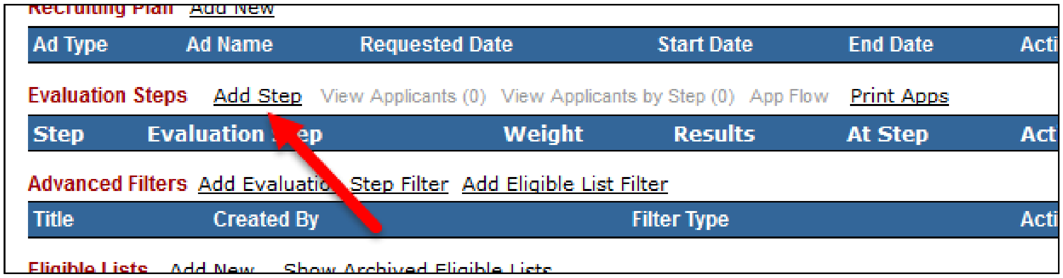
or

*Please Note: The evaluation step must be created using the supplemental questionnaire style step.

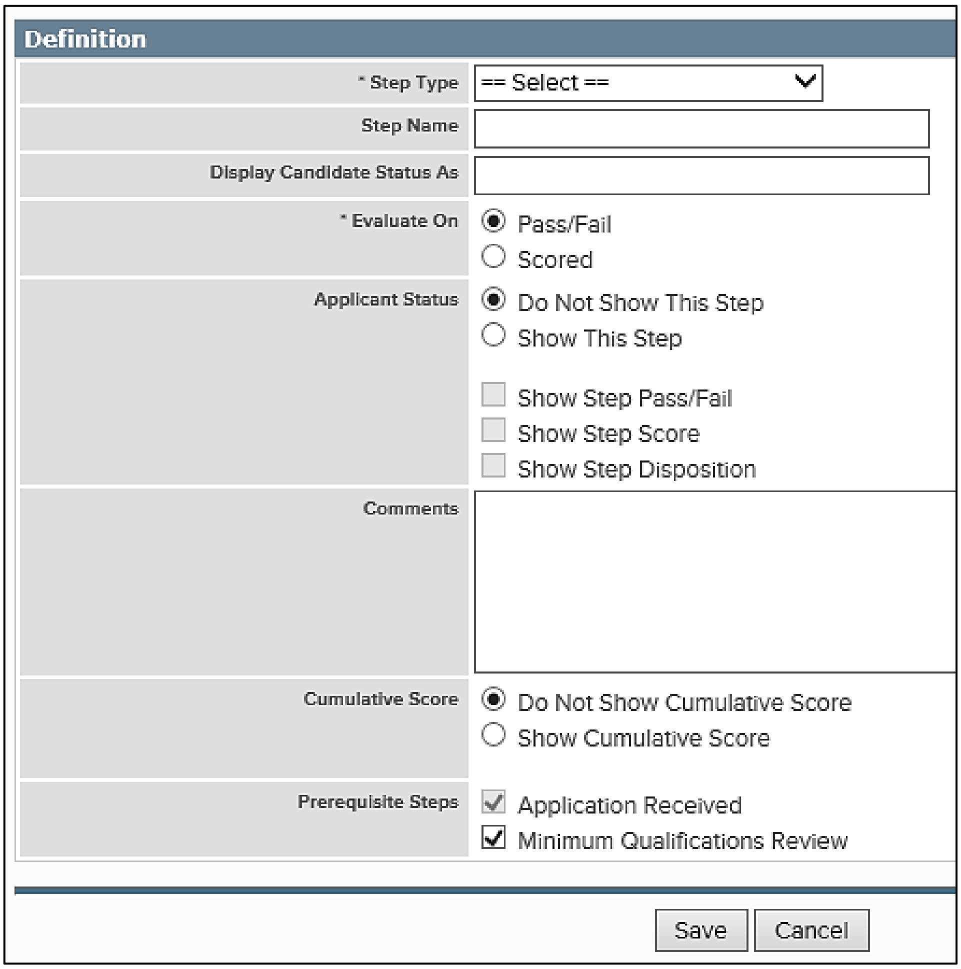
This step should be done prior to the posting going live as part of an exam plan.



2. Click Add Step from the Evaluation Step section.



3. The evaluation step form will display.



4. Complete the evaluation step form. Refer to the chart below for definitions of each field, if needed.

The fields (* Required field)

Field	What to Enter
* Step Type	Select Supplemental Questionnaire, as the review will be based on submitted application materials, including responses to supplemental questions.
Step Name	This will be a minimum qualifications screening, so enter Minimum Qualifications Review, or something similar.
Display Candidate Status As *Please Note: It is important to leave this field blank.	If this step is shown, then this message will display to applicants who log back into the applicant portal to see their current application status. Leave this field blank. "Application Received" will show as the default.
* Evaluate On	This will be a pass/fail step, so leave the default selection of Pass/Fail.
Applicant Status	The Display Applicant Status field should always reflect Do Not Show This Step.
Comments	Enter any additional information about the evaluation step in this field.
Cumulative Score	Since this is a pass/fail step, cumulative score is not applicable. Leave the default selection of Do Not Show Cumulative Score.
Prerequisite Steps	Since this will be the first evaluation step, no steps can be deselected. You will see in subsequent evaluation steps the ability to make preceding steps optional. This allows you to skip steps or move applicants through evaluation steps out of sequence (e.g., from step 1, to step 3, to step 2).

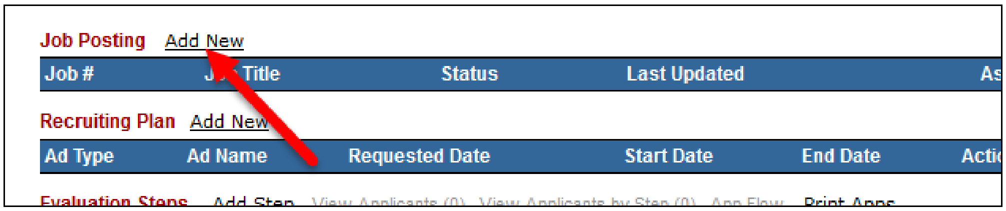
5. Click Save when you're done.

Module 4: Job Postings

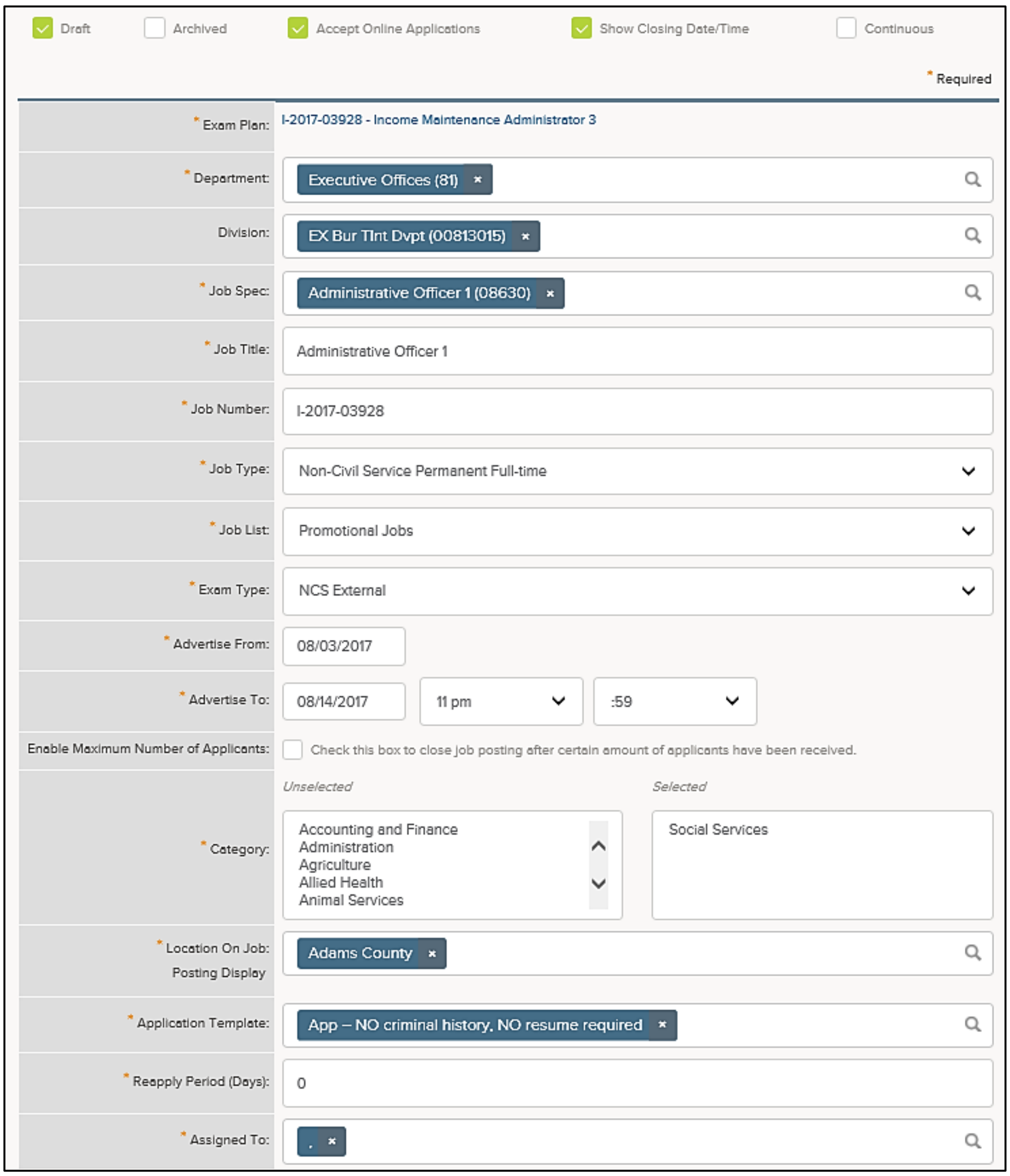
Create a Job Posting

1. If you're not already viewing your exam plan, return back. Again, there are a few ways to get there: (1) click the exam number from the My HR page, or (2) click Exam Plans on the Jobs menu and then click the job title from the Exam Plan column.

2. Click Add New from the Job Posting section.

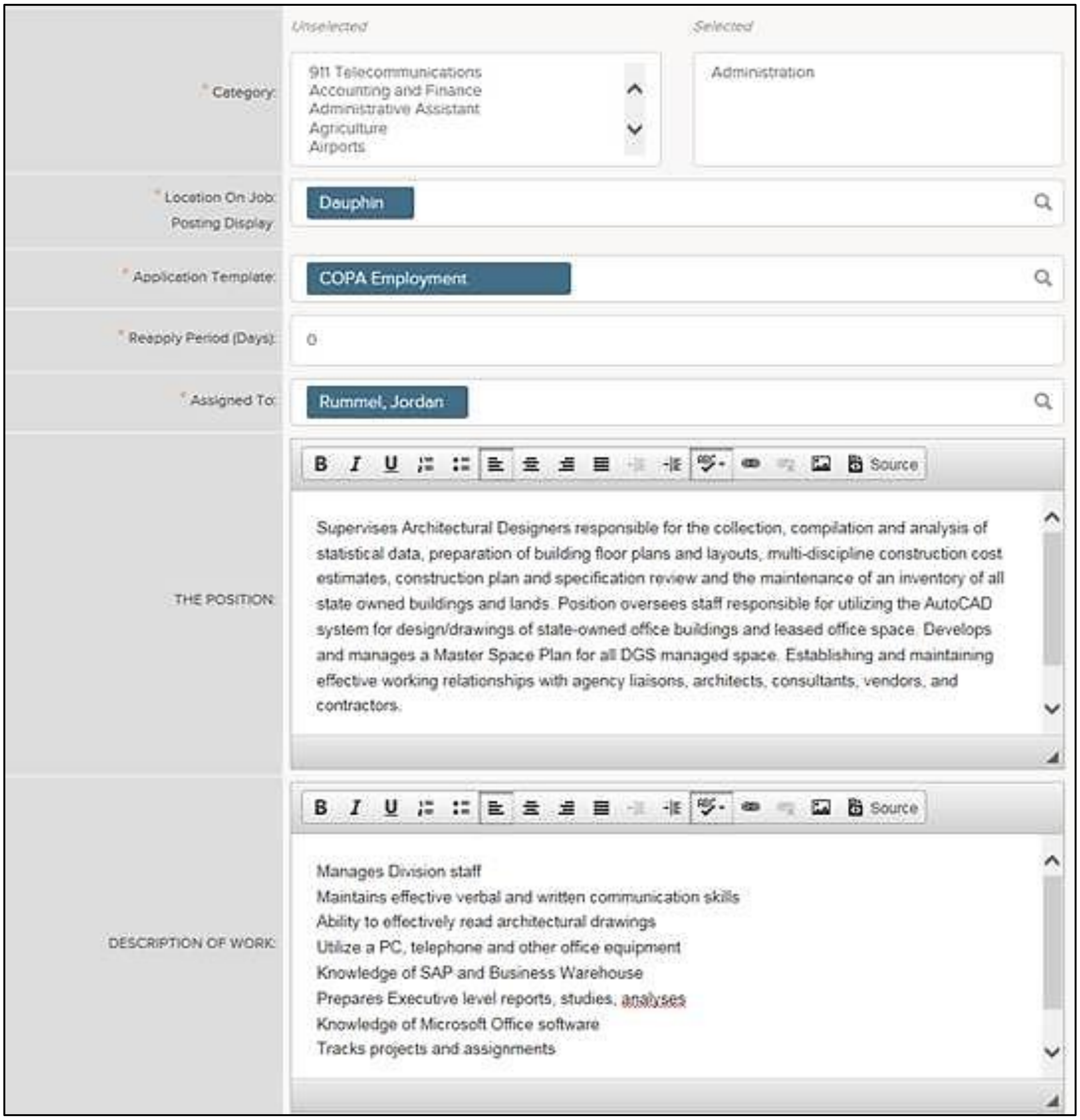


3. The job posting form will display.



*Please Note: Your posting should remain in draft form.

*Please Note: The Job Title field will default to what was entered on the requisition; this should be removed and replaced with the job title you want candidates to see.



*<u>Please Note</u>:
In the Reapply Period (Days) field, we recommend setting this to zero (0). This allows applicants to apply as often as they want during the posting period. BTAP currently sets this field to 0. You can archive duplicate applications.

*<u>Please Note</u>:
In the exam plan, assign yourself so that you always have access to the posting. If you will be out for an extended period, you may want to reassign the job posting to another analyst, so he/she can access the posting.

*<u>Please Note</u>:
The Position section and Description of Work section is where you “sell” the job to candidates. For external postings, this information must be provided on the Job Posting Form, which must be attached to the requisition.

(Continuation of job posting form)

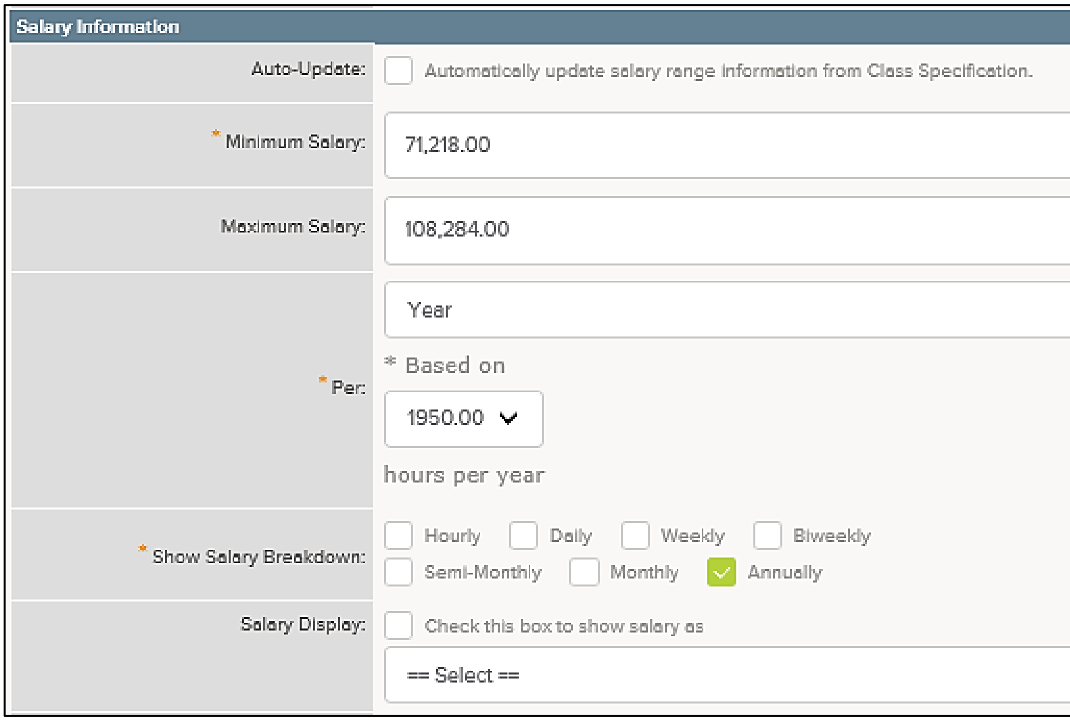
THE POSITION:	This position is open to OIM Staff only. LOCATION TO BE DETERMINED BASED ON THE SELECTED CANDIDATE This position is responsible for the overall administration of the Department's Income Maintenance programs at the local level. The position is responsible for monitoring the work of the Adams, Cumberland and Perry CAOs and for the distribution of work as appropriate. The position works closely with the legislators on issues related to benefits for residents of Adams, Cumberland and Perry Counties.
DESCRIPTION OF WORK:	Directs and supervises CAO staff to ensure that they are providing prompt, courteous, confidential and accurate benefits to clients and adhering to agency rules and regulations and ensures that staff receive proper pay and benefits. Provides direct supervision of two Income Maintenance Administrator I; three Income Maintenance Caseworker Supervisors; one Administrative Officer and one Administrative Assistant. Monitors and evaluates agency performance based on OIM goals and objectives through a review of audits, reviews, reports, Quality Control data, Fair Hearing decisions, case reviews, observation and feedback; and takes corrective action as needed; ensures that employee performance reviews are completed for all staff. Fosters a harmonious labor environment through fair and impartial implementation of labor
REQUIRED EXPERIENCE, TRAINING & ELIGIBILITY:	MINIMUM EXPERIENCE AND TRAINING: One year of experience as an Income Maintenance Administrator 2; or Six years of professional experience in public or private human services work including four years in an income maintenance program, two years of which was in a managerial capacity; and a bachelor's degree; or An equivalent combination of experience and training, which includes four years in an income maintenance program, two years of which was in a
EXAMINATION INFORMATION:	

(Continuation of job posting form)

If bilingual, which language is desired?	==None
Job Code	42050
Position Number	00036797
Position End Date	
Union	
Bargaining Unit	A3
Pay Group	ST10
Bureau/Division Code	210001
Bureau/Division	OIM/Adams County Assistance Office
Worksite Address	222 S Franklin Street
Worksite Address	
City	Gettsburg
Zip Code	17325
Contact Name	Debra Hoover
Contact Phone	814-946-7140
Contact Email	debhoover@pa.gov

*Please Note: Information entered in the Contact section (name, phone, email) is what displays to the applicant on the posting.

(Continuation of job posting form)



Salary Information

Auto-Update: Automatically update salary range information from Class Specification.

* Minimum Salary: 71,218.00

Maximum Salary: 108,284.00

* Per: Year

* Based on 1950.00 hours per year

* Show Salary Breakdown: Hourly, Daily, Weekly, Biweekly, Semi-Monthly, Monthly, Annually (checked)

Salary Display: Check this box to show salary as

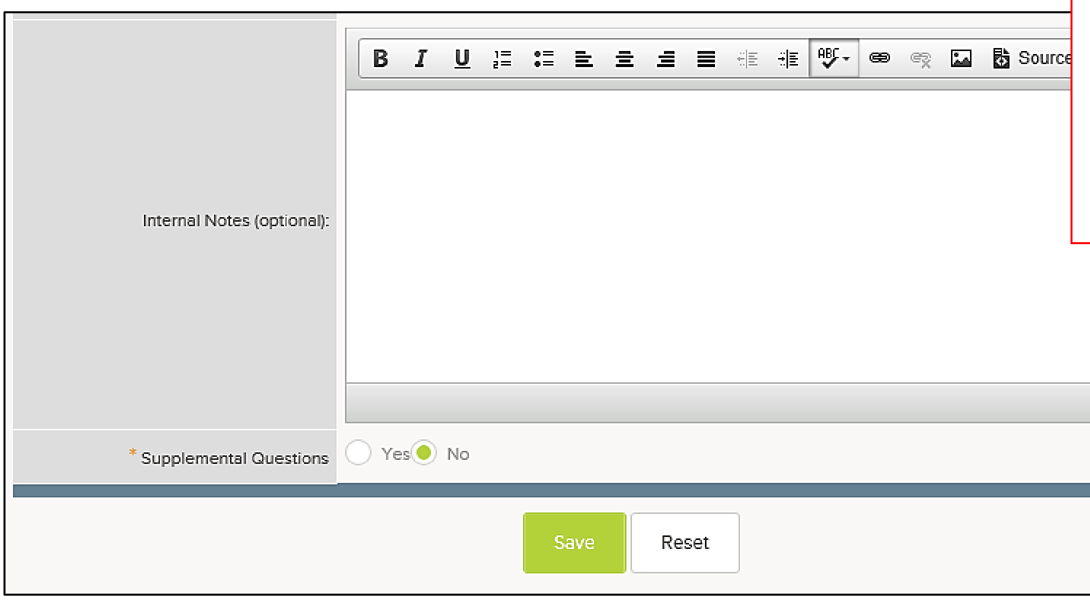
== Select ==

*Please Note: Uncheck the auto-update box.

*Please Note: Ensure the salary type dropdown field matches the Show Salary Breakdown checkbox.

If you choose Hour from the dropdown, choose the Hourly checkbox.

If you select Year from the dropdown, choose the Annually checkbox.



Internal Notes (optional):

* Supplemental Questions: Yes / No (selected)

Save Reset

*Please Note: In the Supplemental Questions field, leave your selection as No.

4. Complete the job posting form. Refer to the chart below for definitions of each field, if needed.

The fields: (* Required field)

Job Posting Checkbox Fields	
Field	**What to Enter**
Draft	Select Draft to keep the job posting in a "work in progress" state. It is a best practice to select this field until you've thoroughly reviewed the job posting and are ready to post the job online. This prevents posting online with errors or without job-specific supplemental questions.
Archived	Select Archived at the end of the recruitment process; after you've hired the ideal applicant and you're filing records. Along with the job posting, you will likely archive the exam plan, eligible list, and referred list.
Accept Online Applications	Select Accept Online Applications to allow applicants to submit their applications online.
Show Closing Date/Time	Select Show Closing Date/Time to display the closing date and time on the job posting. If the job is open indefinitely, then you may opt to deselect; this will remove the closing date and time from the job posting.
Continuous	Select Continuous to display the word "Continuous" for the job posting.
Exam Plan Fields	
Field	**What to Enter**
* Department	Pre-populates with the same department assigned to the requisition and resulting exam plan.
Division	Pre-populates with the same division assigned to the requisition and resulting exam plan.
* Job Spec	Pre-populates with the class spec specified in the requisition and resulting exam plan.
* Job Title	Pre-populates with the job title specified in the requisition and resulting exam plan.
* Job Number	Pre-populates with the same number assigned to the requisition and resulting exam plan (job # and exam # are the same).
* Job Type	Pre-populates with Default Job Listing.
* Job List	You have a total of three pages on which your job posting can display: (1) Default Job Listing (external to commonwealth), (2) Promotional Jobs (internal to commonwealth) and (3) Transfer Jobs (internships).
* Exam Type	Pre-populates with the same exam type assigned to the exam plan. It is recommended that this be set to Open.

*Please Note:
In the Job Title field, use a working title if you have one. This is what will display to job seekers.

*Please Note:
The Job List field refers to 3 pages:
1. Default Job Listing page = main external page
2. Promotional Jobs page = internal to the commonwealth
3. Transfer Jobs page = internships

Job Posting Fields	
Field	**What to Enter**
* Advertise From	Enter the date for which you will start to accept online applications for employment. At 12 midnight on the opening day, the job will post, and online applications can be submitted.
* Advertise To	Enter the date and time for which you will close the job and stop accepting online applications.
Enable Maximum Number of Applicants	Automatically unchecked; you must check it to enable it. Check this box to close a job posting after a certain number of applicants have been received. If checked, an additional field will appear.
* Maximum Number of Applicants	This field appears if Enable Maximum # of Applicants is checked.
* Category	Select one or multiple job categories that accurately reflect your job posting.
* Location On Job Posting Display	Click and select the location for this job opening.
* Application Template	Click and select the correct application template. It is crucial that you select the correct application template for your posting (i.e. the application that asks criminal history or does not ask criminal history).
* Reapply Period (Days)	Enter the number of days an applicant must wait to reapply for this job posting. If you do not want applicants to reapply for this job posting, then set the number to equal the total number of days the job posting is open, or higher. E.g., if the job posting is open for 14 days, then enter 14. Note: Setting the number to 0 is recommended, as this allows an applicant to reapply as many times as they'd prefer within the same day.
* Assigned To	Leave the default value of your name. Click and select the applicable Insight user.

*Please Note:
In the Category field, it is important to select the correct job category(ies) because applicants who subscribe to Job Alerts will be notified of postings based on the category(ies) of their choice.

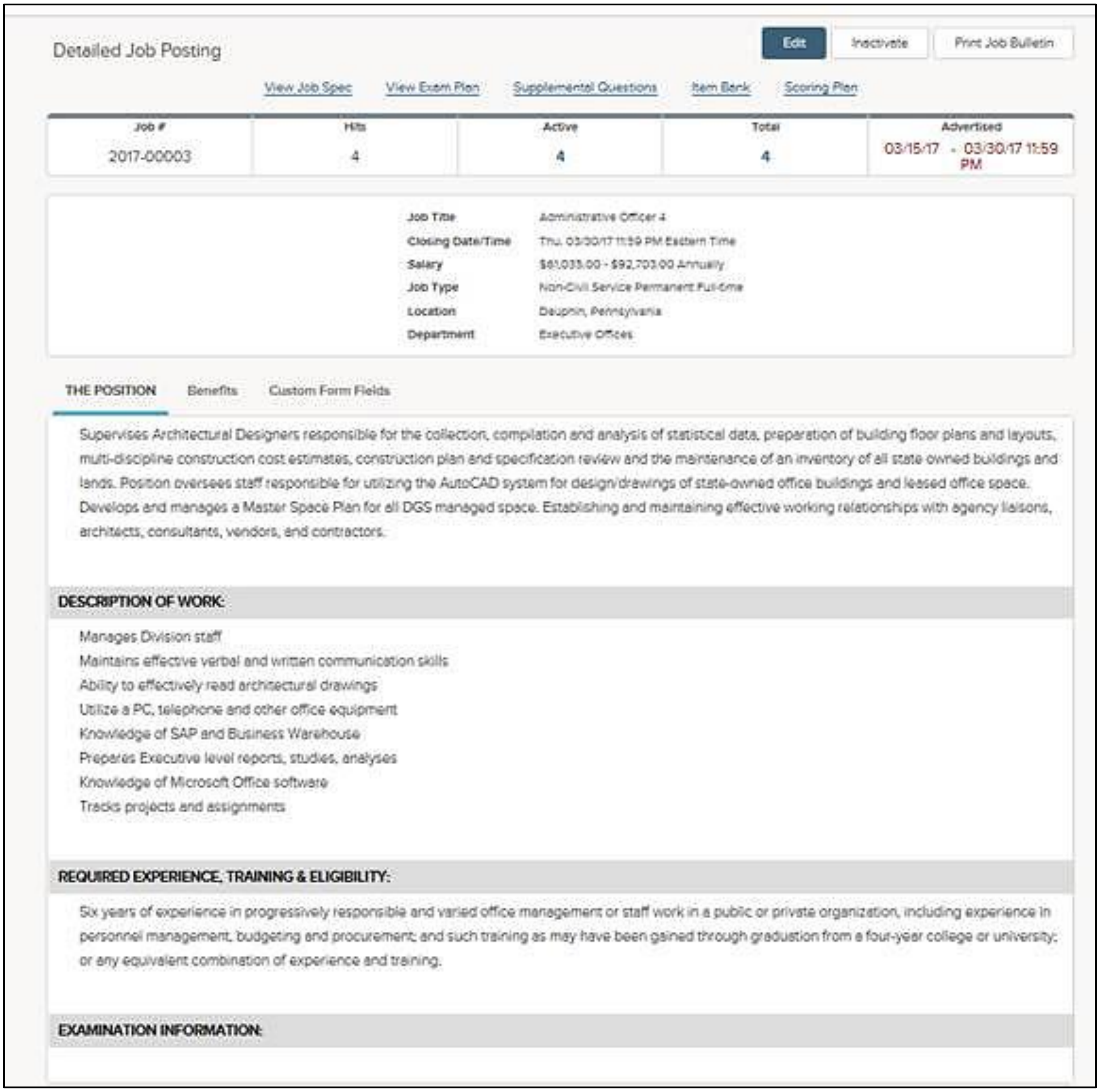
In the Application Template field, there are multiple application templates. For senior level positions, you must always use a template that requires an attachment.

