NEOGOV™ –Frequently Asked Questions (FAQs)

City of Cincinnati
Human Resources Department

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COMPUTER ACCESS

1. **What if I do not have access to a computer?**

   - Applicants who do not have access to a computer are encouraged to use a number of public venues that offer free access to internet-enabled computers. One option is the Public Library of Cincinnati and Hamilton County. You can find the closest location to you by going to the following link: http://www.cincinnatilibrary.org/info/locations.asp

   - You may also visit the Human Resources Department, located at 805 Central Avenue, Suite 200, Cincinnati, OH 45202. The hours of operation are 8:00 a.m. to 5:00 p.m. Monday through Friday.

FORGOT USERNAME AND/OR PASSWORD
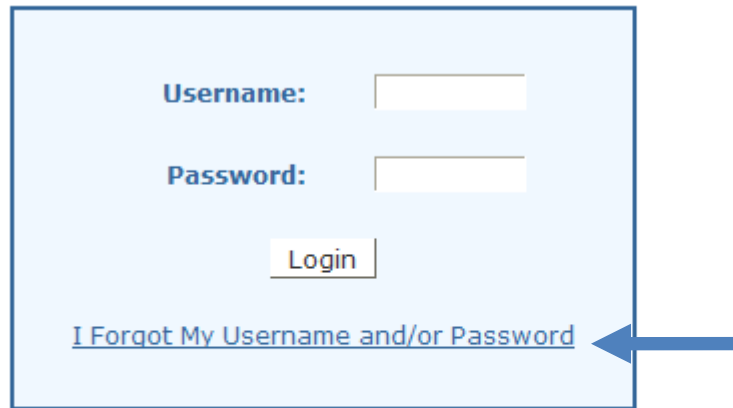
2. **I forgot my Password. What should I do?**

   - Go to the City's website at:
     http://agency.governmentjobs.com/cincinnati/default.cfm

   - Click on "Applicant Login" under "Quick Links"
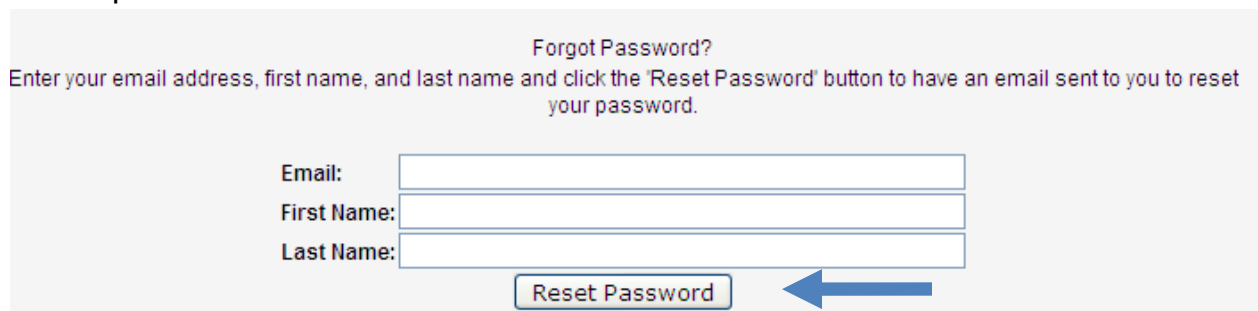
- Click on the **"I Forgot My Username and/or Password"** link

- Fill out the information and click on the **"Reset Password"** button and an email will be sent to you with instructions to reset your password.

- An e-mail will be sent to you with a link to reset your password. Once you click on the link, you will be directed to a page that will ask for your username and a new password. Please enter a new password, confirm the new password, and then log into your account. Note: the link embedded in the password reset email will expire after 24 hours. If the link has expired, resubmit your password reset request by clicking again on the "I Forgot My Username and/or Password" link.

3. I forgot my Username. What should I do?

- Follow the instructions above to navigate to the Login page. Enter your e-mail address, first name, and last name, and click on "Send Username". An e-mail will be sent to you with your Username. If you do not see the e-mail in your inbox, check your spam/junk mail folder.

IMPORTANT
The first name, last name, and e-mail address entered must exactly match what appears on your profile. This includes spacing and titles (i.e. John III, Dr. John, John MIDDLENAME etc). If it does not match, you may receive an error that "Your record was not found."

4. What should I do if I receive the following message: "Username and/or Password are invalid"?

- You may request to confirm your Username or reset your Password via the "I Forgot My Username and/or Password" link.

5. I received a "Login Page Expired" error message. What does this mean?

- Please follow the instructions below to clear cookies from your browser. If the browser below is not specified please refer to the required specifications via their troubleshooting procedures.

- Internet Explorer– Go to the "Tools" button or gear icon in the upper right hand corner and select "Internet Options". Under the general tab and below the browsing history heading, there is a "Delete" button adjacent to Settings. A separate box will pop up titled "Delete Browsing History". Make sure that the "Cookies" box is checked and click "Delete". Once it has completed, click "OK", close all open internet windows and tabs, and open a new browser window.