Job Posting Fields (continued)	
Field	**What to Enter**
The Position	Enter position information.
Description of Work	Enter a brief description of work.
Required Experience, Training and Eligibility	Enter the position's METs and other necessary requirements.
Examination Information	This box will be utilized by SCSC for information related to the examination process.
If bilingual, which language is desired?	This field is for internal tracking purposes only. If bilingual skills are needed for this job, then select the applicable language. If a language is selected, it will not display on the job posting.
Job Code	Enter job code.
Position Number	Enter position number.
Position End Date	Enter position end date.
Union	Enter union name.
Bargaining Unit	Enter bargaining unit.
Pay Group	Enter pay group.
Bureau/Division Code	Enter bureau/division code.
Bureau/Division	Enter bureau/division.
Worksite Address	Enter worksite address, line 1.
Worksite Address	Enter worksite address, line 2.
City	Enter worksite city.
Zip Code	Enter worksite zip code.
Contact Name	Enter contact name.
Contact Phone	Enter contact phone number.
Contact Email	Enter contact email address.
Salary Information	
Auto-Update	This option is unchecked as the default setting. No changes should be made to this field.
* Minimum Salary	Enter the minimum salary for the job.
Maximum Salary	Enter the maximum salary for the job.
* Per	Select the rate that coincides with the minimum and maximum salary values (E.g. Hourly, year, etc.).
Based on "X" Hours Per	If applicable, select the correct hours per year.
* Show Salary Breakdown	Select one or multiple ways to display the salary values: Hourly, Daily, Weekly, Biweekly, Semi-Monthly, Monthly, and/or Annually. This must match the rate selected in the "Per" field.
Salary Display	If you do not want to display the salary in a dollar amount, then select this checkbox and then select from one of the following values: Depends on Qualifications, Negotiable, Not Displayed, See Position Description, or Under Review.

Remaining Job Posting Fields	
Internal Notes (optional)	Enter any additional information about the job posting in this field. The notes will not display to users or applicants.
* Supplemental Questions	Leave the default value of No. With this setting, a preview of the job posting will display, allowing for proofreading. You can add job-specific supplemental questions to the job posting at a later date.

5. Click Save when you’re done.

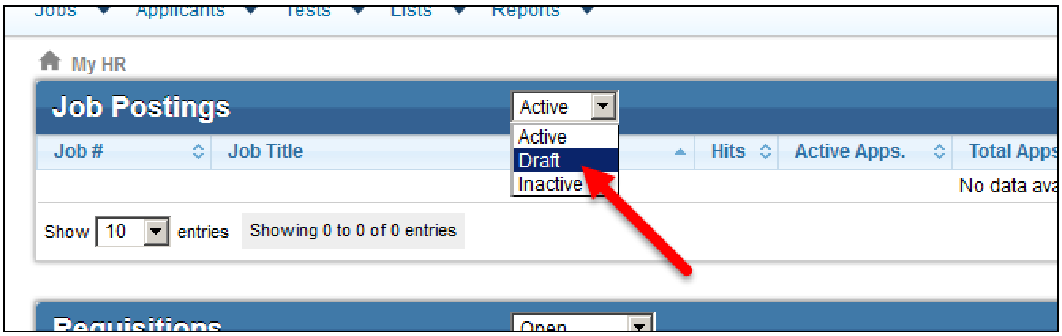
6. A preview of the job posting will display. Click Edit if you need to correct any errors or formatting issues and then save your corrections.

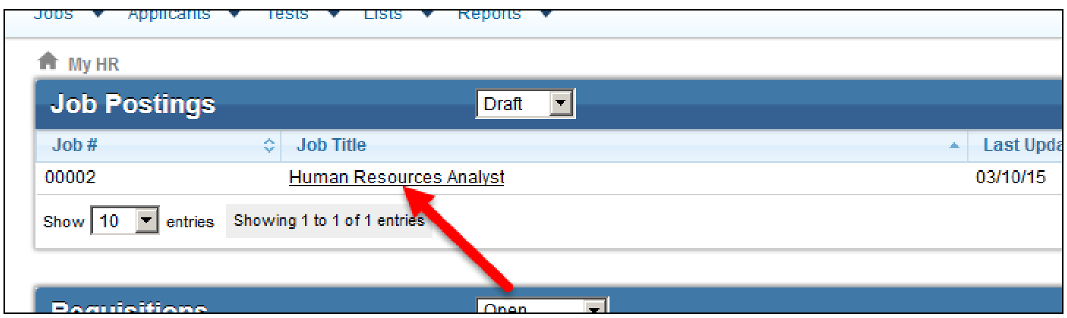


Create Job-Specific Supplemental Questions

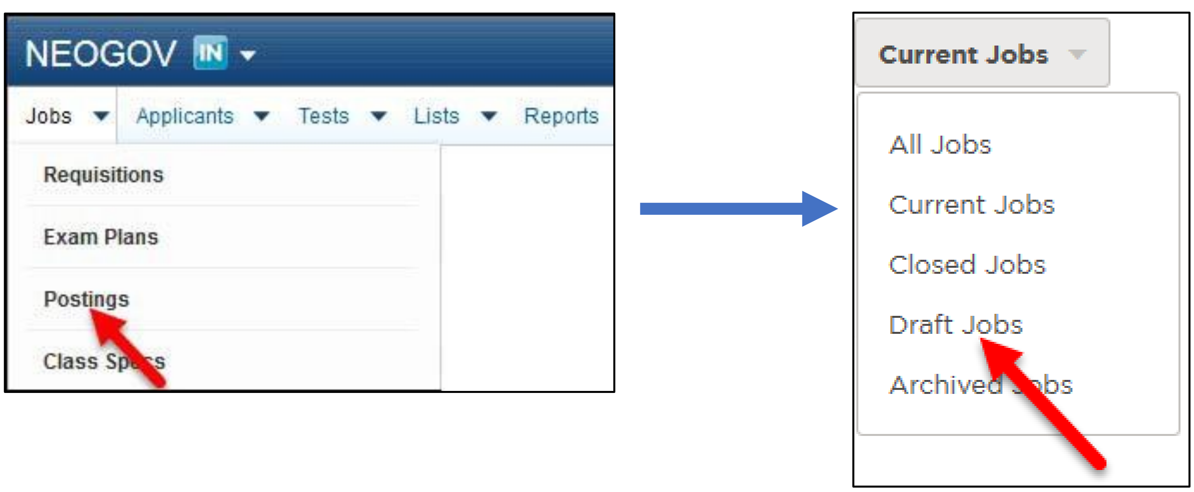
These types of questions are used to gather more specific information from applicants regarding the minimum and desired qualifications that pertain specifically to the vacancy.

1. If you're not already viewing your job posting, return back. There are a variety of ways to get there: (1) select Draft in the Job Postings section (My HR page) and click on the job title, or (2) click Postings on the Jobs menu, click Draft Jobs on the status menu, and click on the job title, or (3) click Exam Plans on the Jobs menu and then click on the job title from the Job Title column.

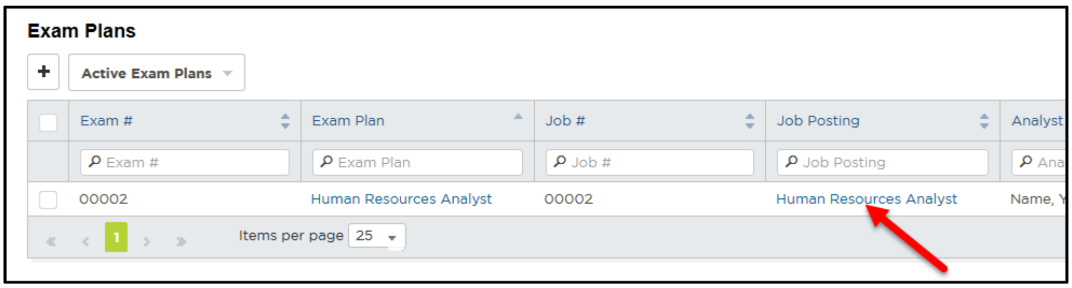




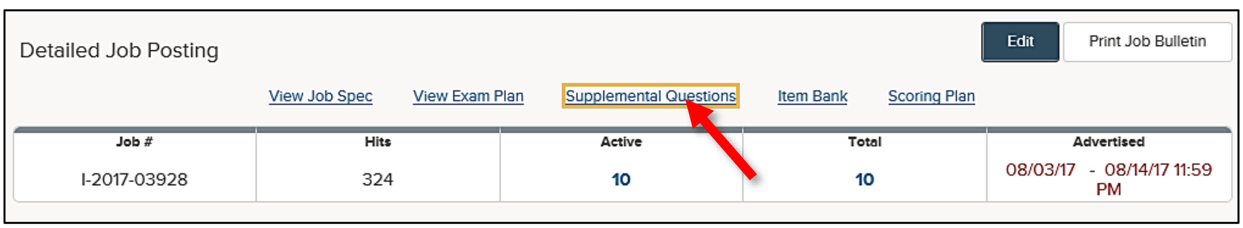
or



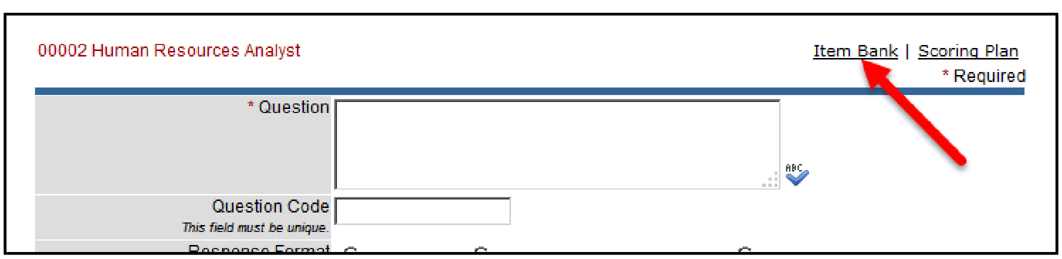
or



2. Click Supplemental Questions from the job posting page.

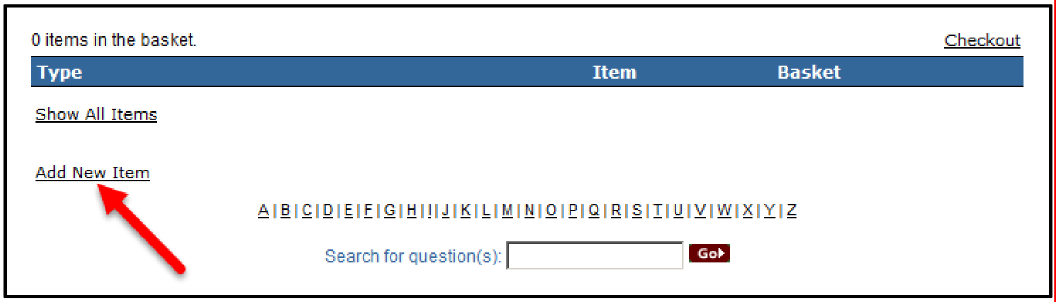


3. From here you're prompted to add the first job-specific supplemental question. If the question will only be used for this job posting, and not for others like it in the future, you can proceed to add the question. Otherwise, you can go to the item bank where the question will be stored for upcoming job postings. Click Item Bank.



*Please Note: There are pre-established supplemental questions for some jobs in the item bank.

4. Click Add New Item to add your first question to the item bank. The item form will display.



0 items in the basket. Checkout

Type	Item	Basket

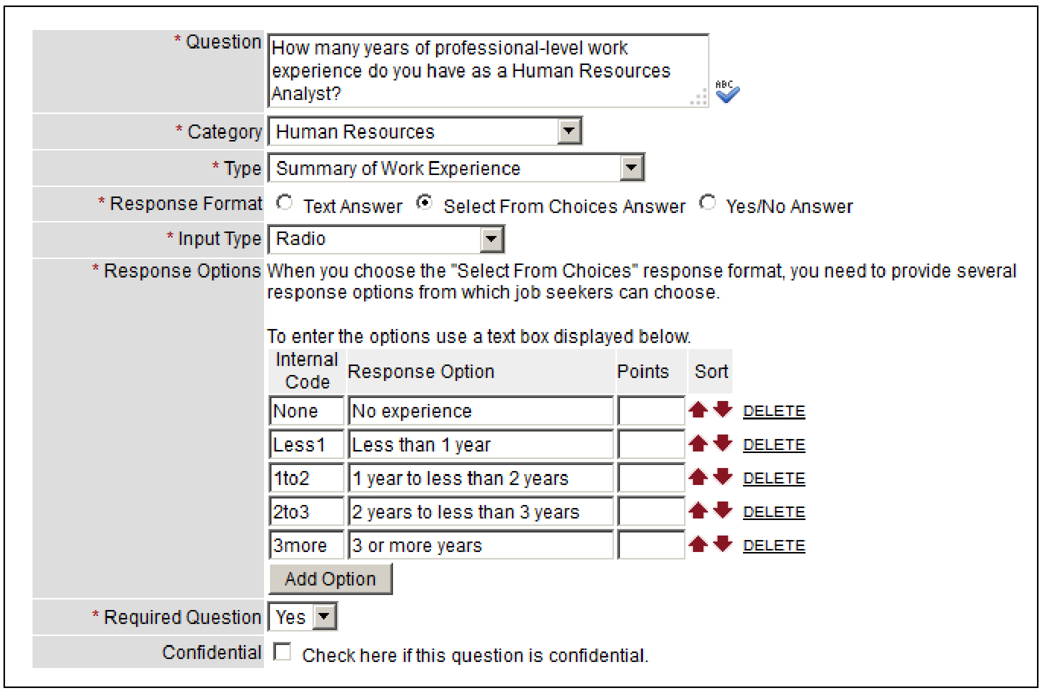
Show All Items

Add New Item

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z

Search for question(s): Go

*Please Note: You can search for item bank questions in the search bar by job code, job title, or agency.



* Question: How many years of professional-level work experience do you have as a Human Resources Analyst?

* Category: Human Resources

* Type: Summary of Work Experience

* Response Format: Text Answer / Select From Choices Answer / Yes/No Answer

* Input Type: Radio

* Response Options: When you choose the "Select From Choices" response format, you need to provide several response options from which job seekers can choose.

To enter the options use a text box displayed below.

Internal Code	Response Option	Points	Sort	
None	No experience			DELETE
Less1	Less than 1 year			DELETE
1to2	1 year to less than 2 years			DELETE
2to3	2 years to less than 3 years			DELETE
3more	3 or more years			DELETE

Add Option

* Required Question: Yes

Confidential: Check here if this question is confidential.

*Please Note:
We want to strive for consistency amongst MET-related questions for the same job title. Questions pertaining to METs should be the same for the same job title across agencies. Questions pertaining to desired traits may be different.

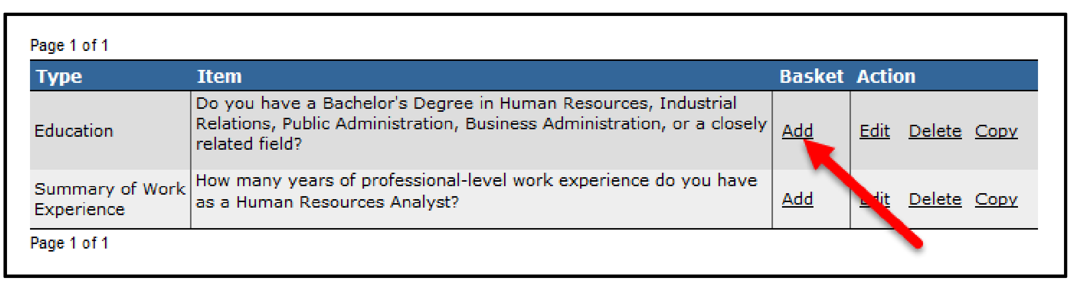
5. Complete the item form. Refer to the chart below for definitions of each field, if needed.

The fields (* Required field)

Field	**What to Enter**
* Question	Enter the question.
* Category	Select the proper job category. This is only applicable if creating questions from within the item bank.
* Type	Select the proper question type.
* Response Format	Depending on the question, select Text Answer, Select From Choices Answer, or Yes/No Answer.
* Input Type	If Response Format is set to Text Answer, then select either Scrolling Text Box (a larger text field) or Text (a single line text field). If Response Format is set to Select From Choices Answer, then select either Radio, Drop Down Box Single, Drop Down Box Multiple, or CheckBox. Note: If the question is multiple choice, then use either Radio or Drop Down Box Single. If the question is multiple select, then use Drop Down Box Multiple or CheckBox.
Field	**What to Enter**
* Response Options	If Response Format is set to Select From Choices Answer, then click Add Option to add a response option and then enter an abbreviation, number, or letter in the Internal Code field, the description in the Response Option field, and, optionally, a number in the Points field for auto-scoring setup. Repeat these steps to add additional response options.
* Required Question	Select Yes to prevent applicants from leaving the question unanswered. Select No if answering the question is optional.
Confidential	Select Confidential if there should be restricted viewing of applicants' responses; otherwise, leave the checkbox deselected. Only Insight users with access to view confidential information will see confidential questions. Users will not see confidential questions, regardless of permissions.

6. Repeat steps 3-5 to add additional questions.

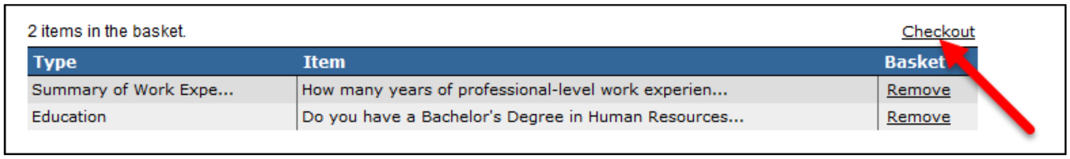
7. Click Add from the Basket column for all questions you wish to add to your job posting.


Page 1 of 1

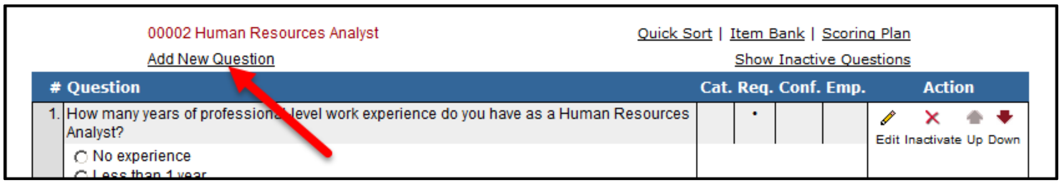
Type	Item	Basket	Action
Education	Do you have a Bachelor's Degree in Human Resources, Industrial Relations, Public Administration, Business Administration, or a closely related field?	Add	Edit Delete Copy
Summary of Work Experience	How many years of professional-level work experience do you have as a Human Resources Analyst?	Add	Edit Delete Copy

Page 1 of 1

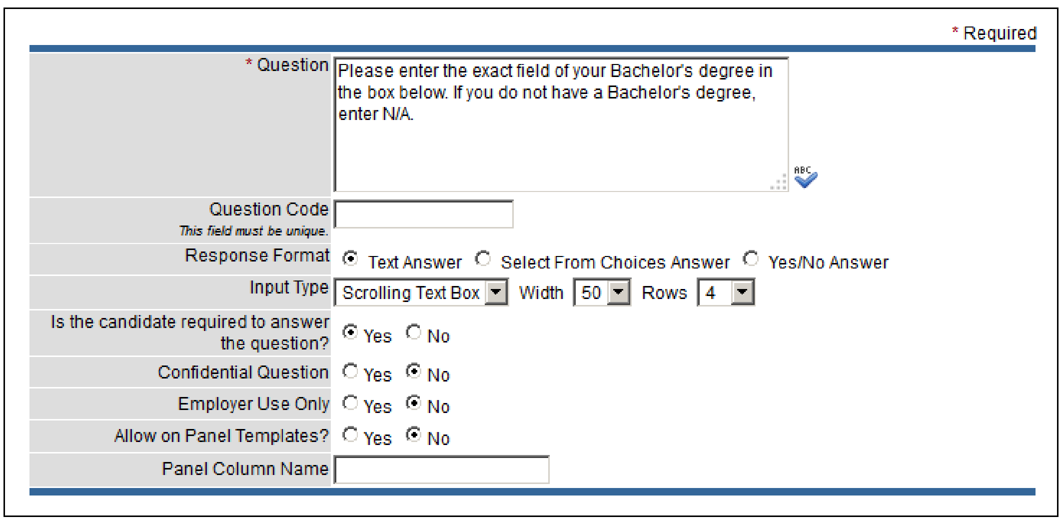
8. This will add the questions to your basket. Click Checkout when you're done.



9. Click Add New Question to add an additional question to your job posting that will not be stored in the item bank.



10. The question form will display.



*Please Note: Leave the Question Code field blank; this will not be utilized.

11. Complete the question form. Refer to the chart below for definitions of each field, if needed.

The fields (* Required field)

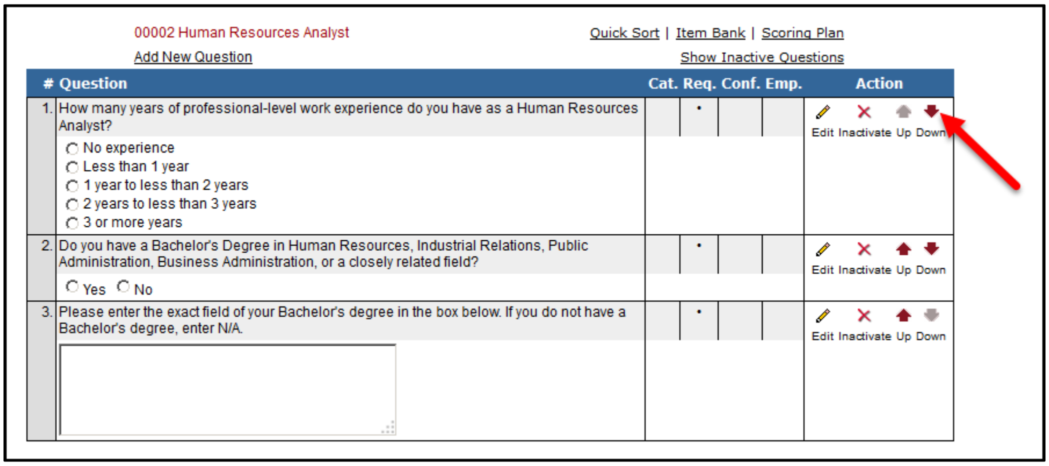
Field	What to Enter
* Question	Enter the question.
Question Code	Enter a code or abbreviation for the question.
* Response Format	Depending on the question, select Text Answer, Select From Choices Answer, or Yes/No Answer.
* Input Type	If Response Format is set to Text Answer, then select either Scrolling Text Box (a larger text field) or Text (a single line text field). If Response Format is set to Select From Choices Answer, then select either Radio, Drop Down Box Single, Drop Down Box Multiple, or CheckBox. Note: If the question is multiple choice, then use either Radio or Drop Down Box Single. If the question is multiple select, then use Drop Down Box Multiple or CheckBox.
* Response Options	If Response Format is set to Select From Choices Answer, then click Add Option to add a response option and then enter an abbreviation, number, or letter in the Internal Code field, the description in the Response Option field, and, optionally, a number in the Points field for auto-scoring setup. Repeat these steps to add additional response options.
Field	**What to Enter**
Is the candidate required to answer the question?	Select Yes to prevent applicants from leaving the question unanswered.
Confidential Question	Leave this to the default of No.
Employer Use Only	Leave this to the default of No.
Allow on Panel Templates?	Leave this to the default of No.
Panel Column Name	Leave this field blank.

12. Repeat steps 9-11 to add additional questions.

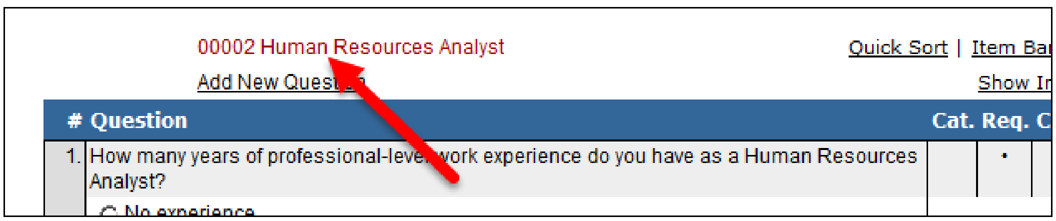
*Please Note:
For the Response Options field, the yes/no question format is not compatible with auto-scoring. To use auto-scoring you will have to choose "select choice from answer" and input yes and no answers.

For the Confidential Question and Employer Use Only fields, always select No.

13. Use the up and down arrows to arrange questions in the proper order.

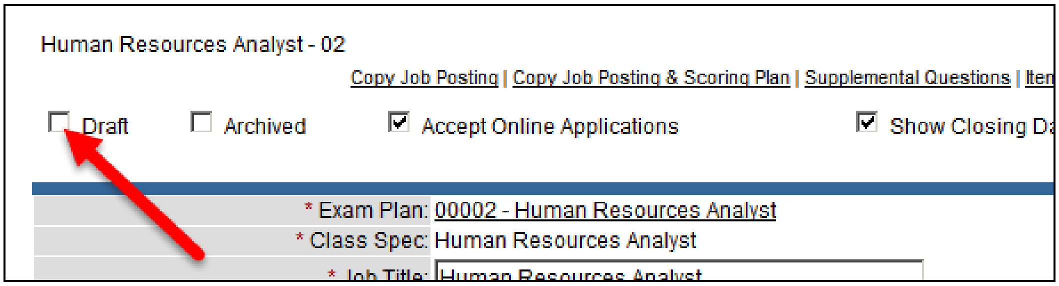


When finished drafting questions, click the job number and title that displays in red text to return to the job positing edit page.

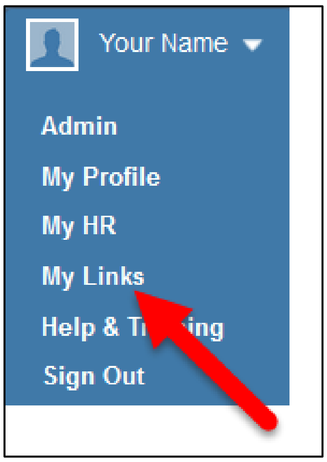


Publish a Job Posting Online

1. Deselect Draft, scroll to the bottom of the page, and click Save. You must take your job posting out of draft status before it can be published online.

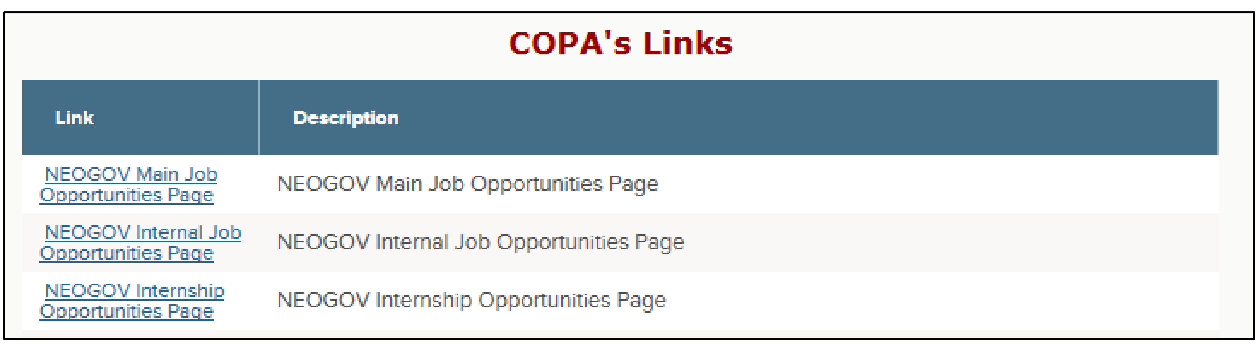


2. Your job posting is now published. To look at your job posting, click My Links from the Profile menu.



*Please Note:
Postings do not appear immediately. There may be a delay. Ensure that you are selecting the refresh button to view the posting.

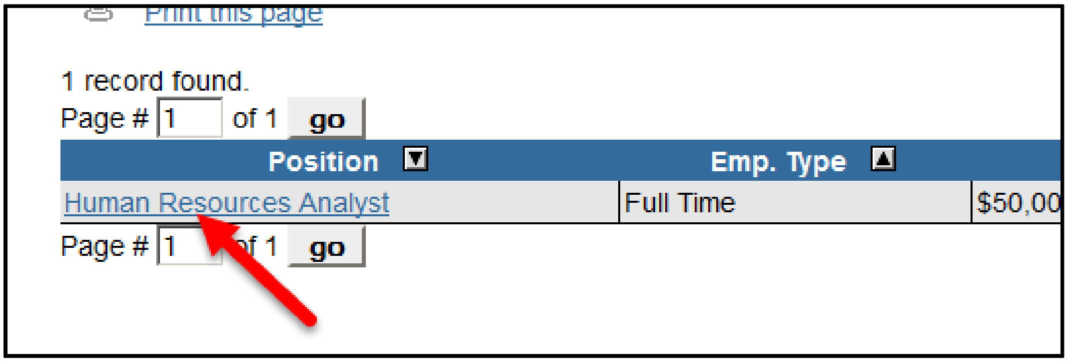
3. Click the appropriate Job Opportunities Page link. This is a link to your training environment career pages.



COPA's Links

Link	Description
NEOGOV Main Job Opportunities Page	NEOGOV Main Job Opportunities Page
NEOGOV Internal Job Opportunities Page	NEOGOV Internal Job Opportunities Page
NEOGOV Internship Opportunities Page	NEOGOV Internship Opportunities Page

4. The first page that displays is the job listings page. Click the job title from the Position column to view your job posting.

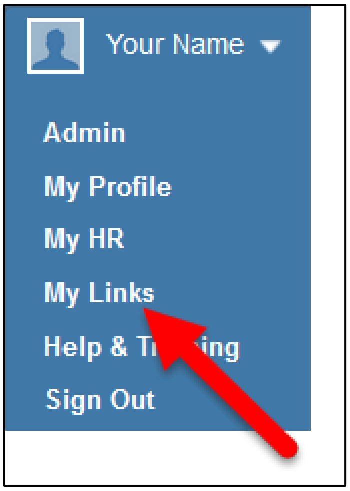


5. The job posting displays complete with a preview to the job-specific supplemental questions.

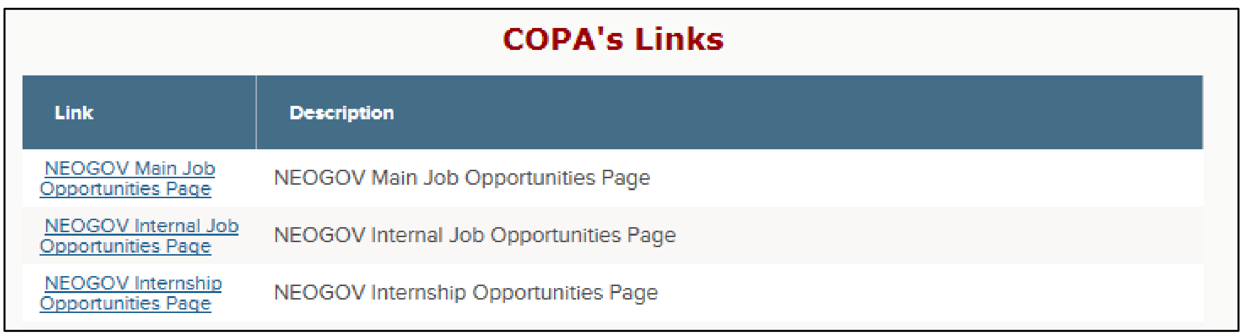
Module 5: Applications

Submit an Online Application

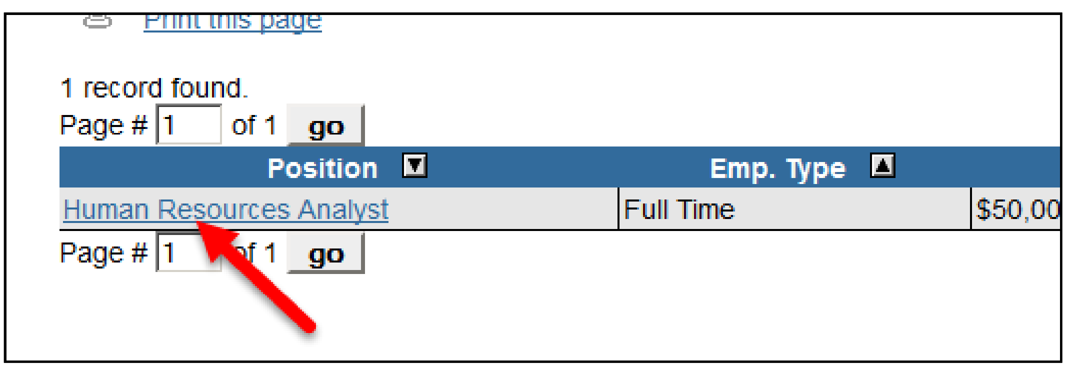
1. If you're not already viewing your job posting from your training environment career pages, return back. Click My Links on the Profile menu.



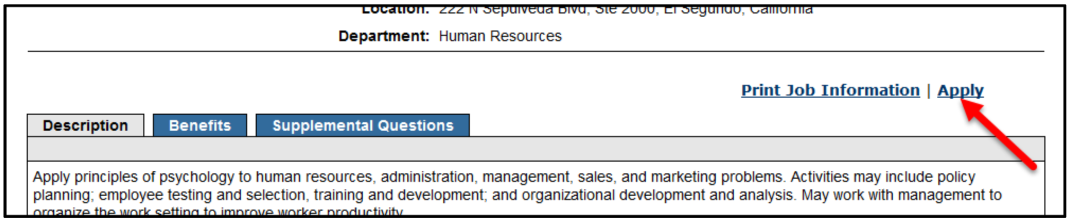
2. Click the appropriate Job Opportunities Page link.



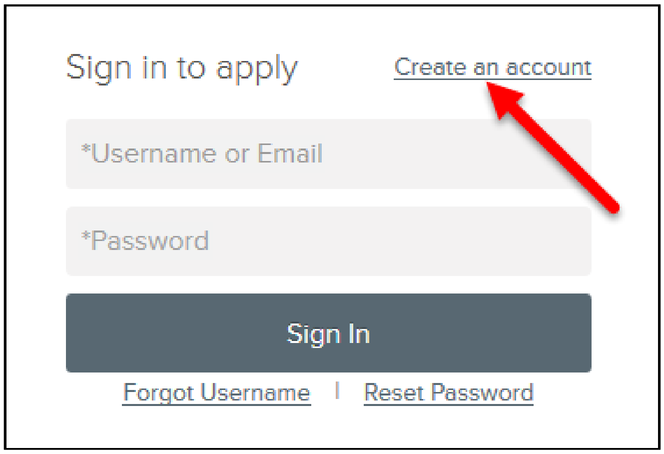
3. Click the job title from the Position column to view your job posting.



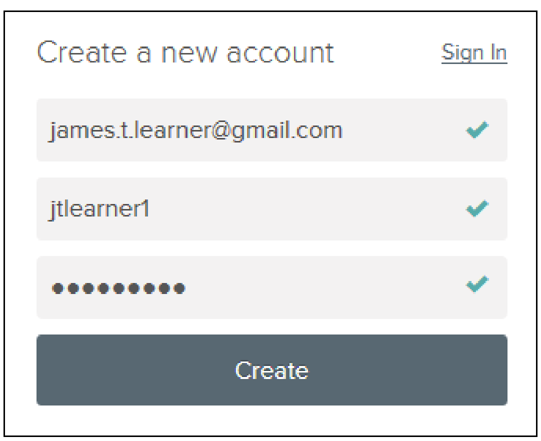
4. The job posting displays. Click Apply.



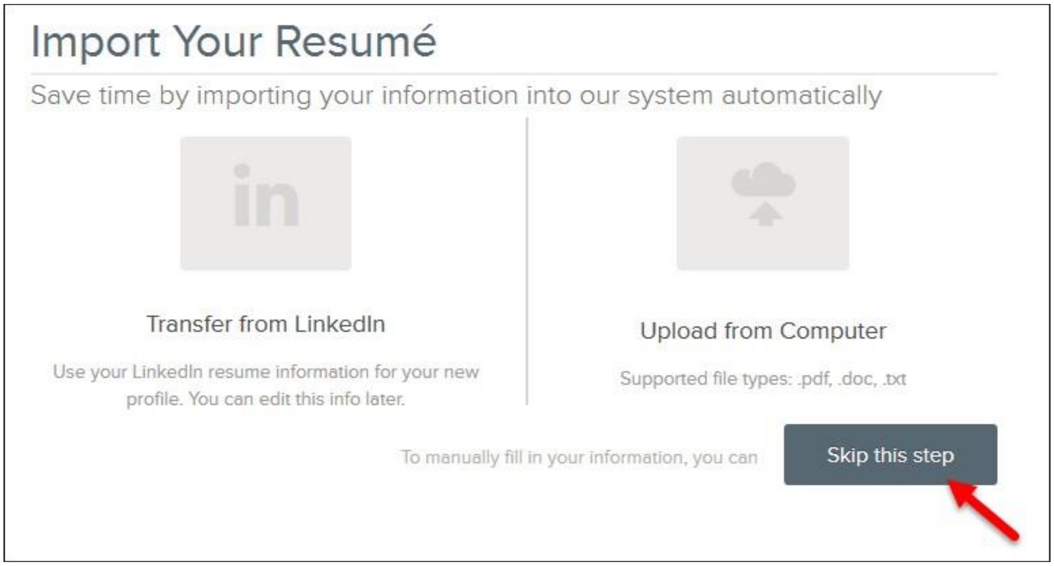
5. If you've already created an applicant account, sign back in; otherwise, click "Create an account."



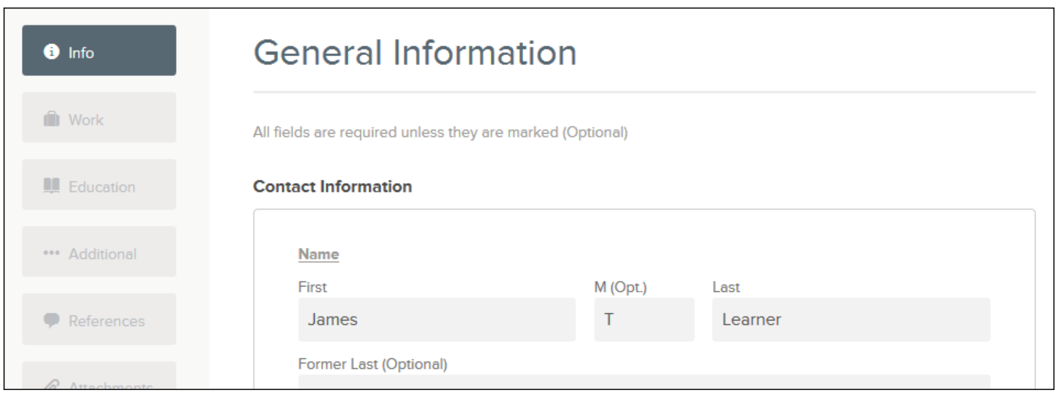
6. Enter your email, preferred username, and password. Usernames may contain letters, numbers, and underscore characters. Passwords must be at least 8 characters in length, contain upper and lowercase letters, and at least one number and one special character, e.g., an exclamation mark. Once you're done, click Create.



7. The next page that displays is the résumé import page, which reduces the amount of time required to set up your profile, particularly your work history and education. You have one of three options: (1) transfer from LinkedIn, (2) upload from a résumé document, or (3) if you do not have a LinkedIn account or résumé document handy, skip this step and manually enter information.

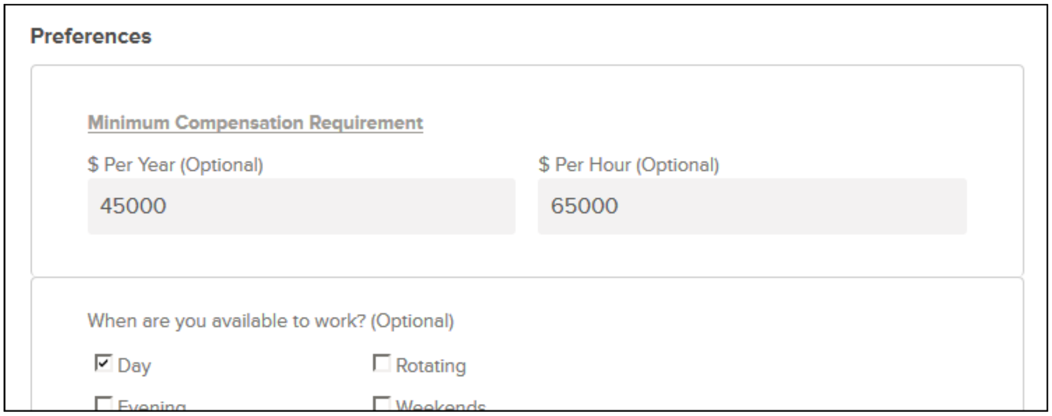


8. Populate the General Information section and click Save.

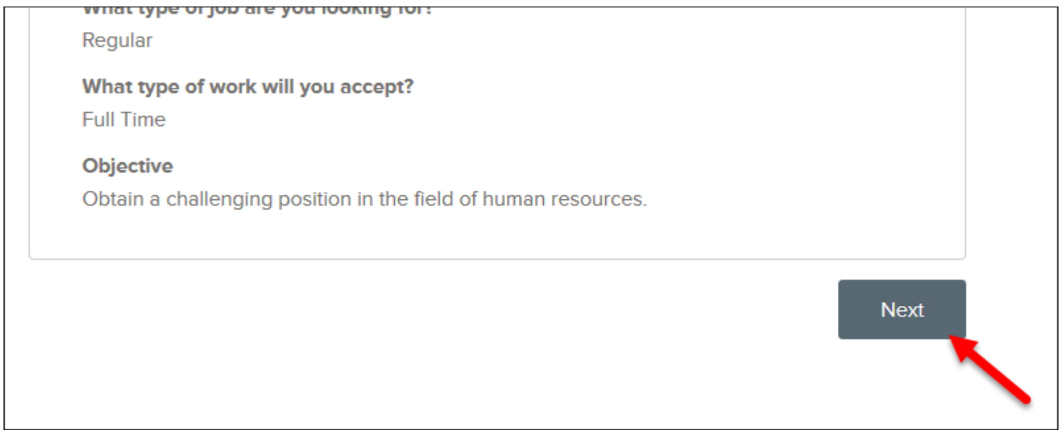


9. Populate the Personal Information section and click Save.

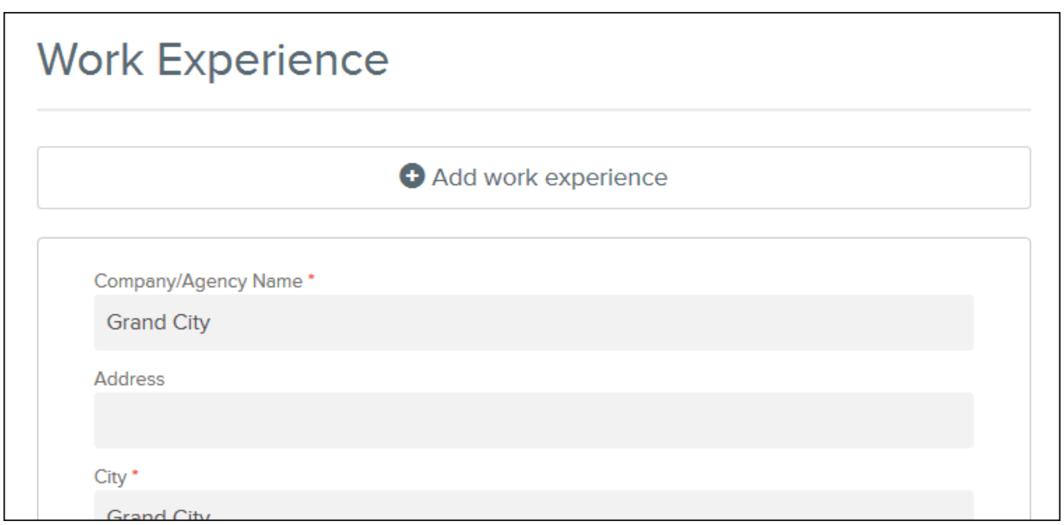
10. Populate the Preferences section and click Save.



11. Once you're done, click Next to proceed to the Work Experience section.



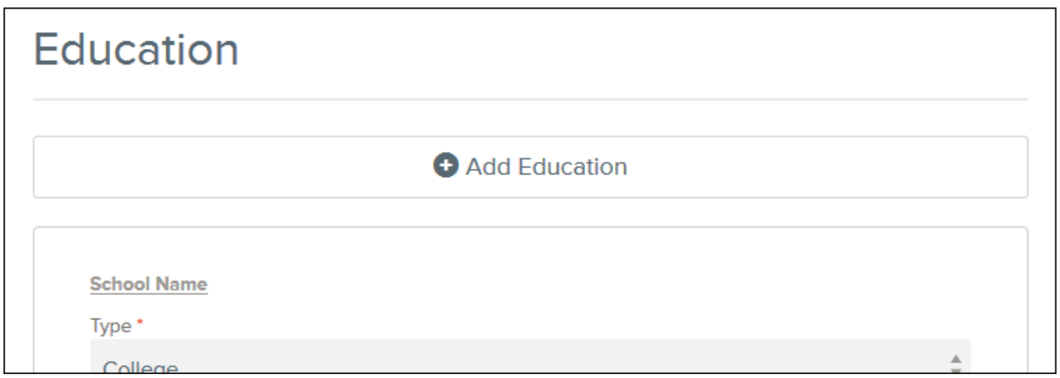
12. Click "Add work experience," to populate the work experience form and click Save.



13. Repeat step 12 for any additional experience entries.

14. Once you’re done, click Next to proceed to the Education section.

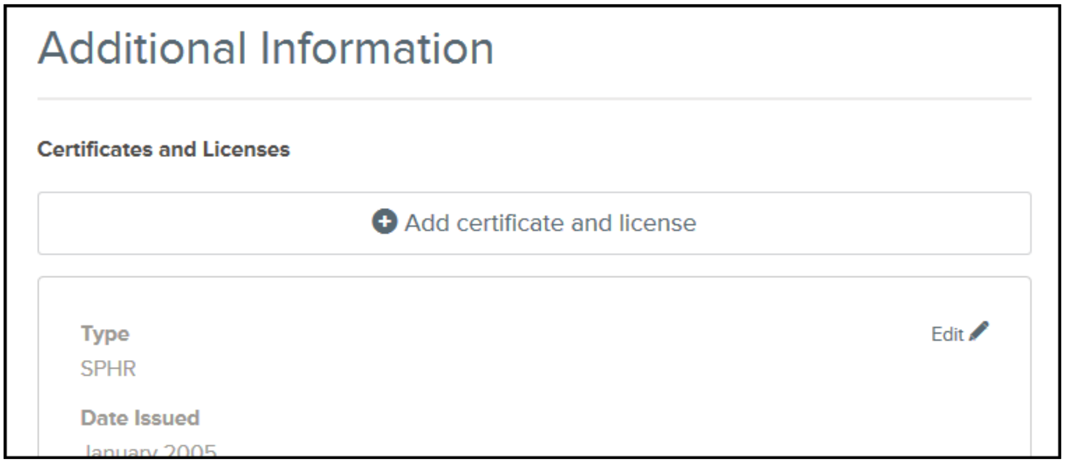
15. Click Add Education, populate the education form, and click Save.



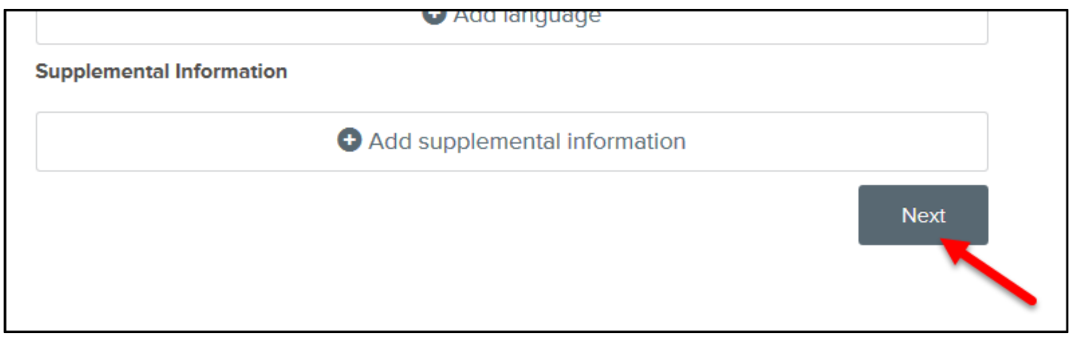
16. Repeat this step for any additional education entries.

17. Once you’re done, click Next to proceed to the Additional Information section.

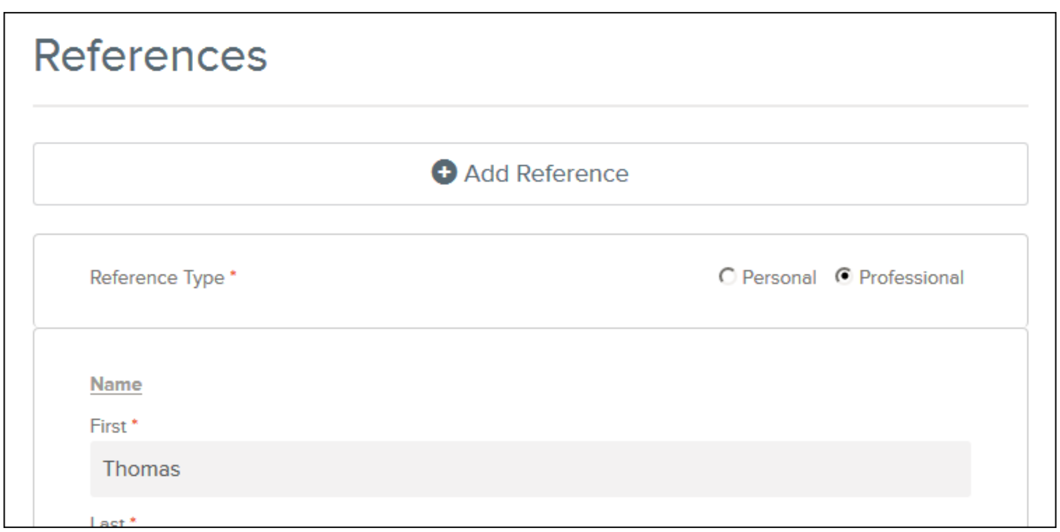
18. The Additional Information page will display. From here you can add licenses, certifications, skills, typing/data entry speeds, languages, and any other supplemental information.



19. Once you're done, click Next to proceed to the References section.



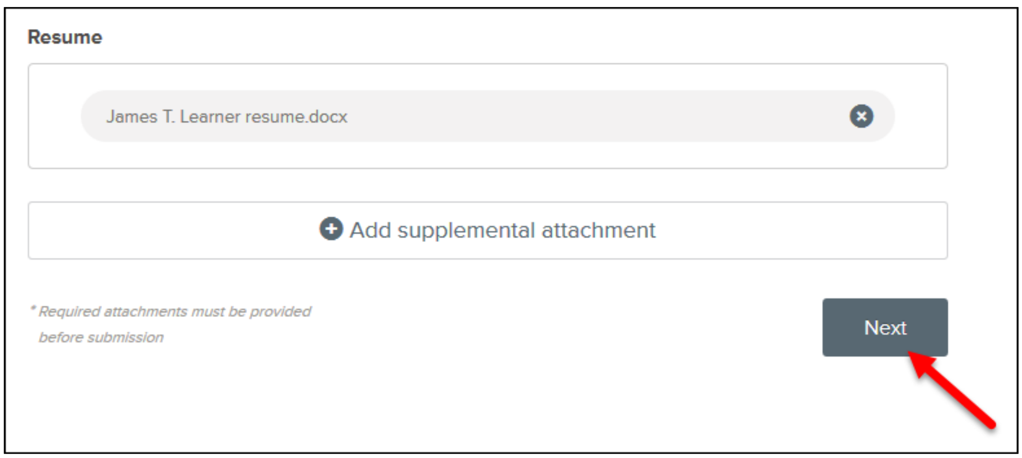
20. Click Add Reference, populate the references form, and click Save.



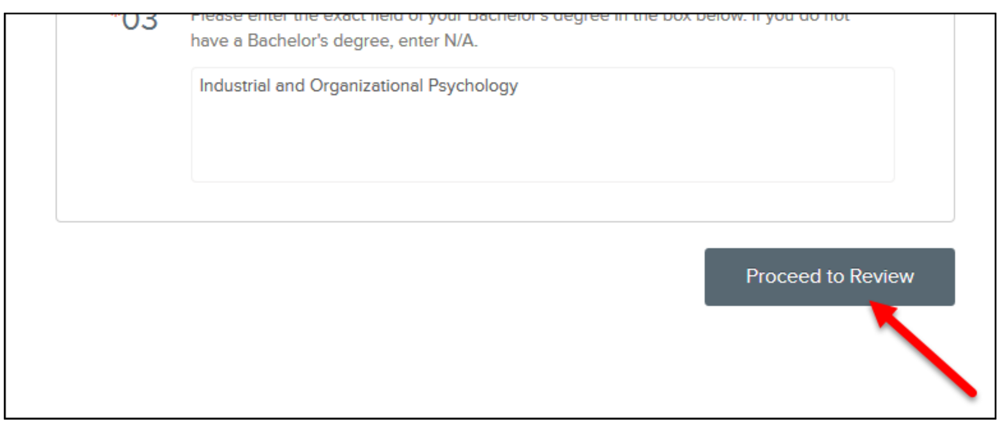
21. Once you're done, click Next to proceed to the Attachments section.

22. Click "Choose attachment type" and select Resume from the dropdown.

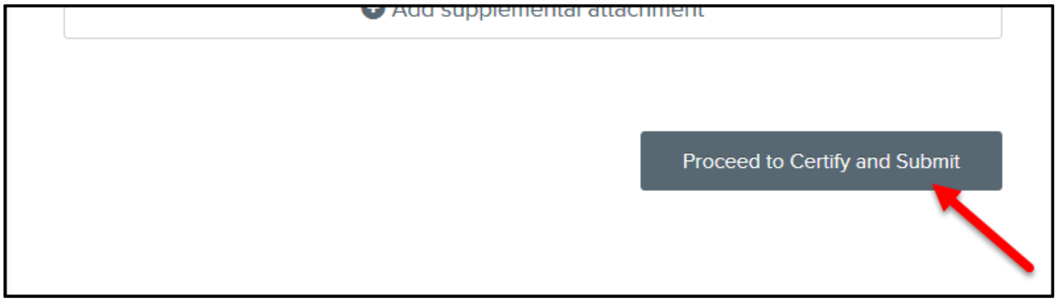
23. Use the upload page or drag and drop the file into the box. Click Next to proceed to the Agency Questions and Supplemental Questions sections.



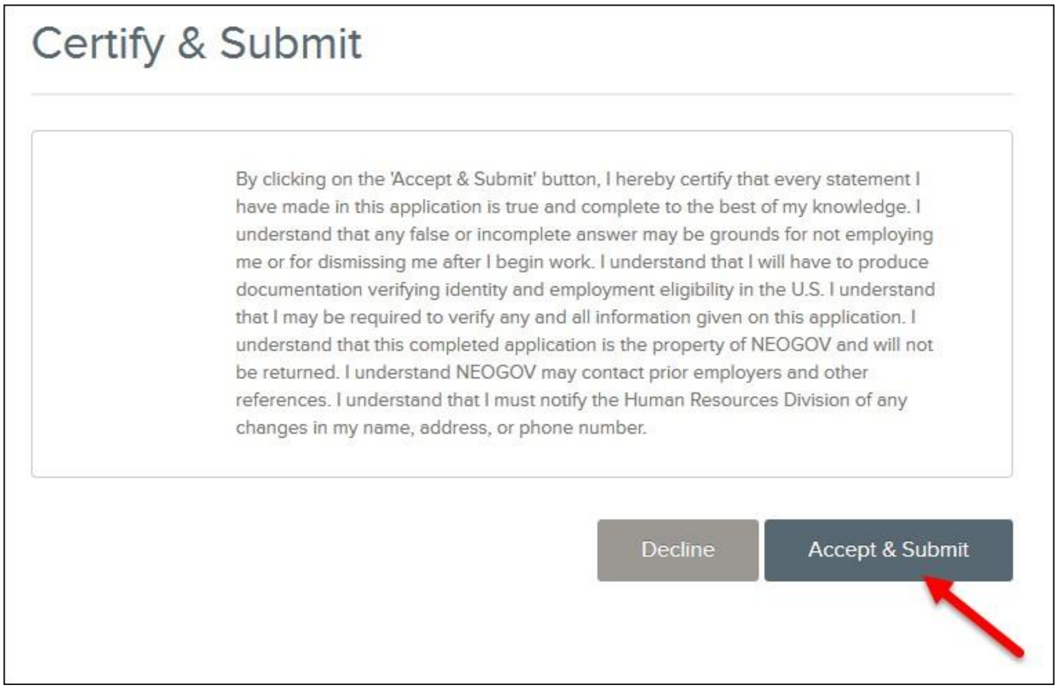
24. Populate the Agency Questions and Supplemental Questions sections and click Proceed to Review.



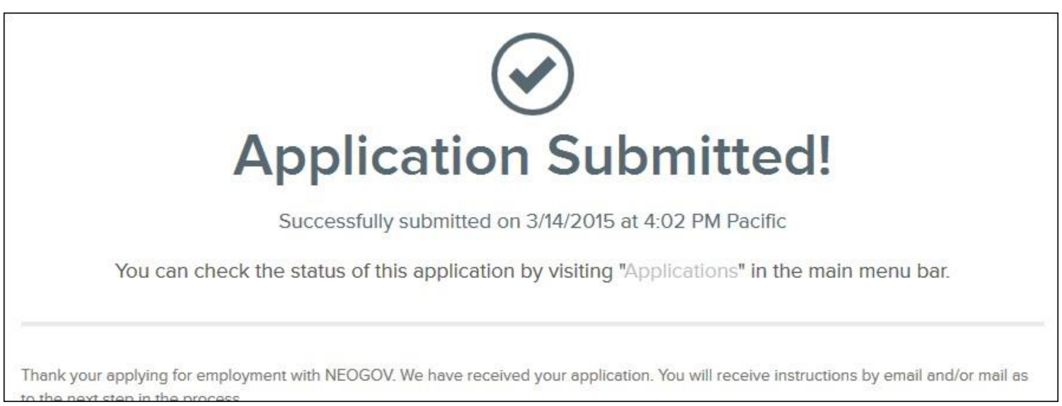
25. Review your entries and then click Proceed to Certify and Submit.



26. Click Accept & Submit from the Certify & Submit page.



27. A confirmation page will display after submitting your application. An email with the same confirmation verbiage is sent to the applicant.



*Please Note: Applicants can bypass some sections (education, work history, etc.), but they will have to initial at the end of each bypassed section acknowledging they meant to skip that section.

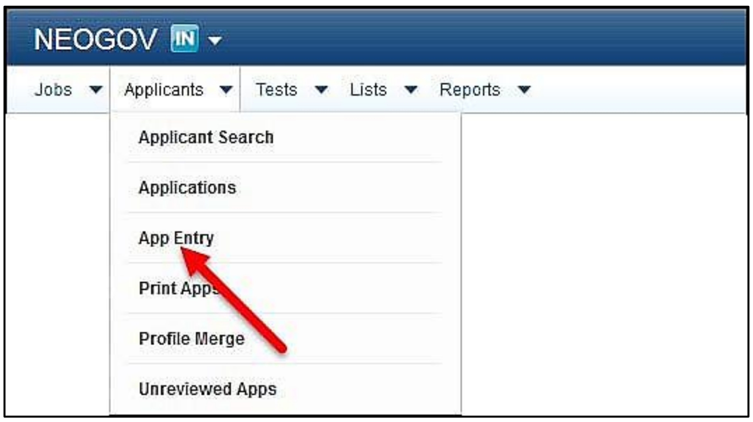
Submit a Paper Application

If you're submitting an application from Insight, then it's likely you're entering a paper-based application provided by an applicant. This type of application is referred to as a paper application.

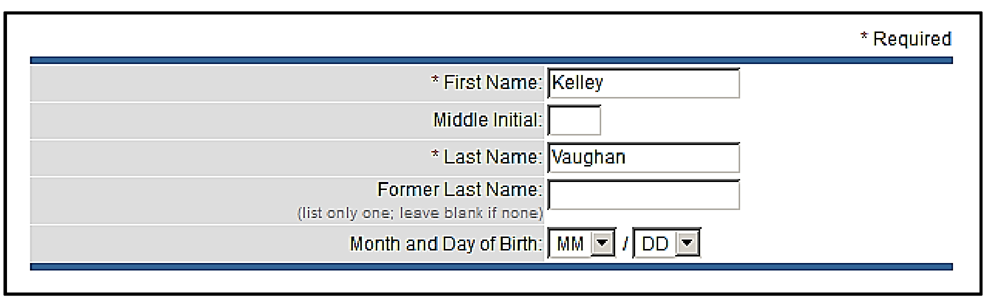
*Please Note:
When a paper application is received, Human Resource staff must manually enter the paper application into Insight. Each HR Office must designate a staff member to complete this task.

It's important to train employees how to access the system electronically regarding submission of applications. This will avoid excess paper use and eliminate the additional time HR staff members must use to manually enter paper applications.

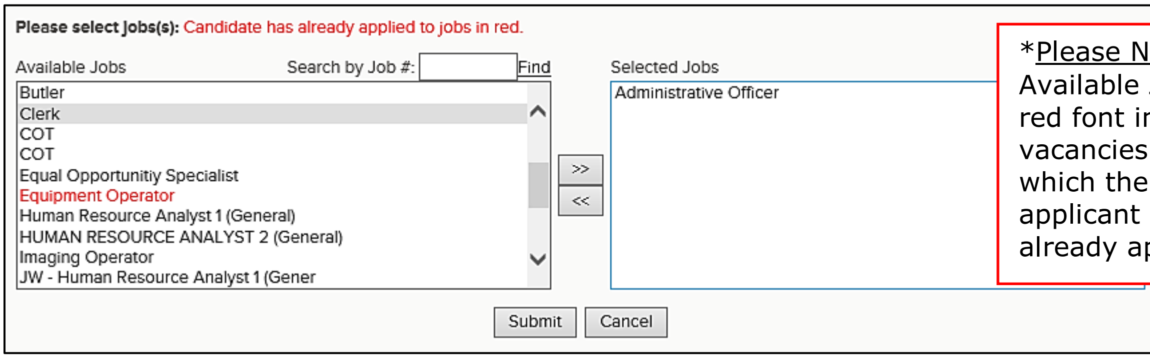
1. Click App Entry from the Applicants menu.



2. Enter the first and last name of the applicant. If your search provides multiple applications under the same name, a screen will appear asking you to choose the appropriate application.



3. Move the appropriate vacancy to the Selected Jobs box and click Submit.


Please select Jobs(s): Candidate has already applied to jobs in red.

Available Jobs | Search by Job #: [ ] Find | Selected Jobs

Butler
Clerk
COT
COT
Equal Opportunitiy Specialist
Equipment Operator
Human Resource Analyst 1 (General)
HUMAN RESOURCE ANALYST 2 (General)
Imaging Operator
JW - Human Resource Analyst 1 (Gener

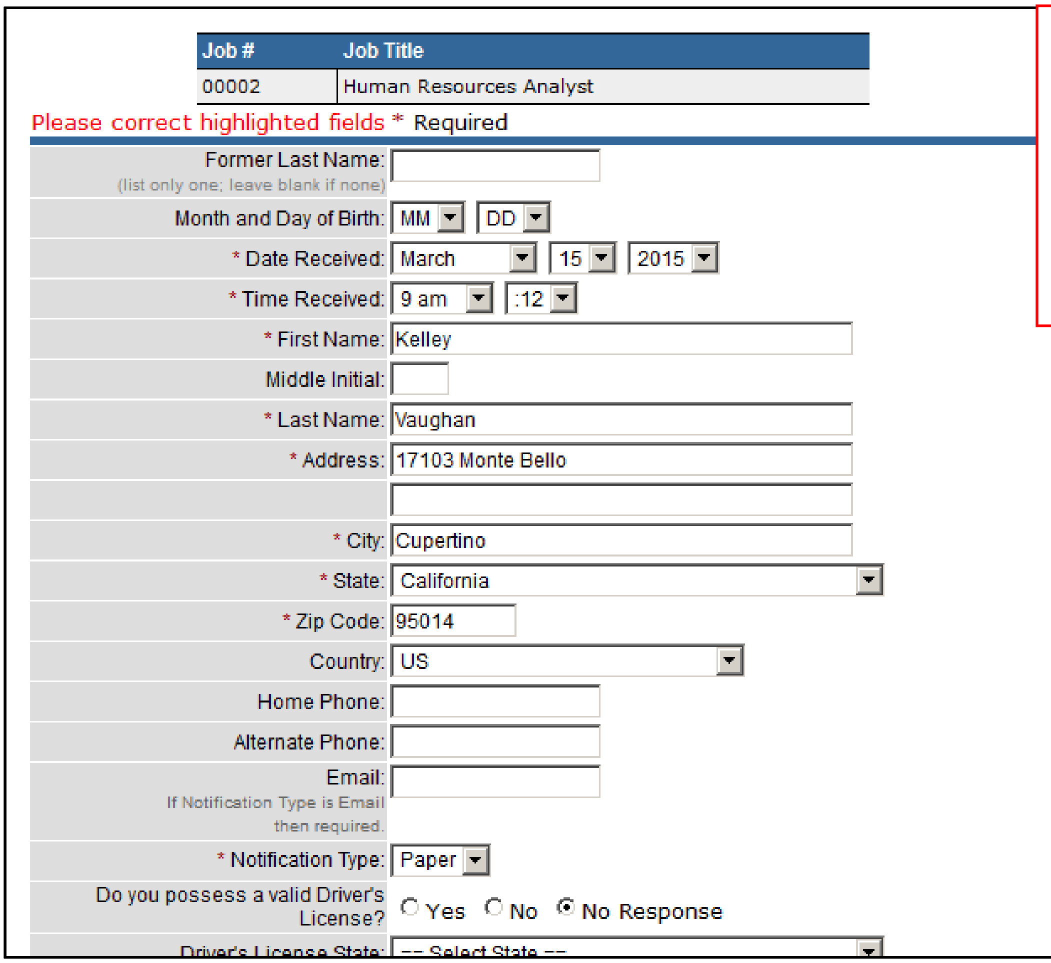
>>
<<

Administrative Officer

Submit | Cancel

*Please Note: Available Jobs in red font indicate vacancies for which the applicant has already applied.

4. The application form will display. Despite the red asterisks representing required fields, there are only seven mandatory fields. For expedient application entry, you can populate a minimum number of fields. Populate the First Name, Last Name, Address, City, State, Zip Code, and change Notification Type to Paper.

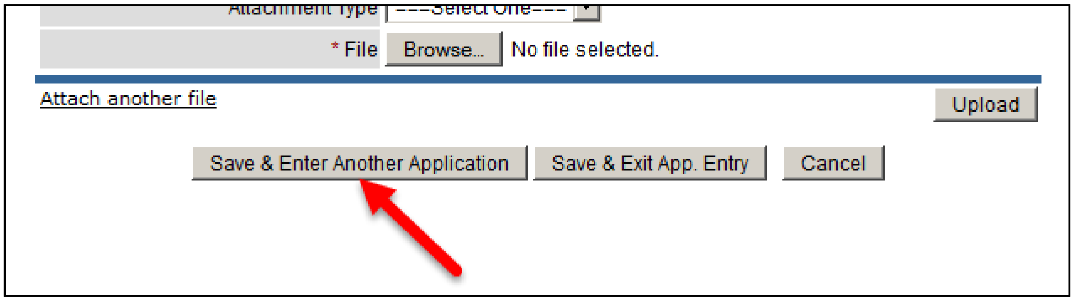

Job #	Job Title
00002	Human Resources Analyst

Please correct highlighted fields * Required

Former Last Name: (list only one; leave blank if none)	
Month and Day of Birth:	MM DD
* Date Received:	March 15 2015
* Time Received:	9 am :12
* First Name:	Kelley
Middle Initial:	
* Last Name:	Vaughan
* Address:	17103 Monte Bello
* City:	Cupertino
* State:	California
* Zip Code:	95014
Country:	US
Home Phone:	
Alternate Phone:	
Email: If Notification Type is Email then required.	
* Notification Type:	Paper
Do you possess a valid Driver's License?	Yes No No Response
Driver's License State:	-- Select State --

*Please Note: If HR enters an application for an employee, change the Notification Type field from "Email" to "Paper."

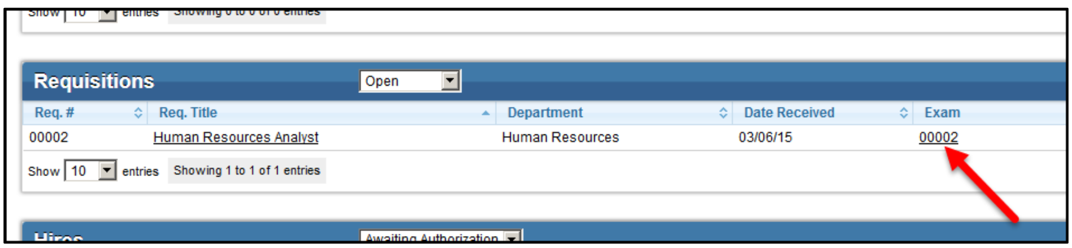
5. Once you're done click Save & Enter Another Application, if you have more applications to enter.



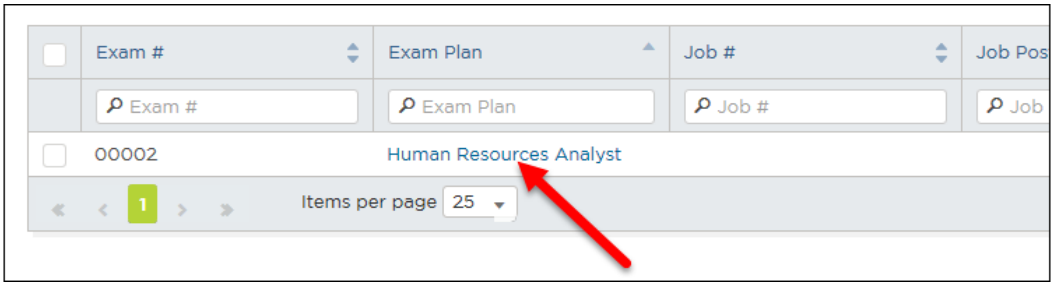
6. Repeat steps 2-5 to add additional applications. Select Save & Exit App. Entry to quit.

Module 6: Evaluate Candidates

1. Return to your exam plan. Again, you have a few ways to get there: (1) click the exam number on the My HR page, or (2) click Exam Plans on the Jobs menu and then click the job title from the Exam Plan column.

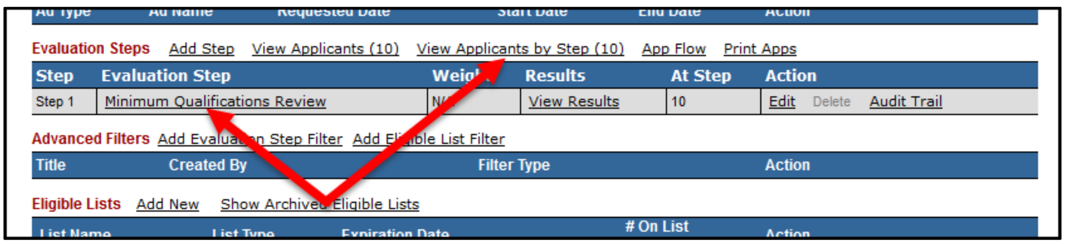


or

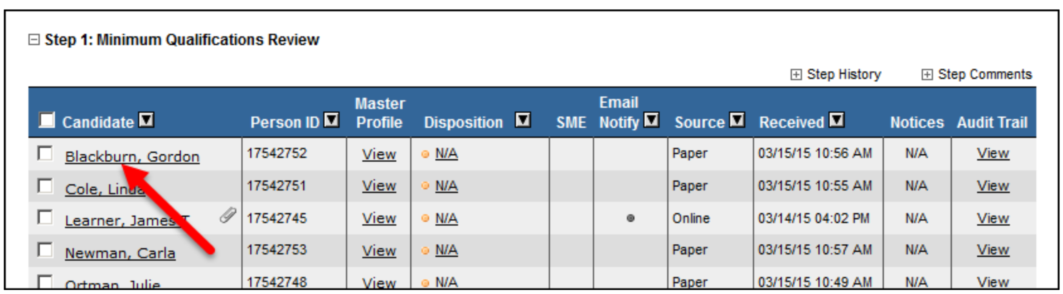


*Please Note:
When using supplemental MET questions, you must still look at those who failed based on the METs because they may qualify based on an open equivalency combination of experience and training and therefore *do* meet the eligibility requirements. In this case, you would have to manually change the disposition of the failed application from failed to passed.

2. Click View Applicants by Step or click the name of the evaluation step to view the applicants.



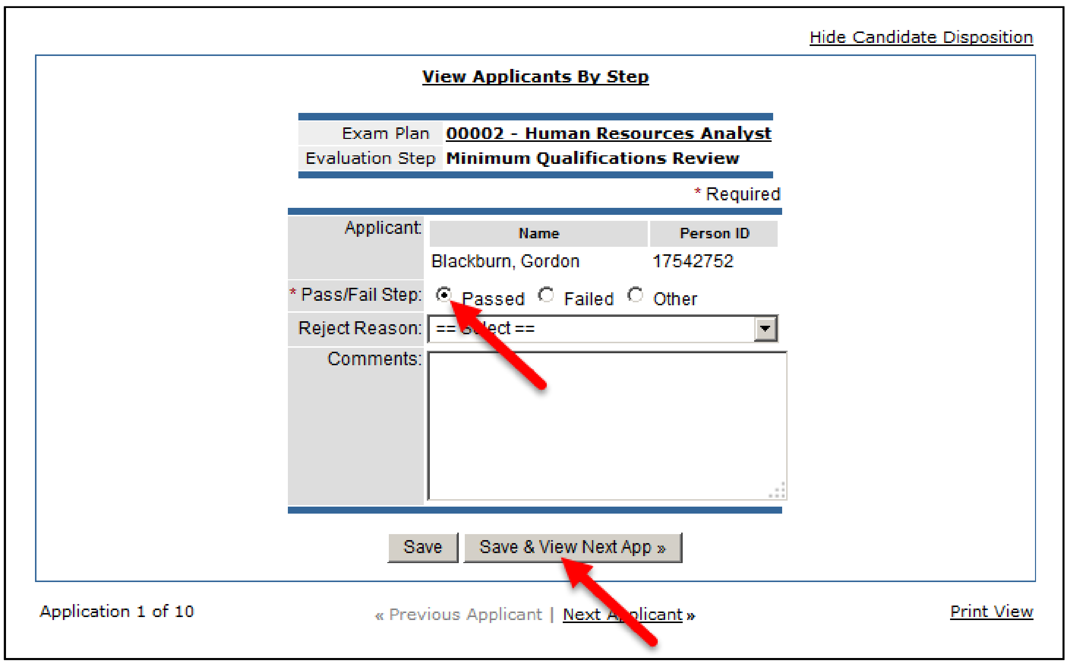
3. Click the name of your first applicant.



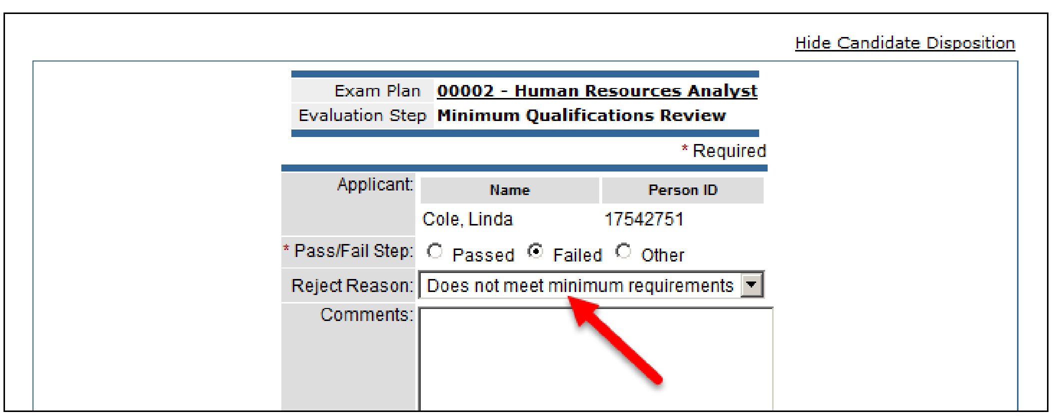
*Please Note:
If auto-scoring is not set up, the candidate disposition will show as N/A. This indicates that this application needs to be reviewed. Even when using auto-scoring, you must still doublecheck the candidate disposition for accuracy.

4. The application will display. After reviewing the application, scroll to the top of the page and click Show Candidate Disposition.

5. The rating panel will display. To pass a candidate, click Passed from the Pass/Fail Step field and click Save & View Next App to proceed to the next applicant.

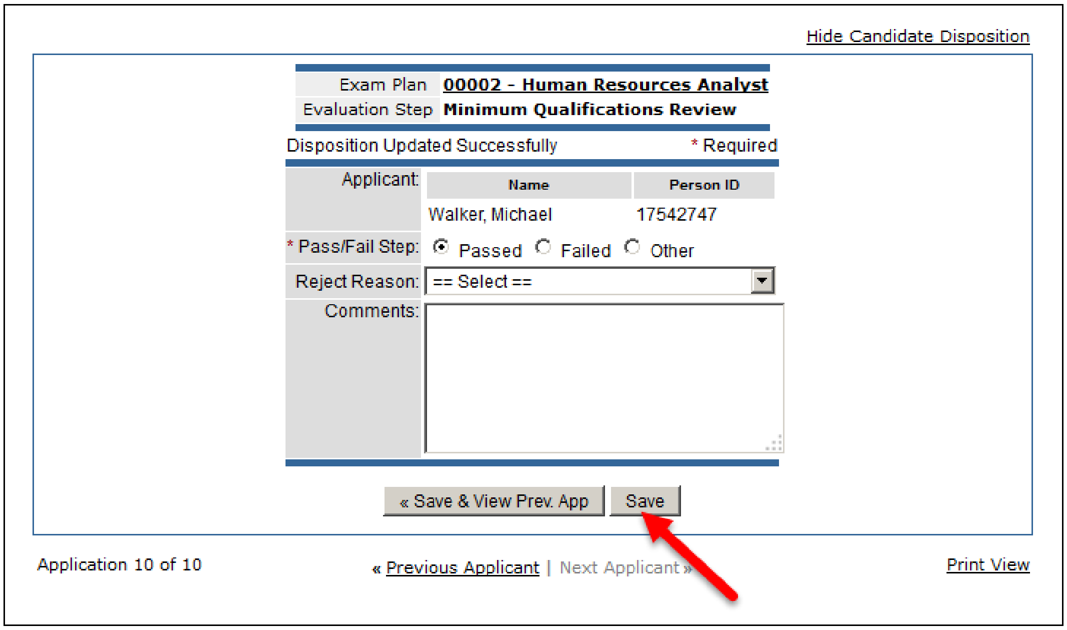


6. To fail a candidate, click Failed from the Pass/Fail Step field, select the appropriate rejection reason from the Reject Reason dropdown and click Save & View Next App.

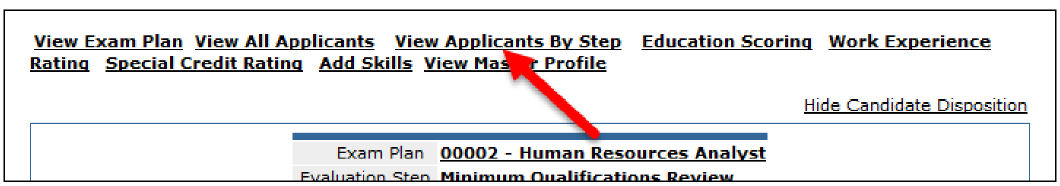


*<u>Please Note</u>: Select a pre-determined option from the Reject Reason dropdown list and provide justification for non-selection in the Comments section.

7. Pass or fail the remaining applicants until you've reached the end of the list. You'll know when you have reached the end by the application count in the lower left and the Save & View Next App button no longer displays. Pass or fail your last applicant and click Save. A confirmation displays stating Disposition Updated Successfully.

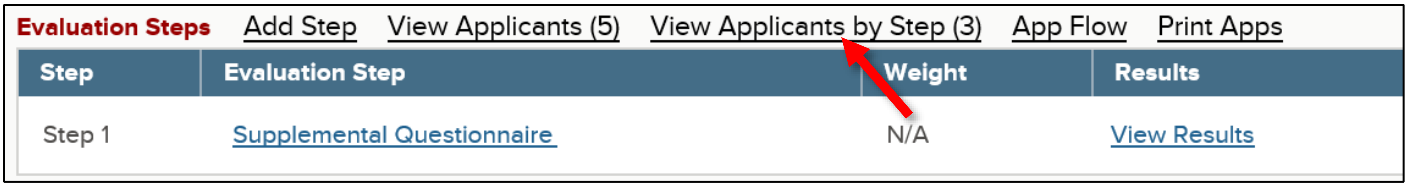


8. Click View Applicants By Step to return back to your applicants.



Archive Duplicate Applicants

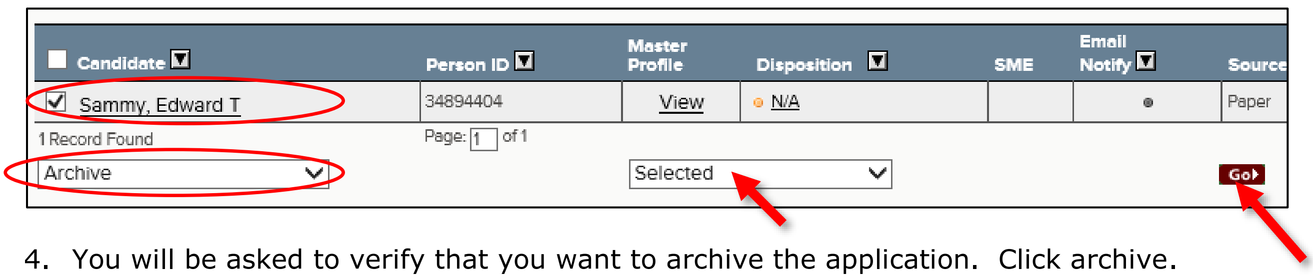
1. From the Exam Plan Detail screen, Evaluation Steps section, choose View Applicants by Step.



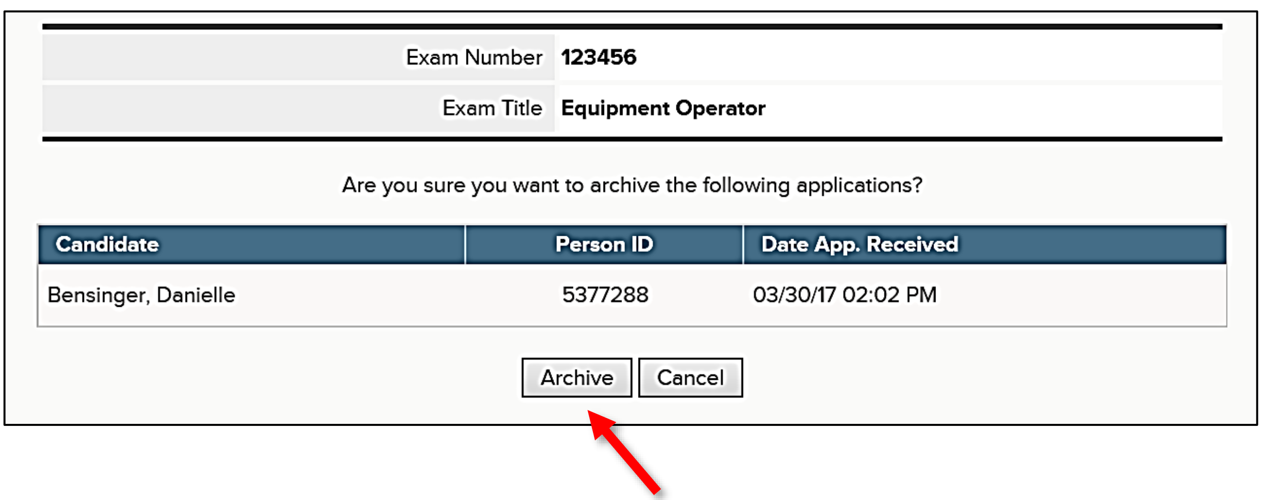
2. Review the Received column for each of the duplicate applications; you will archive the oldest application.

*Please Note:
If you have multiple applications for the same candidate for the same posting, review the received date and archive the older applications (keep the most recent application).

3. Put a checkmark in the box next to the name of the applicant you are archiving. Choose archive from the first dropdown list (Select Action). Choose Selected from the second dropdown list (Select Candidate(s)). Click Go.



4. You will be asked to verify that you want to archive the application. Click archive.

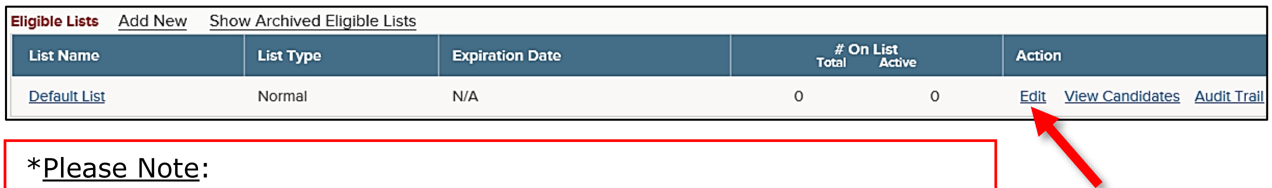


Module 7: Place Candidates on an Eligible List

You will place all qualified applicants on an eligible list. An eligible list is a listing of qualified applicants. From the eligible list you will refer a subset or all applicants to the hiring department. Multiple eligible lists can be maintained to sort candidates by recruitment method. E.g., promotion without exam, transfer, reassignment, etc.

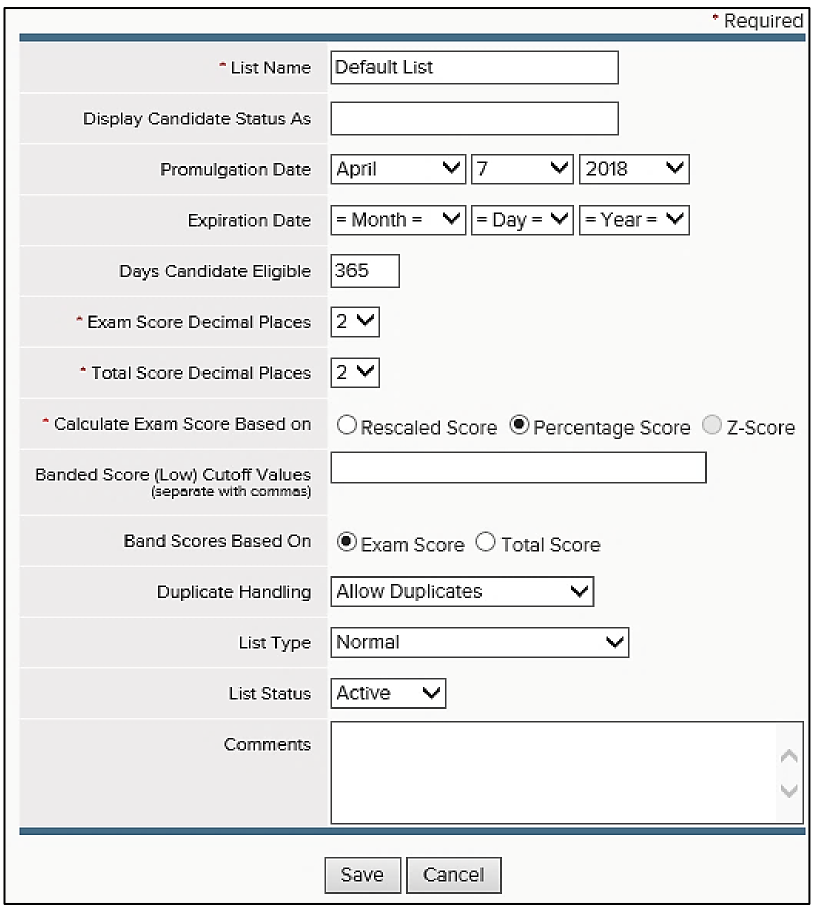
1. If you're not already viewing your exam plan, return back. Click the exam number on the My HR page, or click Exam Plans on the Jobs menu and then click the job title from the Exam Plan column.

2. From the Eligible Lists section an eligible list entitled *Default List* already exists. This will be the case for any new exam plan. Click Edit to configure the eligible list's attributes.



*Please Note:
A default list is automatically set up for you under the Eligible Lists.

3. The eligible list detail page will display.



*Please Note:
It is recommended that you change the List Name from "Default List" to the type of list you are creating. (E.g. PWOE list, Reassignment List, etc.)

Either Expiration Date *or* Days Candidate Eligible is required.

For the Days Candidate Eligible field, it is up to the agency to choose the number of days; BTAP currently uses 365 days. The number of days is based off the eligible date.

You can create a different recruitment method for each eligible list. It is your choice to have one list or multiple lists by list type; however, you will need a requisition for each desired referred list.

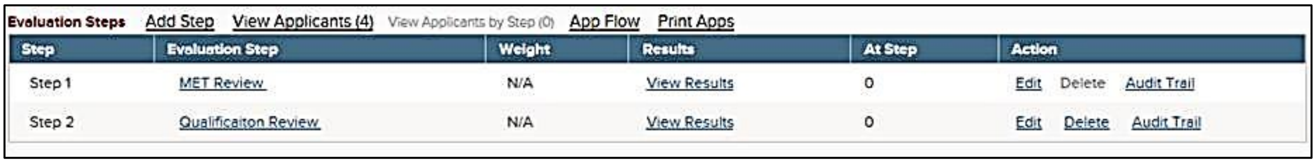
4. Complete the eligible list form. Refer to the chart below for definitions of each field, if needed.

The fields: (* Required field)

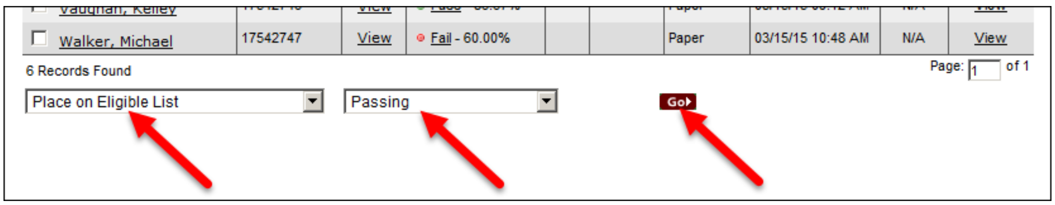
Field	What to Enter
* List Name	Enter the name of the eligible list.
Display Candidate Status As *<u>Please Note</u>: It is important to leave this field blank.	If this step is shown, then this message will display to applicants who log back into the applicant portal to see their current application status. Leave this field blank. "You are on the eligible list," will be the default.
Promulgation Date	Date when the eligible list was initially created. This date can be adjusted to the date when applicants were placed on the eligible list.
Expiration Date	Either a specific expiration date or the total number of days (the field below) is required.
Days Candidate Eligible	Either the total number of days or specific expiration date (the field above) is required.
* Exam Score Decimal Places	Accept the default or choose a different value.
* Total Score Decimal Places	Accept the default or choose a different value.
* Calculate Exam Score Based on Percentage	Select Percentage Score.
Banded Score (Low) Cutoff Values	Enter the banded score cutoff values, separated by commas.
Band Scores Based On	Selected if the banded scores are based on exam score or total score. Exam score is the composite of all scored evaluation steps without preference points added. Total score is the sum of the exam score points and preference points. The default selection is Exam Score.
Duplicate Handling	Select from Allow Duplicates, Most Recent Application, or Filter Highest Exam Score. The default selection is Allow Duplicates. It is recommended that this be set to Most Recent Application.
List Type	The default selection is Normal. The Hiring Manager will receive a candidate list (PWOE, etc.) based on the List Type you choose.
List Status	The default selection is Active.
Comments	Enter any additional information about the eligible list in this field.

5. Click Save when you're done.

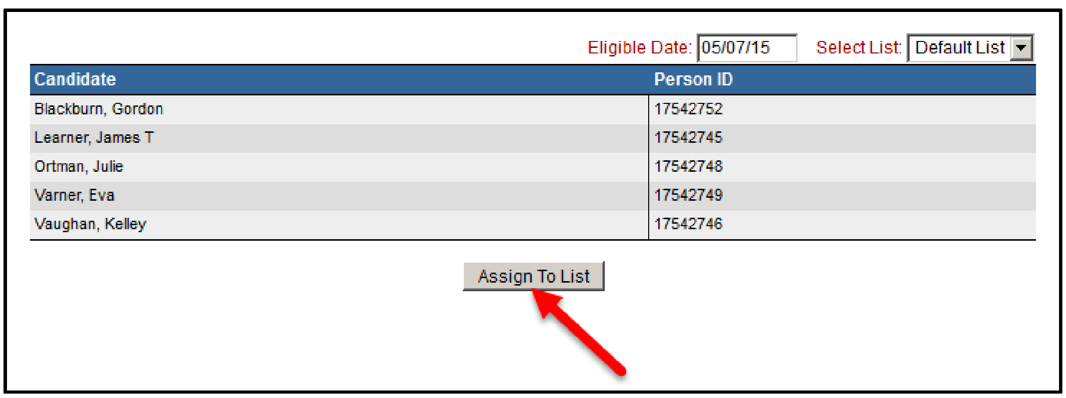
6. Click the next step name to view applicants by step and advance all passing applicants to the step you created.



7. To place the passing applicants on the eligible list, select Place on Eligible List from the Select Action dropdown, select Passing from the Select Candidate(s) dropdown, and click Go.

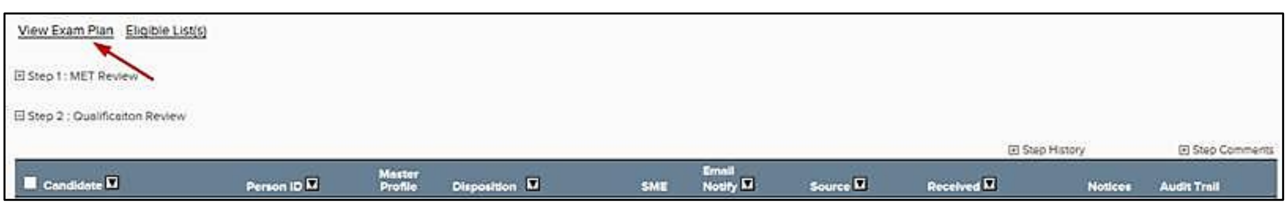


8. This will display all eligible candidates. Leave the default of today's date in the Eligible Date field. Select your list (if you renamed it from the Default list) from the Select List field. Click Assign To List.

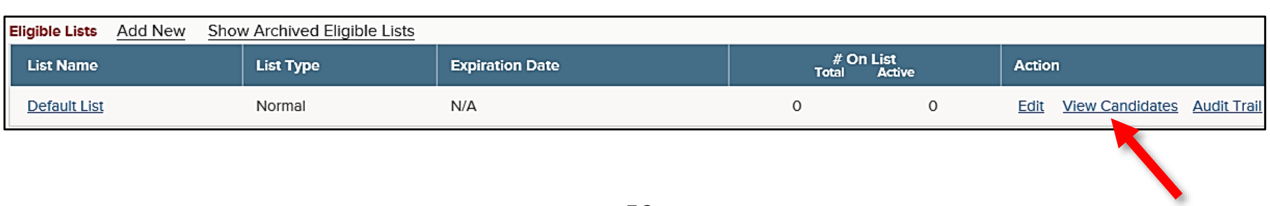


*Please Note: Eligible date reflects today's date. This is important to consider for candidate list expiration.

9. After the passing applicants are placed on the eligible list, click View Exam Plan.



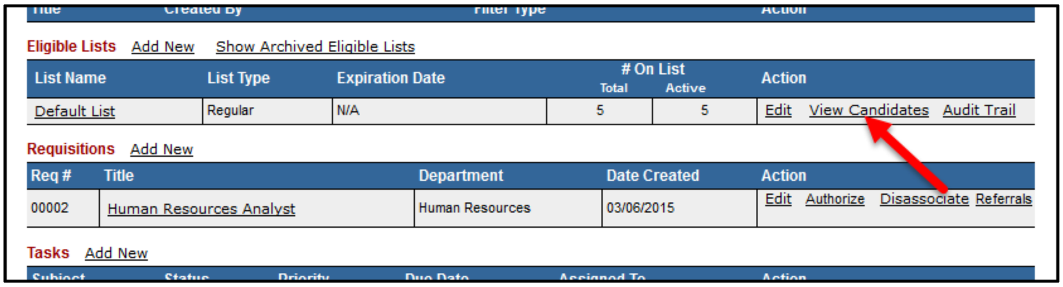
10. To view the eligible list, click View Candidates from the Eligible Lists section.



Module 8: Create a Referred List

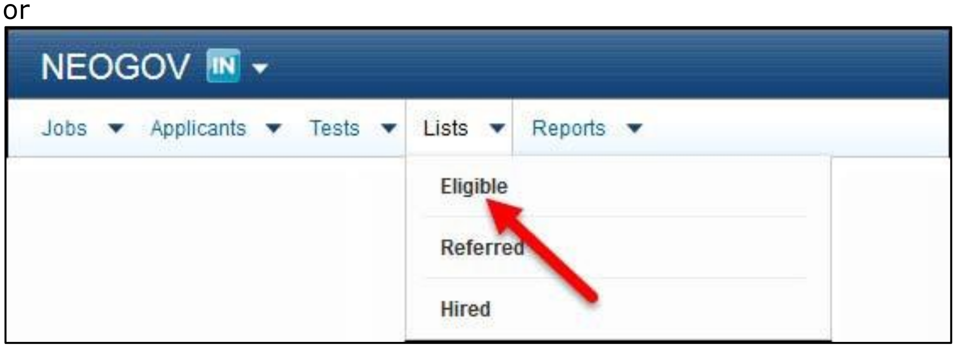
After you place all eligible applicants on an eligible list, you will refer these same applicants to the hiring manager. This referral action creates a referred list. Once the referred list is created, the hiring manager can begin reviewing applications, scheduling applicants for hiring interviews, and eventually hire the selected candidate.

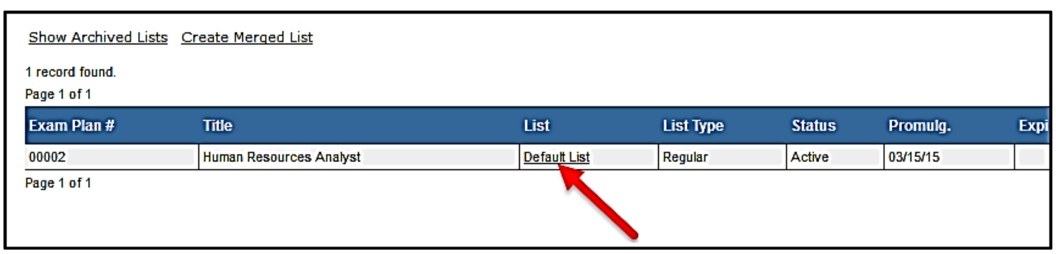
1. If you're not already viewing your eligible list, return back. You have a few ways to get there: (1) return to your exam plan and click View Candidates from the Eligible Lists section, or (2) click Eligible on the Lists menu and then click the list name from the List column.



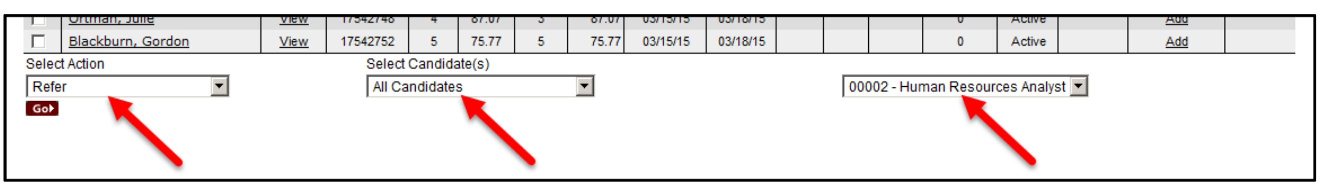
*Please Note: For senior level actions, all approvers must be added as a hiring manager to access the referral list.

or



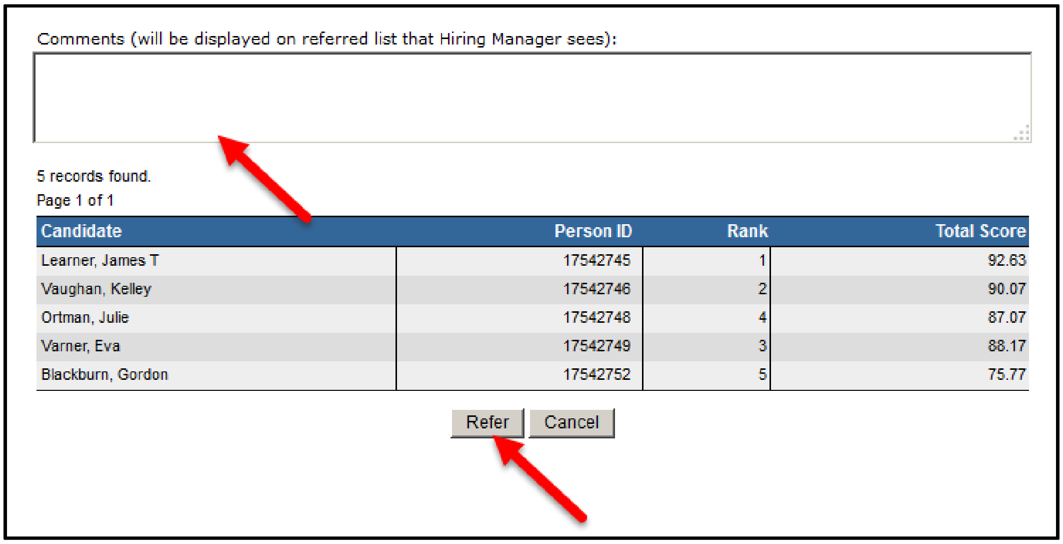


2. To create a referred list, select Refer from the Select Action dropdown, select All Candidates from the Select Candidate(s) dropdown, select your open requisition from the Select Requisition dropdown, and click Go.



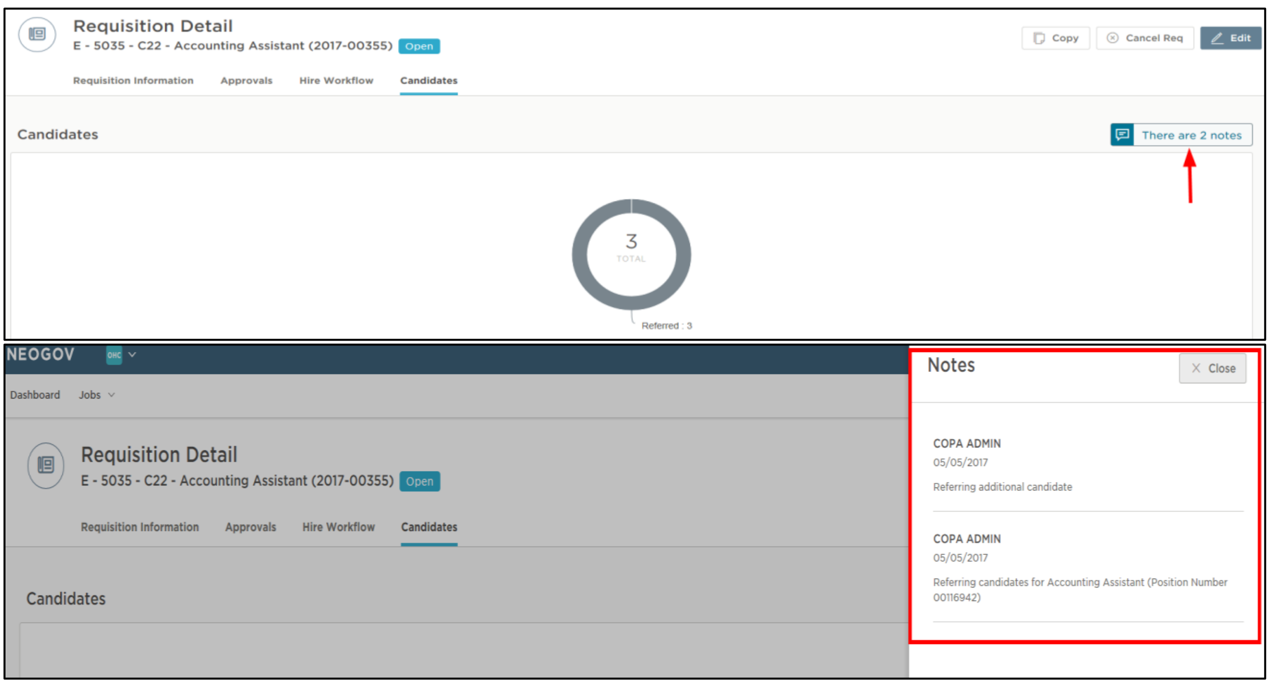
*Please Note:
For a dual posting, ensure you are selecting the appropriate requisition.

3. The refer eligible candidates page will display. Enter any HR appropriate informational text in the Comments box. This will display to the hiring manager at the top of the referred list. Click Refer when you're done. This will trigger an email notification to all hiring managers assigned to the requisition regarding the new referred list of applicants.



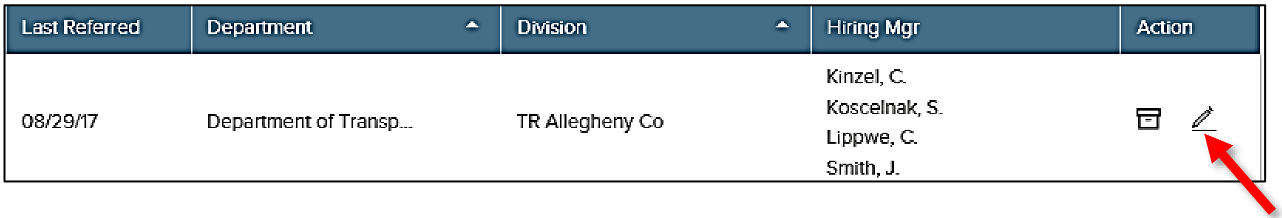
*Please Note: Whenever entering comments, ensure they are HR appropriate. The information is discoverable.

4. Users have the ability to view the comments entered by the HR user on the Insight side. This is found in the Requisition Detail screen.



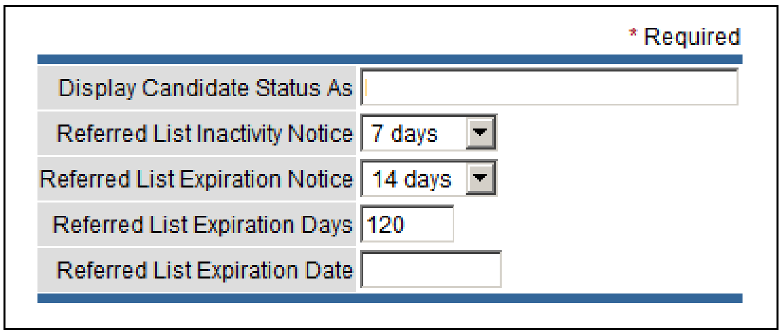
*Please Note:
Notes are displayed in reverse chronological order (i.e. most recent comments first).

5. Click the Edit icon to make updates to the recently created referred list.



Last Referred	Department	Division	Hiring Mgr	Action
08/29/17	Department of Transp...	TR Allegheny Co	Kinzel, C. Koscelnak, S. Lippwe, C. Smith, J.	

6. The edit referred list page will display. Complete the page using the field grid below, if necessary.



The fields (* Required field)

Field	What to Enter
Display Candidate Status As *Please Note: It is important to leave this field blank.	If this step is shown, then this message will display to applicants who log back into the applicant portal to see their current application status. Leave this field blank. "Referred to hiring manager," will be the default.
Referred List Inactivity Notice	An email notification will be sent to the assigned analyst if the assigned hiring managers have not taken action on the list after the number of days specified in this field.
Referred List Expiration Notice	An email notification will be sent to the assigned hiring managers regarding the soon-to-be-expired list based on the number of days specified in this field.
Referred List Expiration Days	Either the total number of days or specific expiration date (below field). This can be edited later by going to Insight > Lists > Referred. Search for the appropriate entry and click the pencil icon to edit the Referred List Expiration Days field.
Referred List Expiration Date	Either a specific expiration date or the total number of days (above field). This can be edited later by going to Insight > Lists > Referred. Search for the appropriate entry and click the pencil icon to edit the Referred List Expiration Date field.

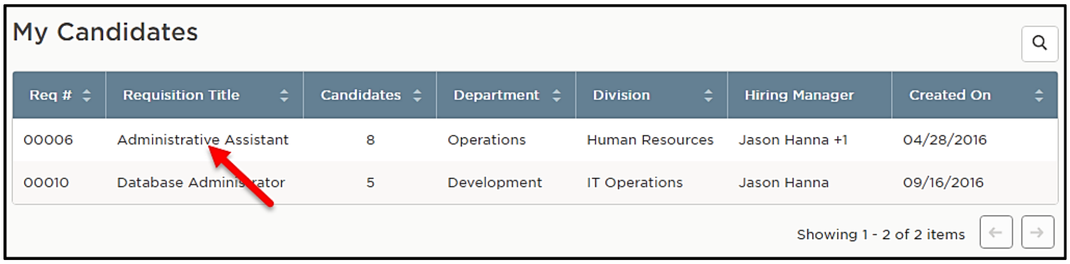
7. Click Save when you're done.

Module 9: Hiring Tasks (in OHC)

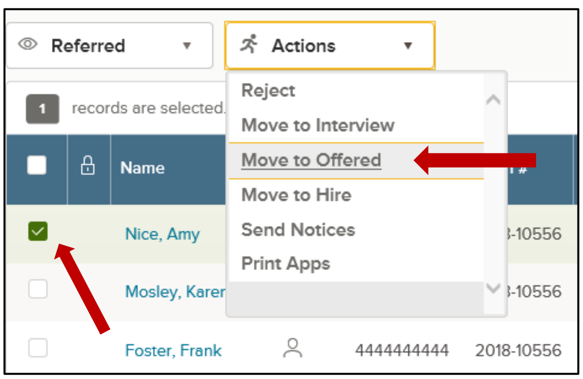
Once a referred list of qualified applicants has been created for the assigned hiring manager to review, this will trigger an email notification to the hiring manager assigned to the requisition regarding the new referred list of applicants. Now the hiring manager can begin reviewing applications, scheduling candidates for interviews, and eventually hire the selected candidate.

Move a Candidate to Offered

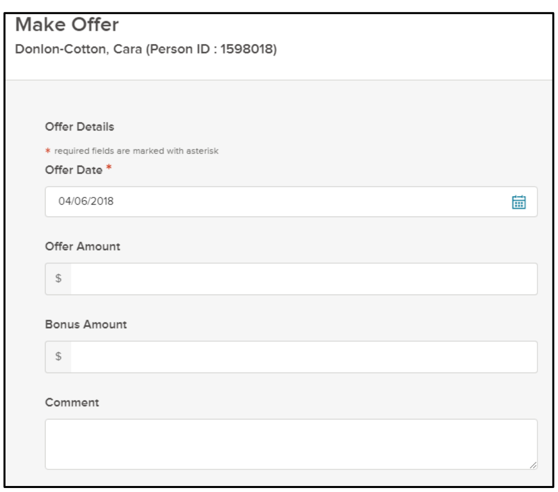
1. From the My Candidates section of your dashboard, click the referred list.



2. Select the candidate you want to hire. From the Actions dropdown, choose Move to Offered.



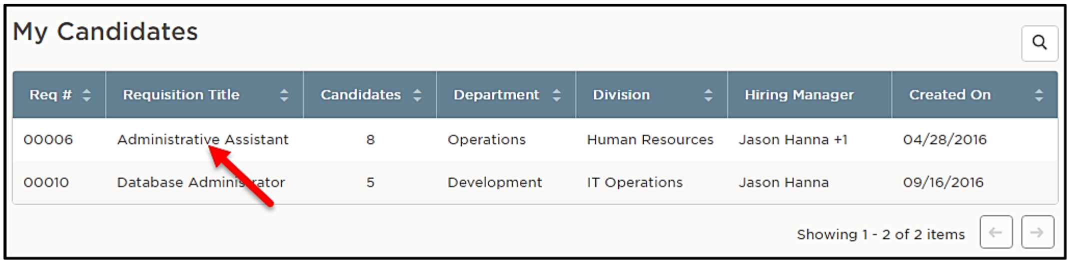
3. The Make Offer Form will appear, and the required Offer Date field will pre-populate. Click Save & Submit to finalize the status change to offered.



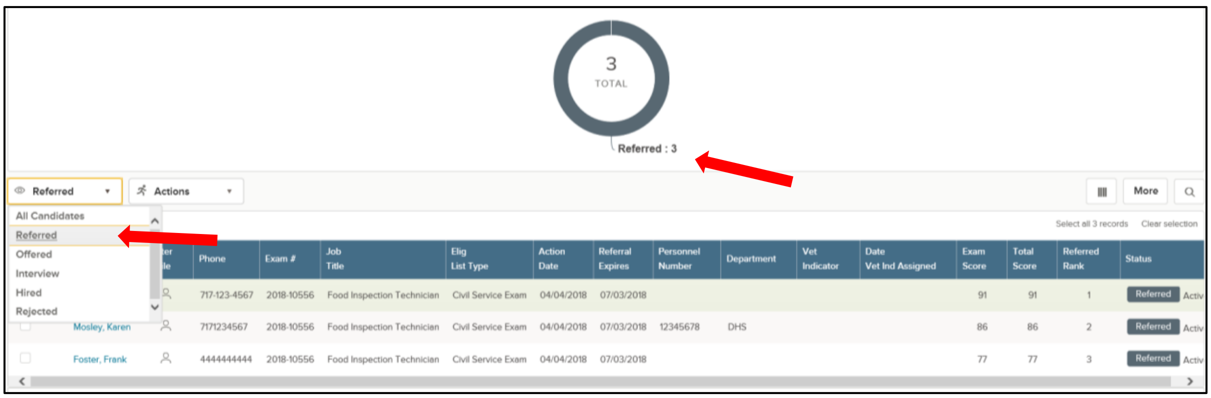
Reject a Candidate

HR must complete this function, not the hiring manager.

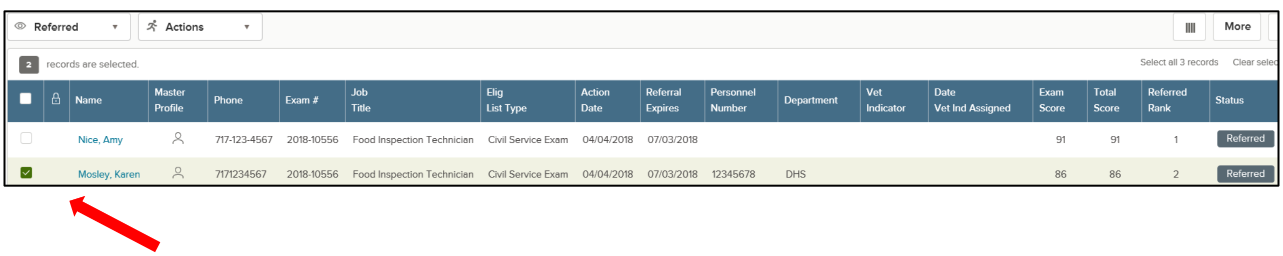
1. From the My Candidates section of your dashboard, click the referred list.



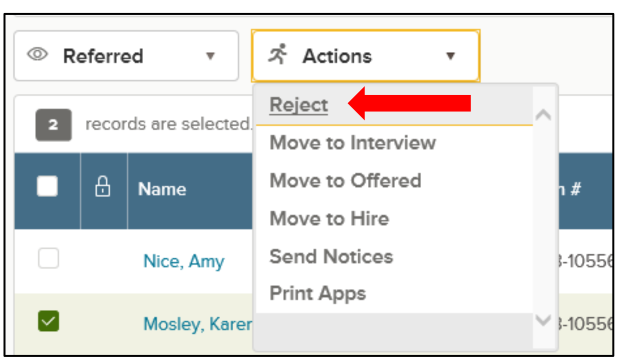
2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined one or more will be rejected.



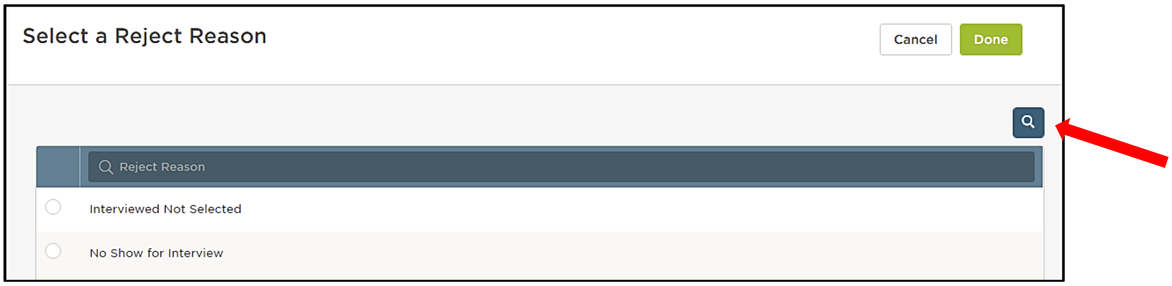
3. Click the name of the first candidate to be rejected.



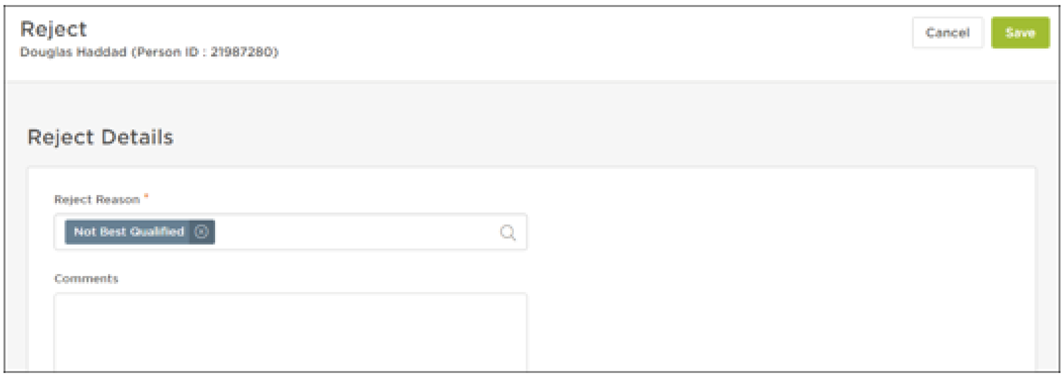
4. From the Actions dropdown, choose Reject.



5. Use the search tool to find and select a reject reason. Click Done.



6. Once appropriate reject reason has been selected, click save.



*<u>Please Note</u>: Select a reject reason from the dropdown and provide justification for non-selection in the Comments section.

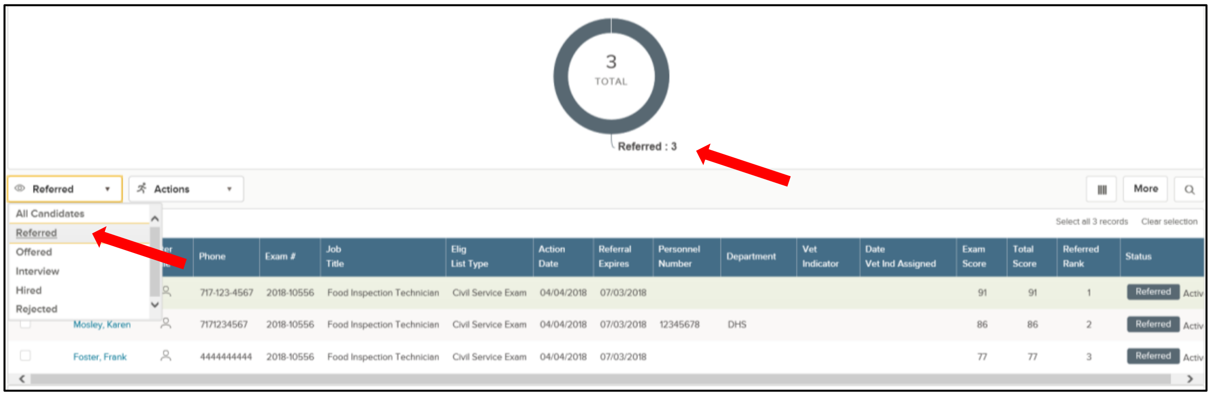
7. Repeat these steps for any remaining rejected candidates.

Reject Candidates in Bulk

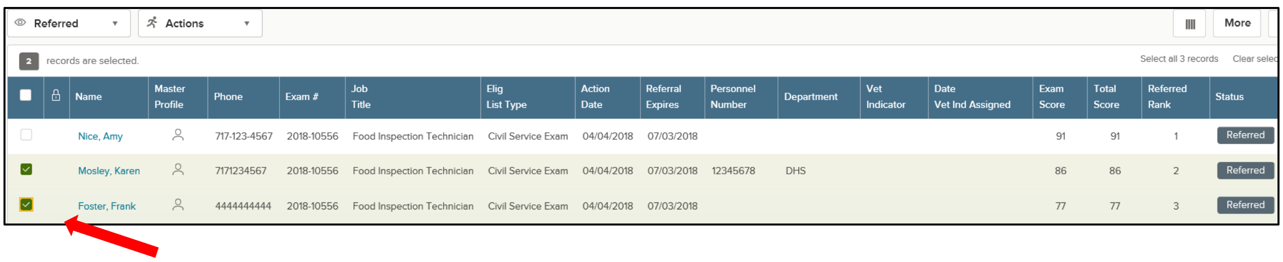
You can reject multiple candidates at the same time if using the same reject reason. This process will designate the same reject reason and comments for all the selected candidates. As a result, you may have a few rounds of bulk rejecting if candidates have different reject reasons and/or comments.

1. From the My Candidates section of your dashboard, click the referred list.

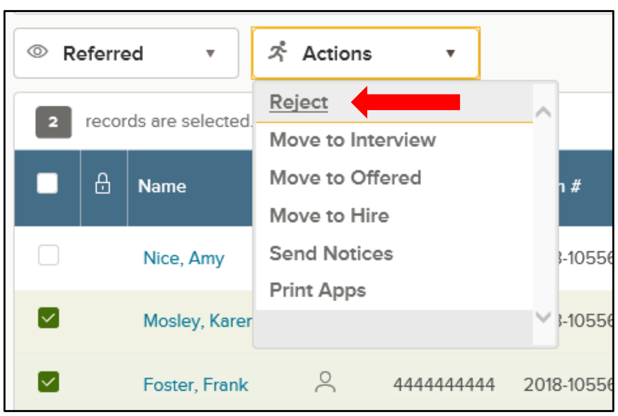
2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined multiple will be rejected.



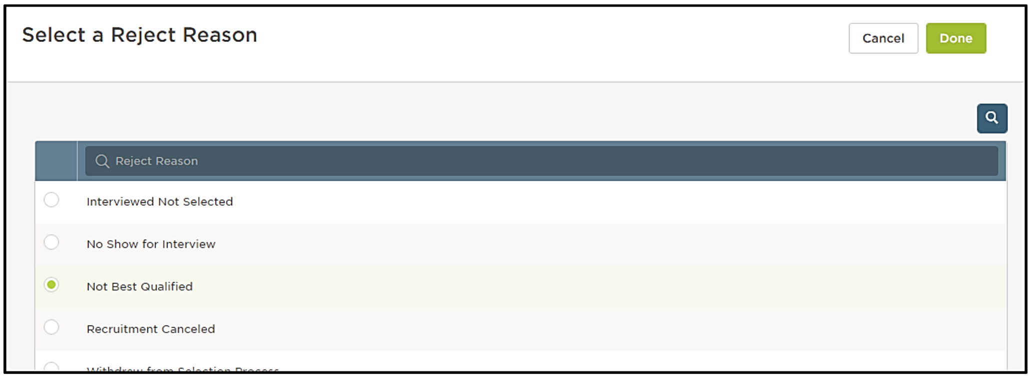
3. Select all the candidates who will have the same reject reason.



4. From the Actions dropdown, choose Reject.



5. Use the search tool to find and select a reject reason. Click Done.

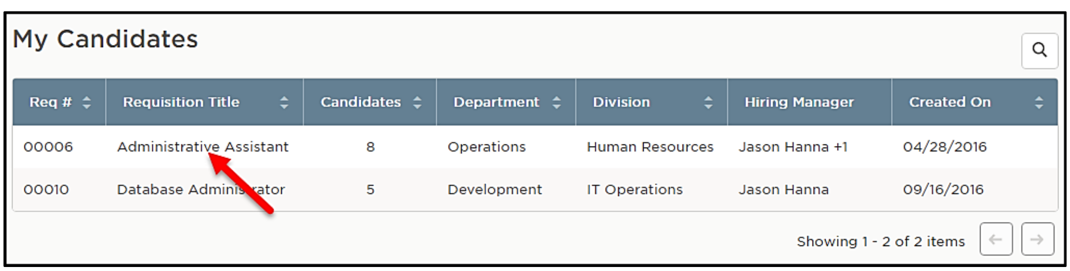


6. Click Save.

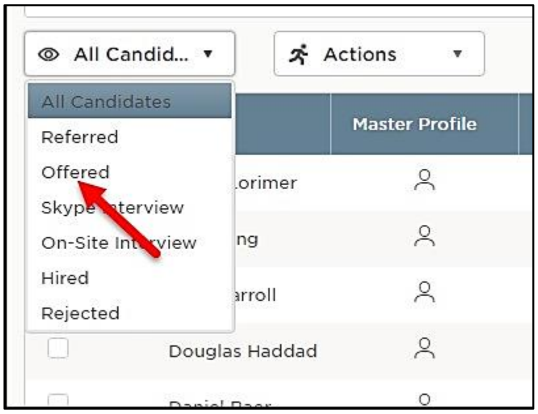
Repeat these steps for any remaining rounds of rejected candidates.

Select a Candidate for Hire

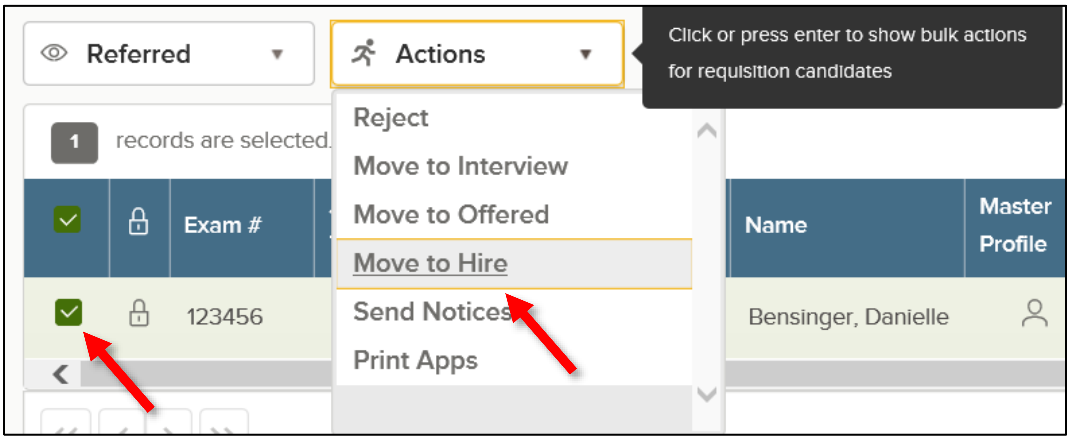
1. From the My Candidates section of your dashboard, click the referred list.



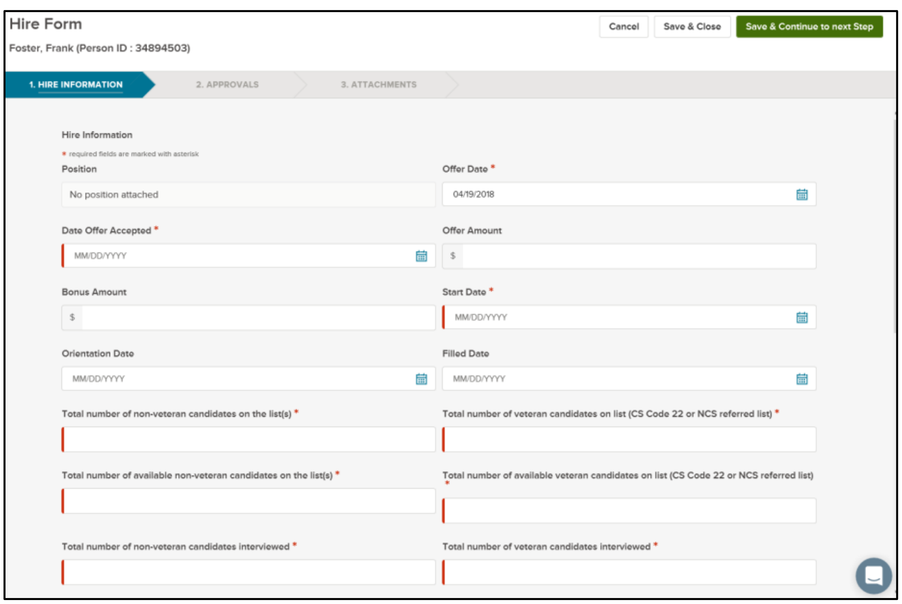
2. On the doughnut chart or on the Candidates menu, choose the appropriate step where the candidate is currently placed (the candidate should be in the offered status).



3. Select the candidate and from the Actions dropdown, choose Move to Hire.



4. The Hire Form will appear. Complete the form. Refer to the chart on the following page for definitions of each field on the Hire Form, if needed.



Field	What to Enter
Position Details	Select the appropriate position for the hired candidate from the Make a Selection dropdown.
Date Referred	Enter the date the candidate was referred.
Offer Date	Enter the date the job offer was extended.
Date Offer Accepted	Enter the date the candidate accepted the job offer.
Offer Amount	Leave blank.
Bonus Amount	Leave blank.
Start Date	Enter the established start date.
Orientation Date	Leave blank.
Filled Date	Leave blank initially when completing the Hire Form. After the hire is authorized, enter the filled date.
Total # of non-veteran candidates on list(s)	Enter the total # of non-veteran candidates on list.
Total # of veteran candidates on list (CS Code 22 or NCS referred list)	Enter the total # of veteran candidates on list (CS Code 22 or NCS referred list).
Total # of available non-veteran candidates on list(s)	Enter the total # of available non-veteran candidates on list(s).
Total # of available veteran candidates on list (CS Code 22 or NCS referred list)	Enter the total # of available veteran candidates on list (CS Code 22 or NCS referred list).
Total # of non-veteran candidates interviewed	Enter the total # of non-veteran candidates interviewed.
Total # of veteran candidates interviewed	Enter the total # of veteran candidates interviewed.
Veteran candidate selected	Yes or No.
Reason for non-selection of veteran candidate(s)	Enter the reason for non-selection of veteran candidate(s).
Service Type	Indicate whether the position is civil service or non-civil service covered.
Dept. Code	Enter the department code where the candidate will be employed.
Location	Pre-populated based on position selected.
Barg Unit	Pre-populated based on position selected.
Pay Scale	Pre-populated based on position selected.
Pay Level	Complete with appropriate pay level; this should coincide with the pay scale entered.
Annual Salary	Complete with appropriate annual salary; this should coincide with the pay scale entered.
Candidate Recruitment/Qualifying Method	Select appropriate choice from the dropdown list.

5. Once you've completed the form, click Save & Continue to Next Step.

Bi-Weekly Salary	Complete with appropriate bi-weekly salary; this should coincide with the pay scale entered.
Exam Plan Number	Enter with appropriate exam plan number tied to the position.
SCSC Certification Number	For civil service list hires, insert a certification number. For internal hires, leave this field blank. The State Civil Service Commission will be reviewing for accuracy.
Requisition Number	Enter with appropriate requisition number tied to the position.
Active on Eligible List	Automatically turned off. Once a candidate is hired, it will automatically inactivate them from eligibility list. If you'd like them to remain active, turn that on. In most cases, you will want to keep this off.
Senior Level Background Check (Commonwealth only)	If submitting a senior level hire, indicate if the position requires a background check by OIG.

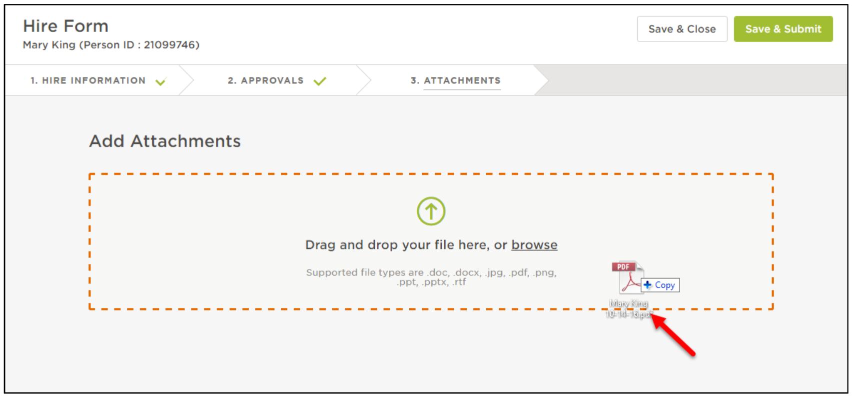
For non-senior level position actions, the approval workflow template displays on the second hire form page as follows: BTAP workflow, SCSC, and HR. HR can remove an approval step if appropriate. Any changes will only be applied to this hire; not to the pre-defined approval workflow. Do not modify workflow for senior level position actions.

*Please Note:
Offer Date, Date Offer Accepted, and Start Date are all required fields. If you don't know these dates when initially completing the hire form, enter the date you completed the hire form in these fields. When you have the accurate data, update these fields with the appropriate dates.

*Please Note: All approvers can see the approval timeline and comments associated with approvals.

6. Click Save & Continue to Next Step.

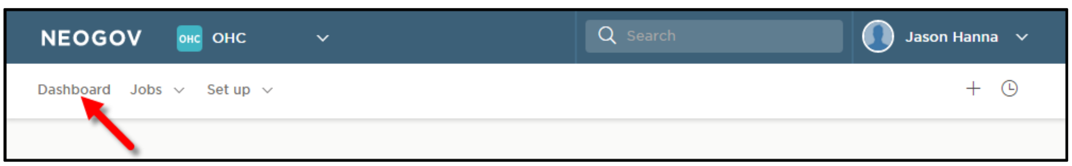
7. Drag any file attachments to the third hire form page and click Save & Submit. For senior level positions, you must attach a resume to the hire form.



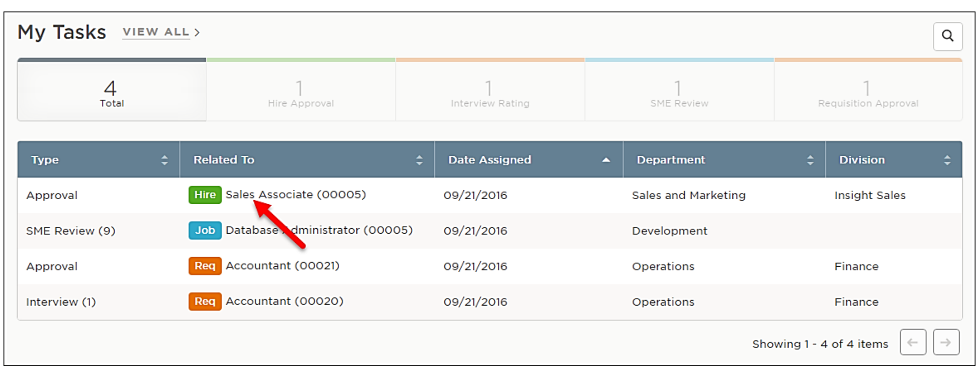
Note: If you're not quite ready to submit the hire, click Save & Close. The hire will display in your referred list with a pending release status. Once you're ready to submit, edit the hire, make any updates, and click Save & Submit.

Approve a Hire

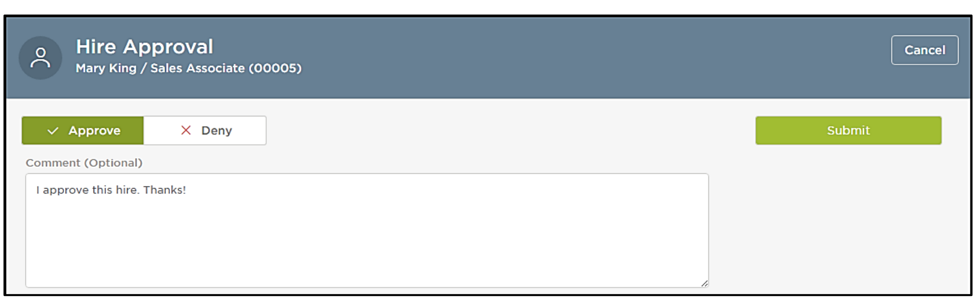
1. Go to your dashboard.



2. From the My Tasks section, click the hire pending your review.



3. Click Approve, enter appropriate comments if needed, and click Submit.



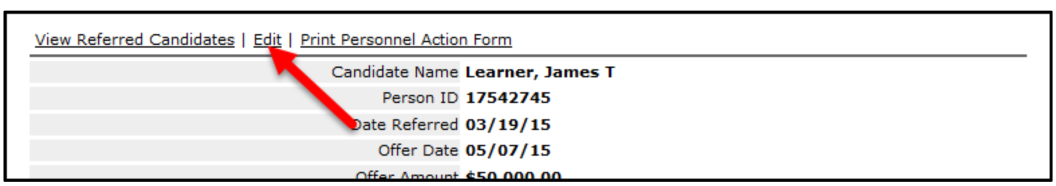
Module 10: Authorize a New Hire and Fill a Requisition

Approving a new hire will trigger an email notification to the assigned analyst of the requisition regarding authorizing the new hire and filling the requisition. You will be performing two close-out tasks: authorizing the new hire and filling the requisition.

1. If you're not already in Insight, return back. Click Insight on the NEOGOV menu.

2. The recently-hired applicant displays from the Hires section of your dashboard. Click the name of the applicant.

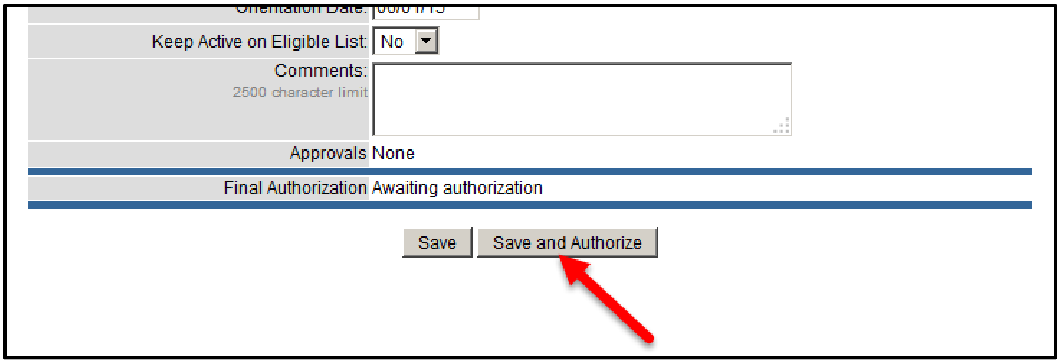
3. The personnel action form will display. Review/complete the form and then click Edit to start the authorization process.



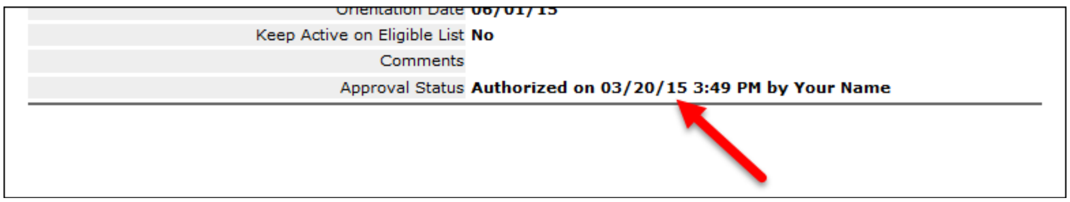
*Please Note:
Reminder – at this time, ensure the Offer Date, Date Offer Accepted, Start Date, and Filled On Date have been updated for accuracy. It is very important that the Start Date be accurate for both metrics and onboarding set-up.

If your agency isn't authorizing the hire (i.e. BTAP or SCSC will be the final authorization for external hires), you need to go back in later and update the dates or inform BTAP or SCSC of the correct dates by adding comments during the HR approval step.

4. Click Save and Authorize.

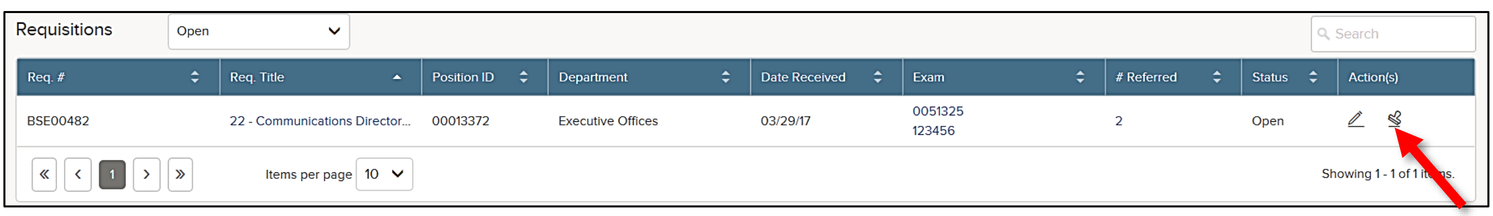


5. An approval confirmation will display.

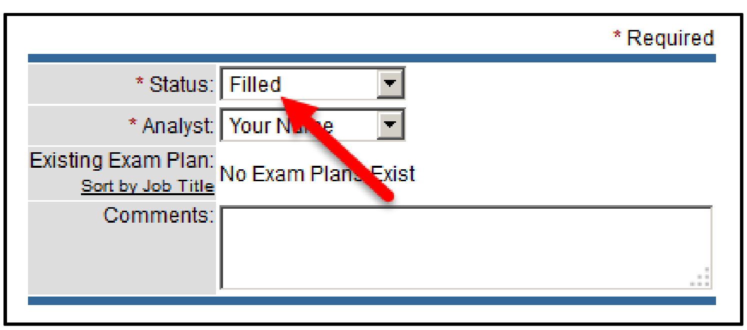


6. Now it's time to change the requisition status from open to filled. Return to your exam plan. Click the exam number from your dashboard or click Exam Plans on the Jobs menu and then click the job title from the Exam Plan column.

7. Click the Authorize icon from the Requisitions section.



8. Select Filled from the Status dropdown and click Save.



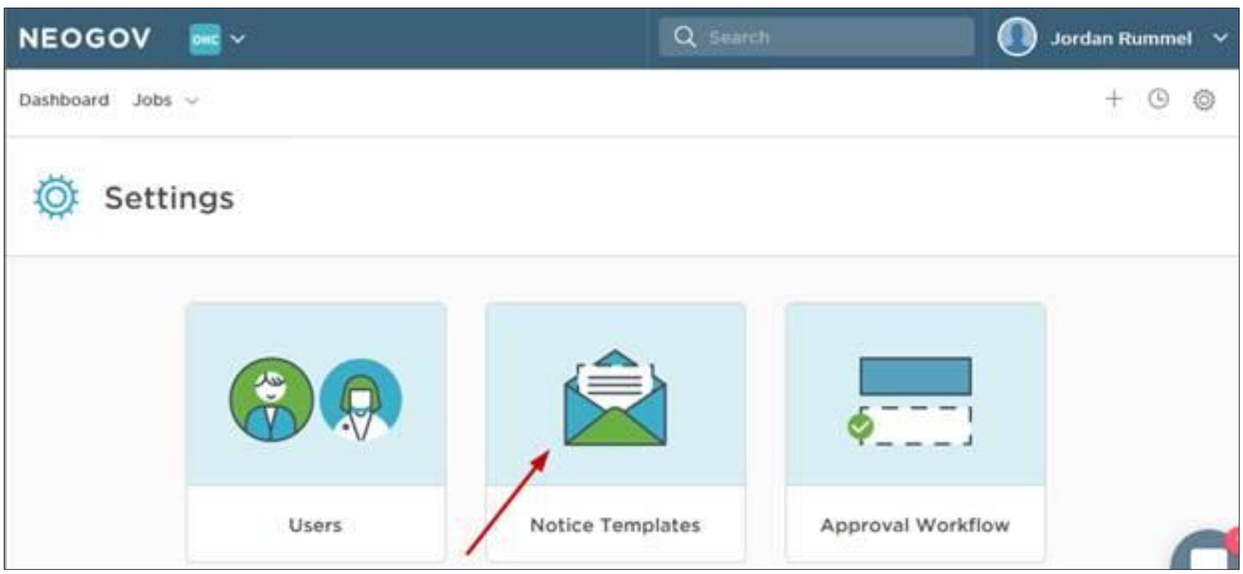
Module 11: Notices

Create a Notice Template in OHC

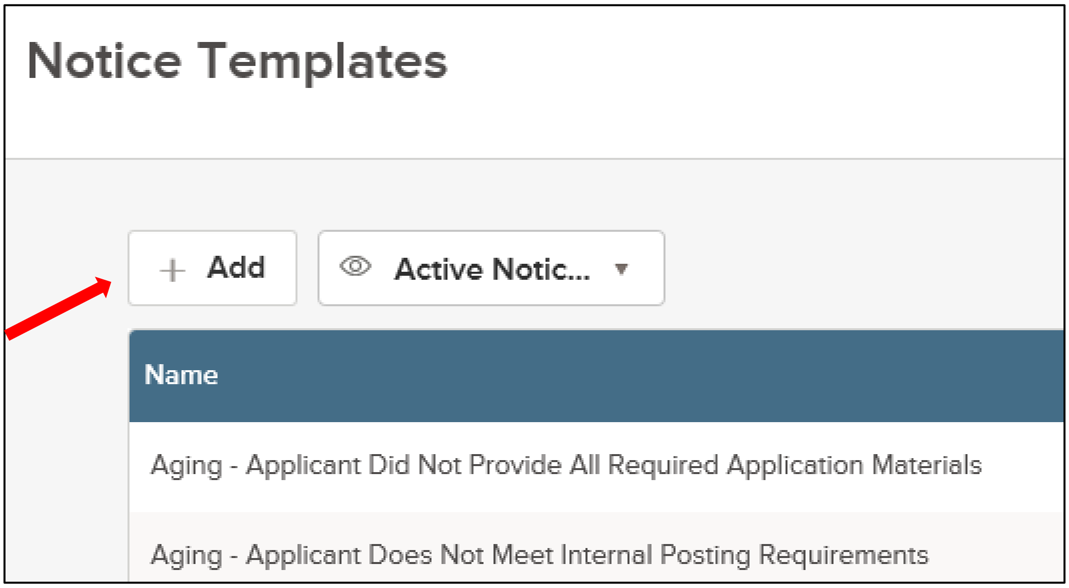
You can create a notice template for your assigned department(s)/division(s). Notice templates can be used for a variety of notice types including non-selection, background inquiries, and job offer.

1. From your OHC dashboard, click on the gear icon under your name on the far-right side of the screen.

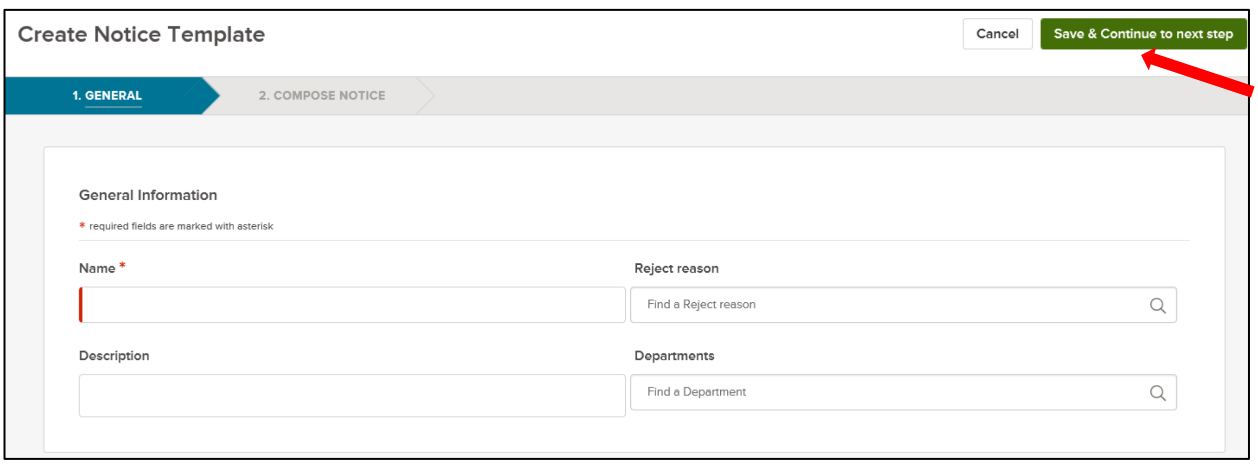
2. Click the Notice Templates box.



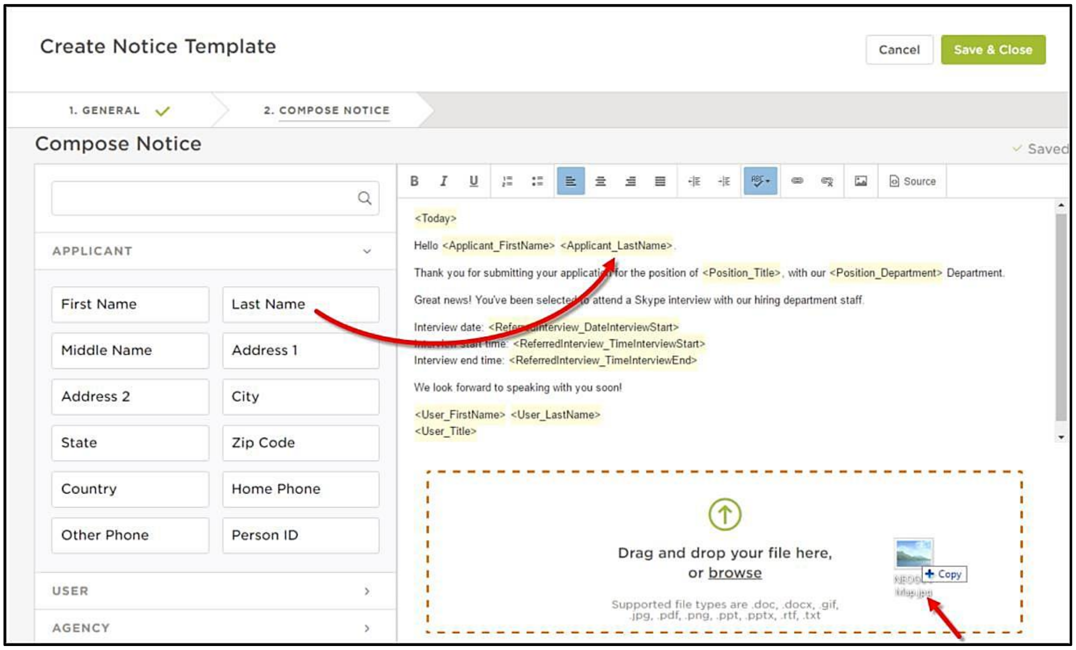
3. You will see a listing of existing notice templates. Click the +Add button in the upper-left corner of the list.



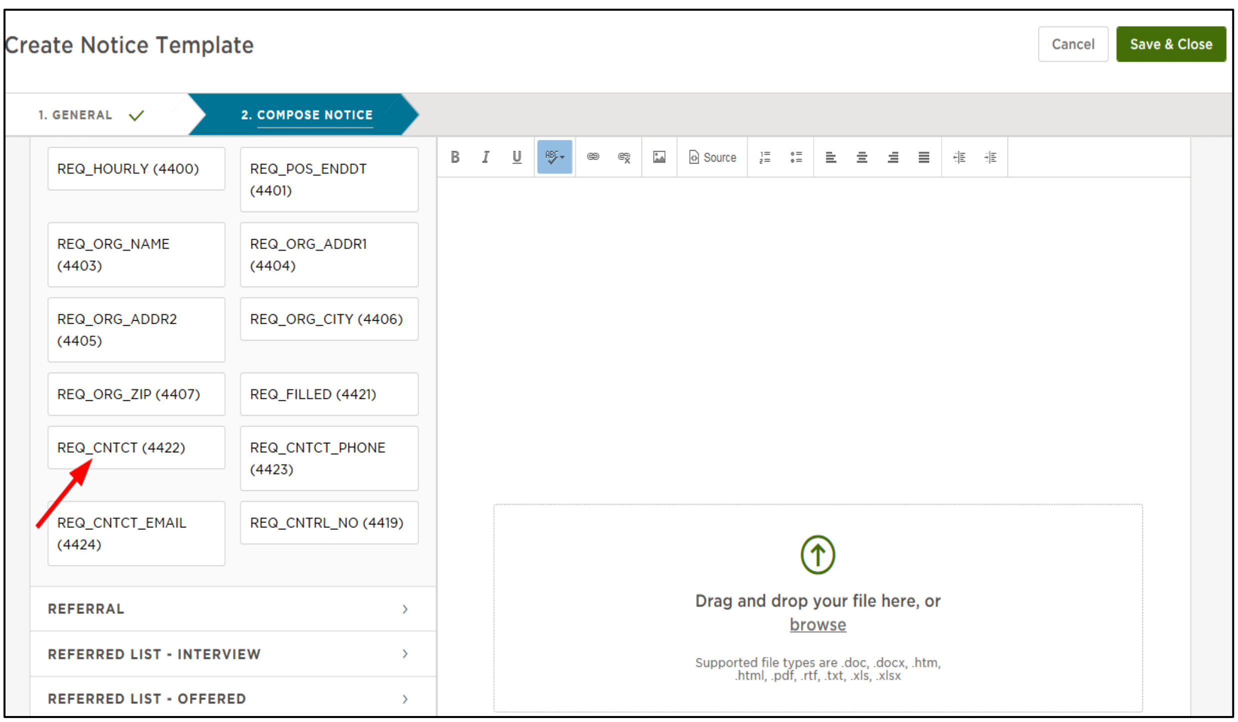
4. Complete the notice template page, then click Save & Continue to next step.



5. Type the contents of your notice template. When a merge field is required, locate it using the left-side search and then drag to the proper area of the notice. Also, drag any applicable files to the attachments section.



Custom Form Fields on the Requisition, Applicant Master Profile, and Hire Form are available as merge fields when creating Notice Templates.

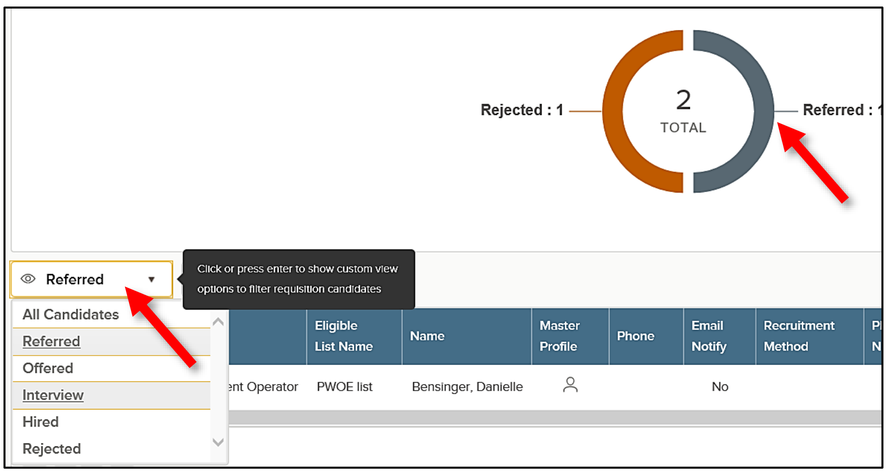


6. Once you're done, click Save & Close.

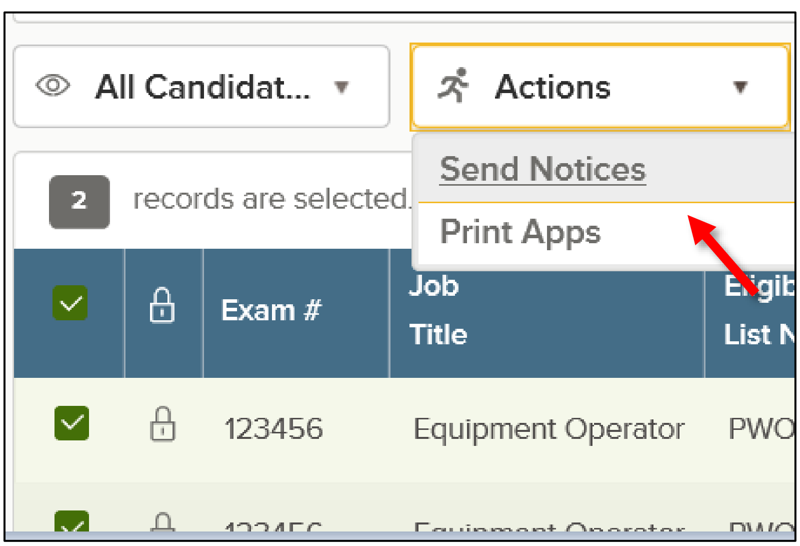
Send Notices in OHC

1. From the My Candidates section of your dashboard, click the referred list.

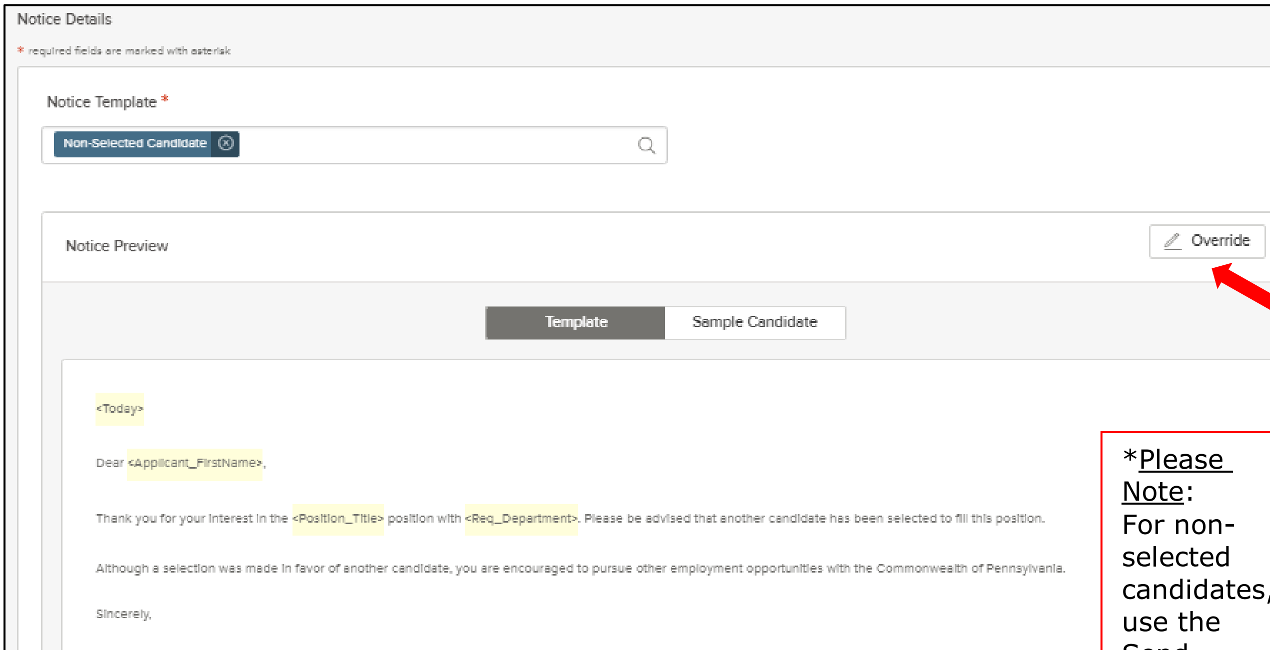
2. On the doughnut chart or on the Candidates menu, click the step name where candidates require notification.



3. Select the candidates to receive notices. From the Actions dropdown, choose Send Notices.



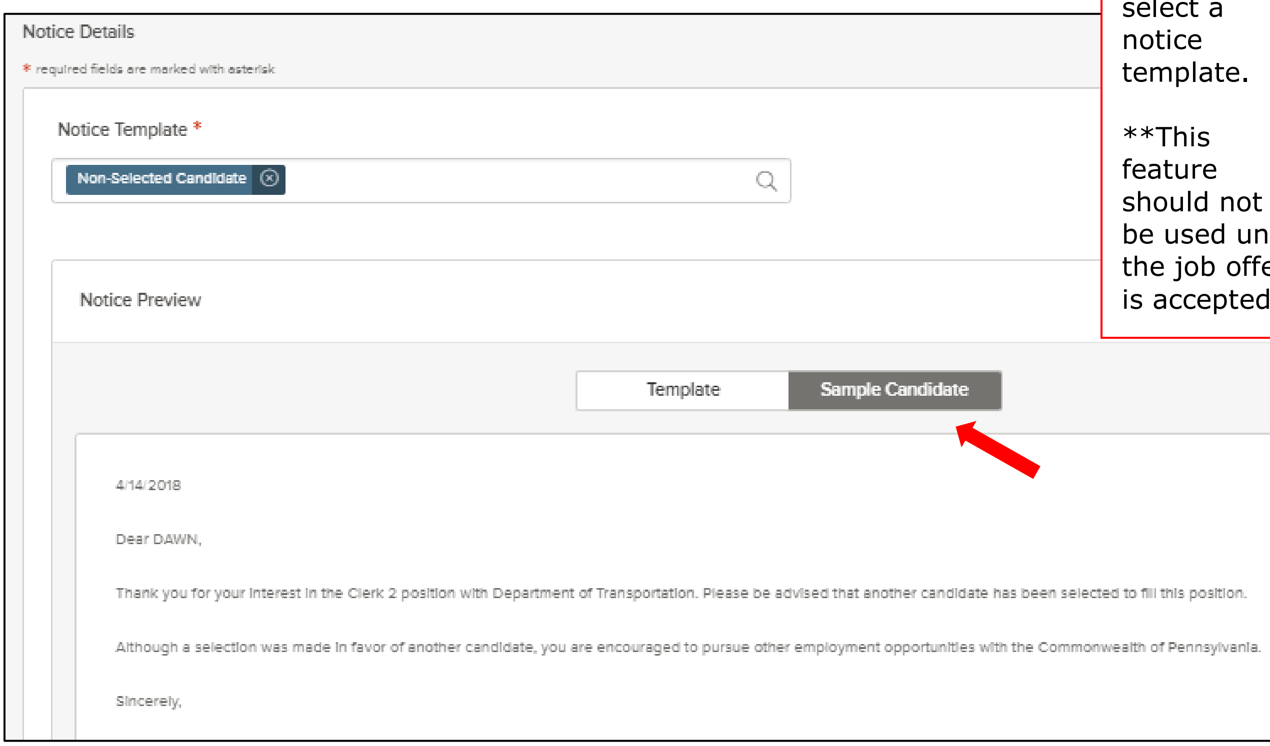
4. Select a notice template and click Done. If necessary, click Override to make a one-time update to the notice prior to sending. This update will not affect the saved notice template.



*Please Note: For non-selected candidates, use the Send Notices action to select a notice template.

**This feature should not be used until the job offer is accepted.

5. Click Sample Candidate to view the notice with merged text.



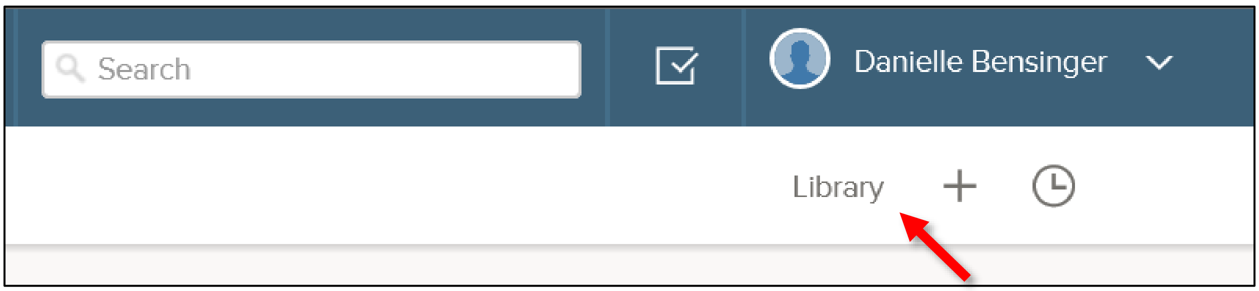
6. Click Send to send the notice to all selected candidates.

Create a Notice Template in Insight

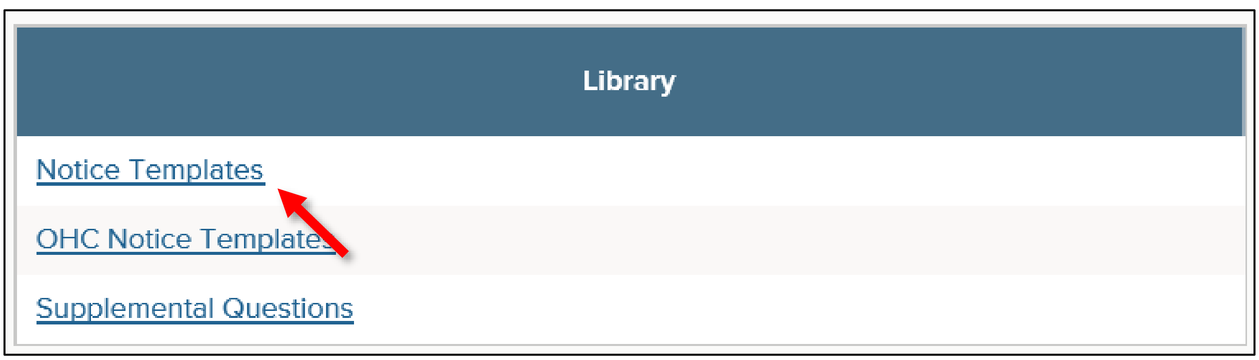
A notice template is available for use on the Insight side of the system. This is different than an OHC notice template, which is only available on the OHC side of the system and can only be used to send a notice to an applicant who has been referred. Conversely, an Insight notice template can be sent to an applicant who has not been referred.

The ability to copy a notice template in Insight is not available like it is in the OHC environment. However, you can copy a notice template already created under "Notice Templates," edit the existing template, then copy and paste the information from the existing template into a new template.

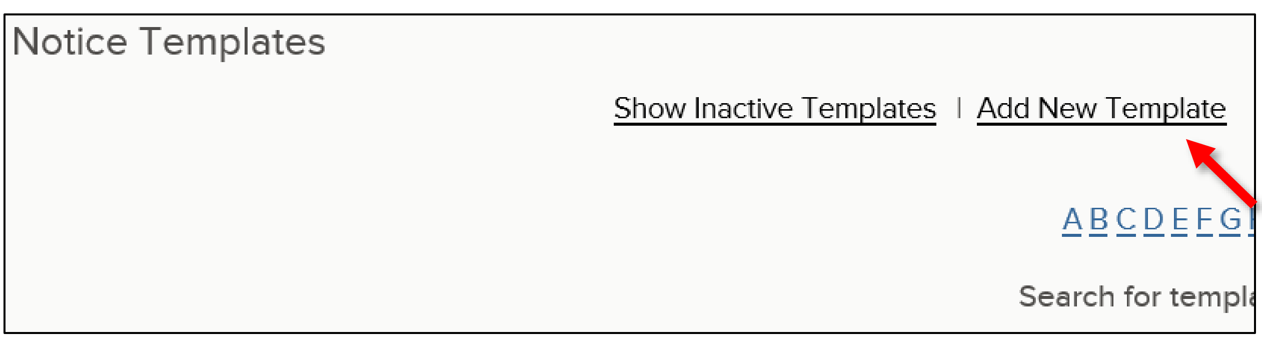
1. From the Insight dashboard, click Library located on the right side of your page under your username.



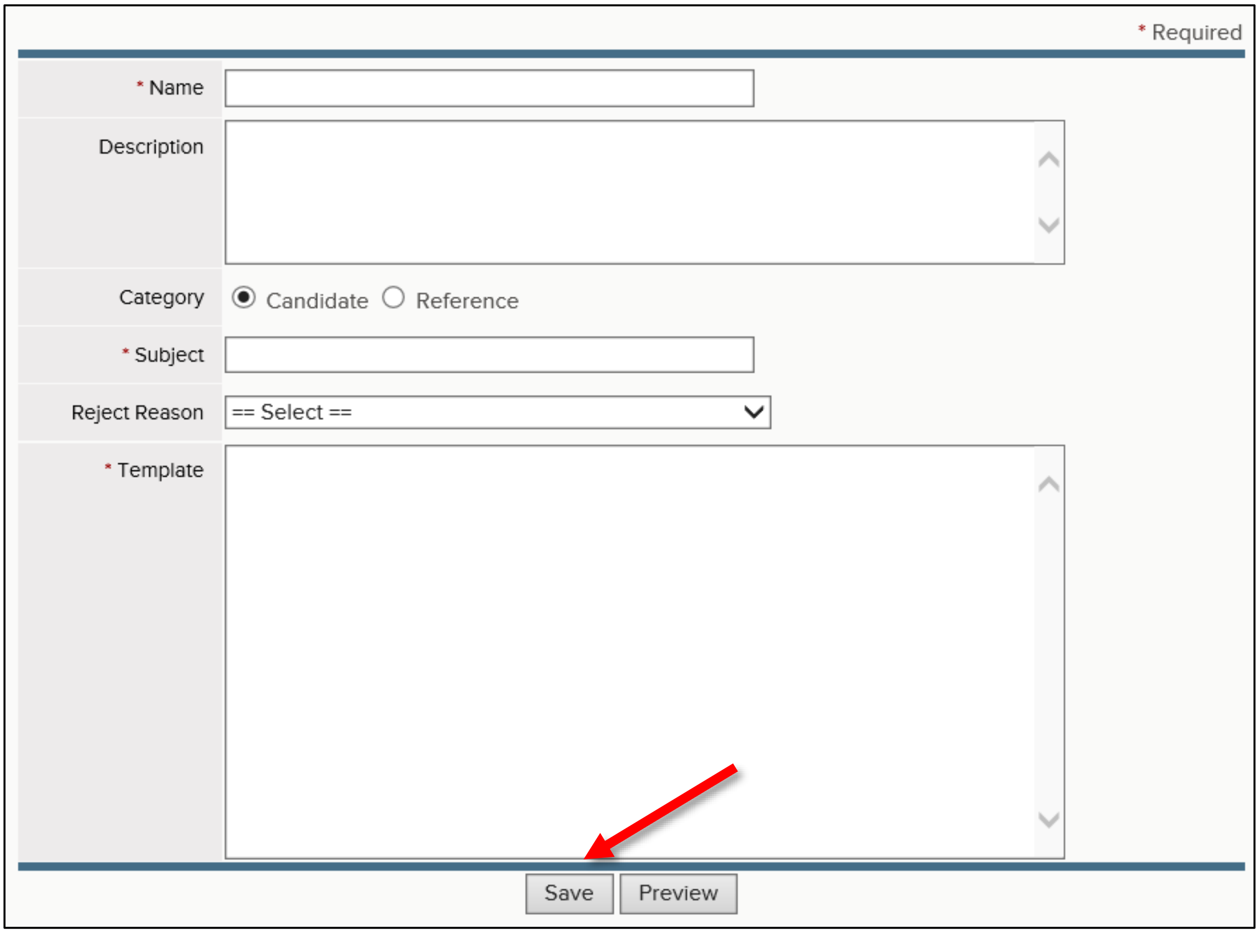
2. From the Library menu, click on Notice Templates.



3. From the Notice Templates screen, click on Add New Template.



4. Complete the notice template page and click Save.



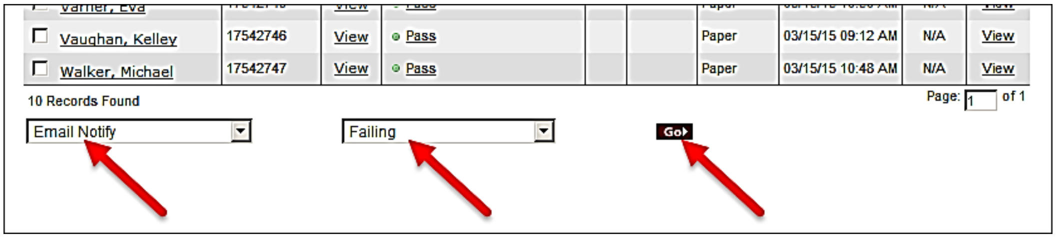
5. You will be taken back to the Notice Templates screen where you may now Edit, Archive, or Preview your notice template or add another new template.

Name	Description	Subject	Action
E&T Test Results		Test Results	Edit Archive Preview
Failed MQs	Failed MQs	Failed MQs	Edit Archive Preview
Notice Template 092617	Description of my notice template	Written Examination	Edit Archive Preview
Oral Exam Scheduling		Oral Exam Scheduling	Edit Archive Preview
Reference Reminder	Reminder to employment reference to complete employment request	Reference Reminder	Edit Archive Preview
Reference Request	Request for candidate reference feedback	Reference Request	Edit Archive Preview
Written Exam Score		Written Exam Score	Edit Archive Preview
written test		written test	Edit Archive Preview

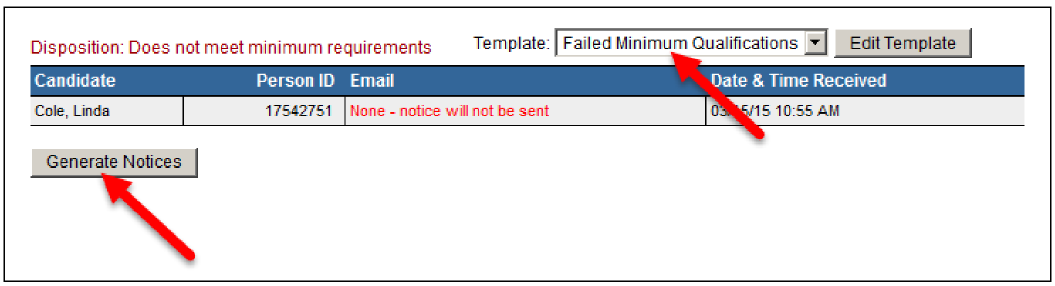
Send Notices in Insight

1. From the Exam Plan Detail screen, Evaluation Steps section, choose View Applicants by Step.

2. To send a fail notice to the applicable applicant(s), select Email Notify from the Select Action dropdown, select Failing from the Select Candidate(s) dropdown, and click Go.



3. Select the appropriate notice from the Template dropdown and click Generate Notices.

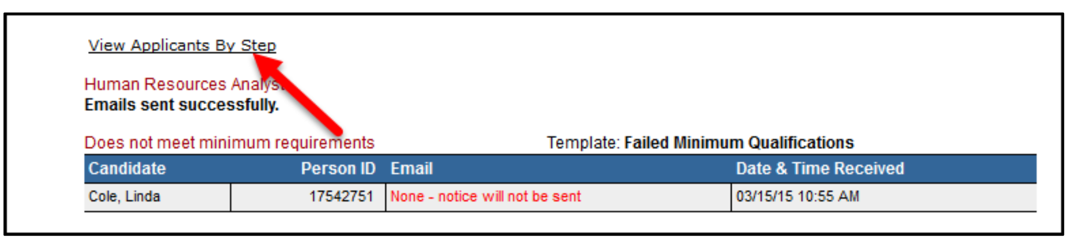


*Please Note: You should only send notices to failed applicants at the end of the hiring process.

4. Click Send to simulate sending the notice(s).

Please Note: Failed candidates remain in the evaluation step they failed.

5. A confirmation displays stating "Emails sent successfully." Click View Applicants By Step to return to your applicants.



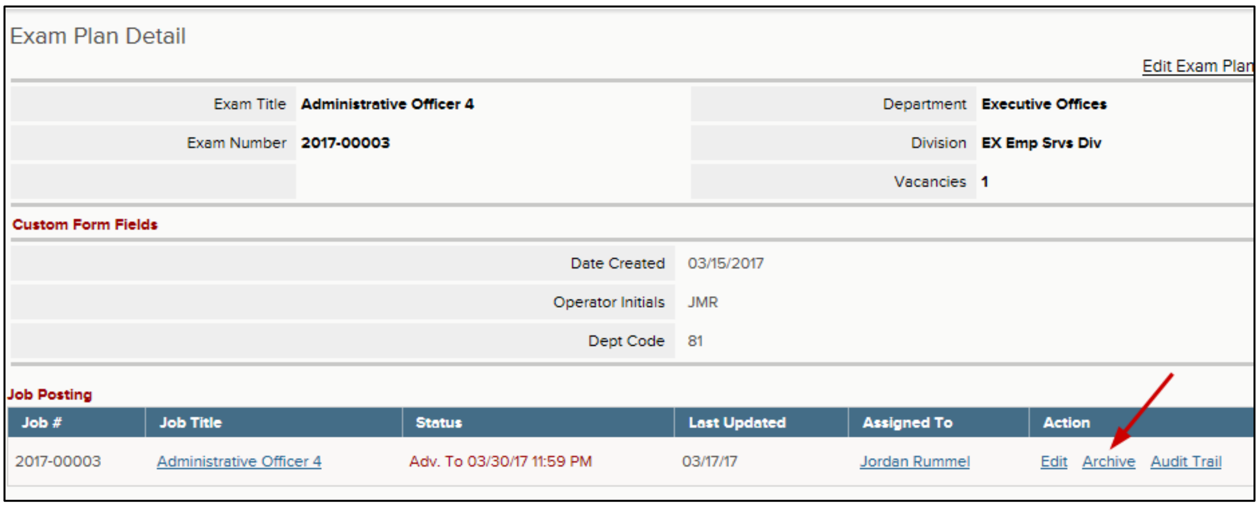
Module 12: Archiving

After the position is filled, HR will archive the job posting, exam plan, referred list, and eligible list.

*Please Note:
Timely archiving is essential to ensure the SAP interfaces run properly. It will also help you to easily manage your queue by having less to view.

Archive a Job Posting

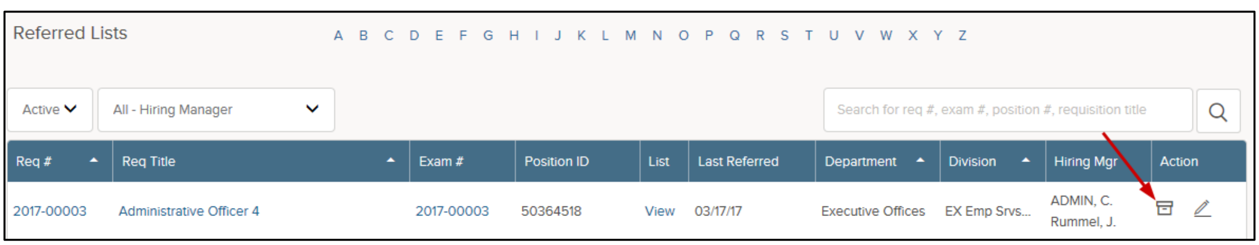
Archiving a job posting must be done from the Exam Plan Detail screen. Select the Archive option from the Action column.



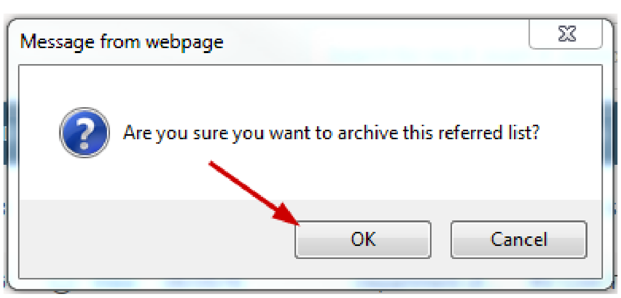
Archive a Referred List

1. Click on the referred list from the List section.

2. Click on the Archive icon in the Action column.

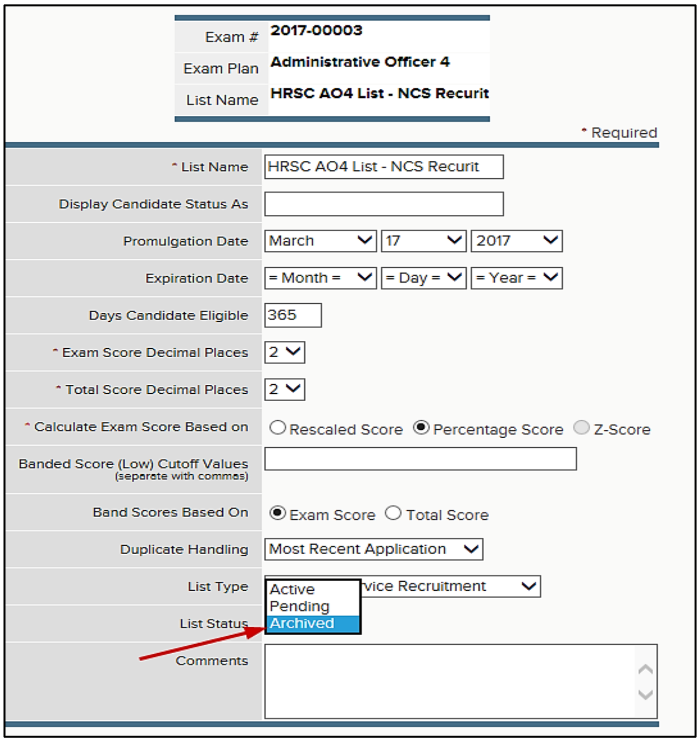


3. Click OK to archive the referred list.



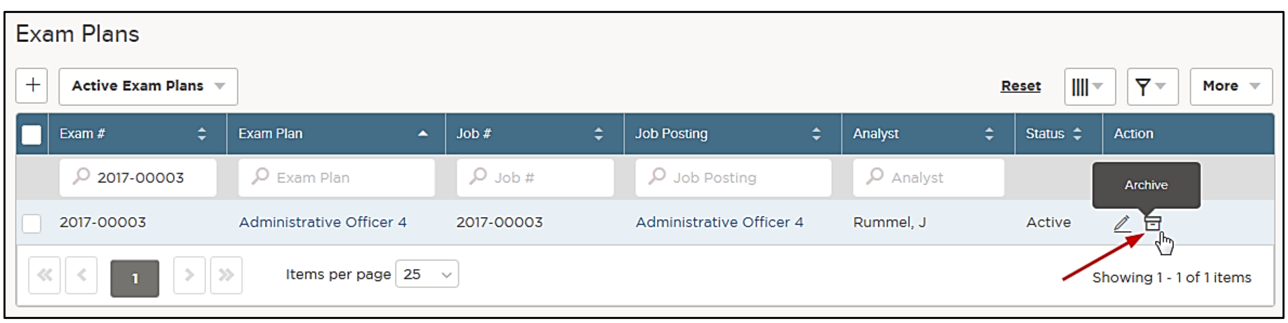
Archive an Eligible List

Note: Archiving an exam plan automatically inactivates the eligible lists. From the List Type dropdown box, choose Archived.

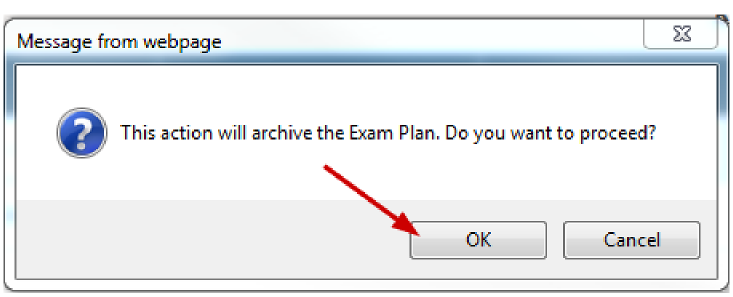


Archive an Exam Plan

Note: Archiving exam plans automatically inactivates eligible lists. This must be done from the Exam Plans screen. Select the Archive icon in the Action column.



Click OK to archive the Exam Plan.



<u>Please Note</u>:
Anything you archive can by un-archived and edited. Simply click the file drawer icon in the action column of the exam plan, list, etc.

APPENDIX

Internal Use Only Postings

This procedure instructs agencies to create a generic posting for senior level (SL) candidates, emergency appointments, NCS management candidates, annuitants, and seniority candidates to apply when there was no initial posting.

1. **For reporting purposes, it is important to create a requisition each time you use the internal use only posting.**
2. Choose Job Code 00000 (Internal) when creating the exam plan.
3. Create a new posting on the **internal job listing page**. The posting will need to be assigned to a specific agency user. It is recommended that the user be assigned to manage/monitor the posting.
4. Posting Title: Add "Internal Use Only."
5. Position Section: Add the verbiage, "This posting is not a posting for a specific vacancy. This is for internal use only."
6. Leave the remaining sections of the posting blank.
7. **Keep in mind that the posting will need to be monitored by HR to ensure that candidates who have applied in error are notified that this is not a posting for a vacancy (even if the posting says it is).**

Dual Postings with One Posting

This procedure should be used when an agency has one vacancy and creates one posting with two different parentheticals or two levels (i.e. HR Analyst 1 or HR Analyst 2) within a class series to increase the potential candidate pool.

1. Create two requisitions – one for each classification.
2. Route one through all approval steps with comments indicating that it will be posted at two different levels, using two different job titles.
3. Delete all approval steps for the second requisition, because you only need one set of approvals to post a vacancy.
4. Open both requisitions in Insight.
5. Since you will create one posting, you will create one exam plan.
6. Choose a requisition and select create exam under the requisitions section of your dashboard.
7. Choose an existing requisition (the exam plan you just created) for the second requisition.
8. Create the posting with both job titles (list both sets of METs and posting requirements).
9. Proceed with the selection process.
10. Cancel the requisition you are not using to hire the selected candidate.
11. Process the hire using the hire form for the appropriate requisition.

Dual Postings with More than One Posting

This procedure should be used when an agency has one vacancy and creates more than one posting with two or more different job titles (not necessarily in a class series) to increase the potential candidate pool.

1. Create two requisitions – one for each classification.
2. Route one through all approval steps with comments indicating that it will be posted at two different levels, using two different job titles.
3. Delete all approval steps for the second requisition because you only need one set of approvals to post a vacancy.
4. Open both requisitions in Insight.
5. Choose a requisition and select create exam under the requisitions section of your dashboard.
6. Repeat this step for the next requisition.
7. Post both positions.
8. Proceed with the selection process.
9. Cancel the requisition you are not using to hire the selected candidate.
10. Process the hire using the hire form for the appropriate requisition.

Seniority Positions

<u>Posted</u> – This procedure is for agencies that post seniority positions.

1. Create a requisition and post the seniority position.
2. HR will accept paper and online applications.
3. If the most senior candidate who accepts the position applies online to the posting, process the hire by creating the eligible list and referred list with only the seniority employee's name.
4. **NOTE:** Only the most senior candidate who accepts the position needs to be entered into NEOGOV if he/she applied using the agency's paper bid form.
5. For those seniority hires who apply using a paper bid form, HR will enter the application on behalf of the hire, move the employee to the eligible list, refer the employee, and process the hire.

<u>Not Posted</u> – This procedure is for agencies that do not post seniority positions.

1. The agency identifies the most senior candidate and offers the job. If the most senior employee accepts the job, HR will direct the employee to apply to the Department's *Internal Use Only* posting or submit a paper bid form.
2. HR will initiate a requisition in NEOGOV.
3. After the requisition is approved, HR will open the requisition in Insight.
4. HR will create a Department *Internal Use Only* exam plan and posting.
5. HR will move the seniority employee to the eligible list and a referred list.
6. HR will change the status of the employee in OHC to hire and initiate the hire form to route through the final approval workflow.
7. Once the hire is approved and authorized, HR will close the requisition and archive the referred list.

Paper Bid Forms

Agency employees without computer access or who are not computer literate are permitted to apply through the existing paper bid process when applying for internal jobs. The required NEOGOV application and agency-wide questions will be stored on the NEOGOV Resources page of the HRM portal (www.hrm.oa.pa.gov). These questions should be included with the agency's current bid form, so agency HR has all the information from the employee when inputting the paper application on behalf of the employee.

1. HR should encourage employees to apply online through NEOGOV but must accept paper bids if the employee does not have access to the computer or is not comfortable using a computer.
2. HR will accept paper and online applications for each union posting.
3. Exception – For seniority postings, HR must ensure that the most senior employee who accepts the job offer for the vacancy is entered into NEOGOV. To clarify, only the most senior candidate must be entered into NEOGOV.
4. For entry-level union covered positions, applicants must either apply online or HR must enter the paper bid forms on behalf of employees applying with paper bid forms. To clarify, all paper bid forms submitted by employees for entry-level union covered positions need to be entered into NEOGOV on behalf of the employees.

Internal/External Simultaneous <u>Non-Civil Service</u> Postings

This procedure outlines how agencies will post a non-civil service job internally and externally simultaneously, if BTAP approves the request.

1. HR will initiate a requisition to post a simultaneous job and choose the "Simultaneous (Internal/NCS External)" radio button on the requisition. Attachments will include the Job Posting Form, which should include supplemental questions. Any differences between the external and internal postings should be clearly identified.
2. Once BTAP approves the requisition, they will create the external and internal postings and exam plan.
3. Once there is a selected candidate, HR will change the status of the candidate on the referred list to Offered. Once the background check is successfully completed, the agency will change the status of the candidate to hire and initiate the hire form to route through the final approval workflow.
4. Once the hire is approved, BTAP will authorize the hire, close the requisition, and archive the referred list, posting, and exam plan.

Copy a Posting

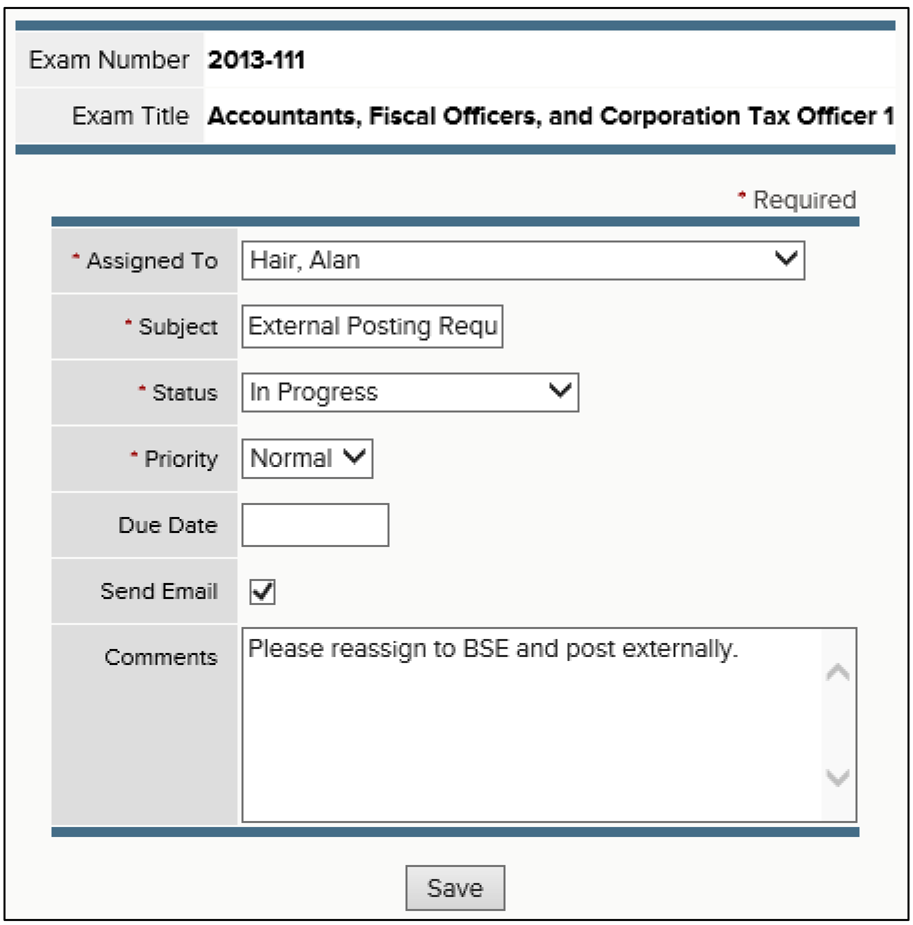
This procedure outlines the steps to copy a previous posting to re-post with/without edits.

1. Go to your My HR dashboard and find the old posting. Click on Copy Posting (or Copy Job Posting & Scoring Plan) at the top of the page.
2. Create a new exam plan.
3. Create a requisition and move it through the approval process.
4. After opening the requisition, you will see the copied posting in the new exam plan.
5. Make edits to the posting and supplemental questions as necessary.
6. Uncheck the Draft box at the top of the posting template to publish the posting.

Moving a Requisition to BTAP to Post Externally after Posting Internally

This procedure instructs agencies on how to move a requisition to BTAP to post externally after posting internally and not finding any eligible candidates.

1. Go to the exam plan.
2. Under the tasks section, click on Add New.
3. Complete the short form as follows:
    a. Assigned To: Select your liaison in the Bureau of Talent Acquisition and Planning
    b. Subject: External Posting Request
    c. Status: In Progress
    d. Priority: Normal
    e. Due Date: (not required so leave this field blank)
    f. Keep the *Send Email* box marked.
    g. Comments Section: Please reassign to BTAP and post externally.
4. Click send.



Searching Archived Postings

Steps to access archived postings

1. Go to your My HR page in Insight.
2. Go to the postings section.
3. Use the dropdown menu next to the posting section to filter by Active Draft or Inactive. Choose Inactive to view an archived posting.

Attaching Documents

Attaching a document to an applicant's master profile

1. From the Applicants dropdown on your dashboard and select Applicant Search.
2. Search for the applicant by last name, first name, or Person ID.
3. Click the applicant's name in the search results to display his/her master profile.
4. Scroll down to the Attachments section of the master profile and click Add New.
5. Complete the File Attachment form and click Upload.

Attaching a document to an exam plan

1. From the Jobs dropdown on your dashboard, select Exam Plans.
2. Search for the appropriate exam plan and click the title to open it.
3. Scroll down to the Files section of the exam plan and click Add New.
4. Complete the File Attachment form and click Upload.