- Firefox – Click on Firefox in the upper left hand corner. Next, go to History and click on "Clear Recent History". Make sure that "Everything" is selected as the "Time Range To Clear". Click on "Details" and then select Cookies and Cache. Click on "Clear Now". Next, close all open internet windows and tabs and open a new browser window.

6. **I received a 'Password has Expired' message. What does this mean?**

   - Your account is still active, but your password will need to be reset. You can reset your password by clicking on the "I Forgot My Username and/or Password" link.

7. **I received an 'Account is Locked' message. I have waited longer than 30 minutes and it is still locked. What should I do?**

   - For security reasons, too many unsuccessful login attempts will lock your account temporarily. If you have waited the specified amount of time, and it is still locked, you may unlock the account by requesting to reset the password. Select the "I Forgot My Username and/or Password" link, enter your e-mail address, first name, and last name, and then click on "Reset Password".

8. **When I enter my Username & Password nothing happens, i.e., the page reloads and just prompts me to login again.**

   - When the page reloads (without returning any error message), the cookies must be deleted from your web browser. Please follow the instructions below to clear cookies from your browser. If the browser below is not specified please refer to the required specifications via their troubleshooting procedures.

     i. Internet Explorer– Go to the "Tools" button or gear icon in the upper right hand corner and select "Internet Options". Under the general tab and below the browsing history heading, there is a "Delete" button adjacent to Settings. A separate box will pop up titled "Delete Browsing History". Make sure that the "Cookies" box is checked and click "Delete". Once it has completed, click "OK", close all open internet windows and tabs, and open a new browser window.

ii. Firefox – Click on Firefox in the upper left hand corner. Next, go to History and click on "Clear Recent History". Make sure that "Everything" is selected as the "Time Range To Clear". Click on "Details" and then select Cookies and Cache. Click on "Clear Now". Next, close all open internet windows and tabs and open a new browser window.

- If deleting the cookies does not work, try logging in using a different web browser.

9. **The system is not accepting my new password. What should I enter?**

- Passwords must be a minimum of eight characters in length, and must contain at least one letter, one number, and one special character. To reset your password, click the "I Forgot My Username and/or Password" link. Once you've entered a new password (twice to ensure it is correct), you will receive the message "Password reset successful."

10. **What is a special character? Why do I need to have one in my password?**

- A special character is a symbol other than a letter or number, ie. !@#$%^&*. To obtain a special character hold down the [Shift] key while simultaneously pressing any one of the number keys (1 through 8, for example). The special character requirement is to ensure the security of your account.

11. **I need a new password, but no longer have access to the e-mail address that the reset password e-mail was sent to.**

- If you don't have access to the e-mail address listed on your account, there is no way for you to create a new password. For security reasons, the reset password e-mail can only be sent to the e-mail address associated with your account. **Our applicant support team is unable to edit or update the e-mail address listed on your profile, and cannot send this e-mail to any other account.** In the event that you cannot receive the reset password e-mail, you will need to create a new account with a valid e-mail address.

12. **I requested a reset password link but have not received it. How long does it normally take?**

- Password reset emails are sent immediately but delivery can depend on your email provider. Be sure to check your spam/junk mail folder if you do not see the e-mail in your inbox. If you still have not received the e-mail, add the e-mail address **noreply@governmentjobs.com** to your Contacts. If it still is not received, contact technical support at your e-mail service provider to determine if the reset password e-mail is being filtered out or blocked.

13. **I signed up to receive Job notifications (Job Interest Cards), but I am unable to apply/log in to submit my application.**

- Job Interest Card requests are independent of applicant accounts. You must create a User account. For help with creating an account see question # 15. For help with setting a password, see question # 9.

CREATING AN ACCOUNT

14. **What is an e-mail address and how do I create one?**

- An e-mail address is an electronic mailbox to which e-mail messages can be delivered. An e-mail address looks like jsmith@example.com. There are many free and accessible e-mail providers on the internet that you can use for this purpose. The e-mail address is completely independent of the City's Jobs page, and any e-mail related questions should be addressed to the e-mail provider's technical support.

15. **How do I create an account?**

- To create an applicant account, go to the City's Job Opportunities page at http://agency.governmentjobs.com/cincinnati/default.cfm and click on "create an account". Complete the required new job seeker account information, enter a new password, and click "Save". For help with setting a password, see question # 9.

16. When I try to create an account or update my e-mail address, I get a message stating "The e-mail you entered is already in use". What does that mean? I do not remember creating an account.

- If you receive this message, it means that there is an account associated with that particular e-mail address. You may have applied with an agency in the past that is a NEOGOV customer. Your information is retrievable and can be accessed by following the "I Forgot Username and/or Password" steps as seen in question # 2 and # 3.

17. I have more than one account. How can I merge them?

- There is no way to merge accounts. To ensure convenience, please note which account has the most up-to-date information and continue to use that account.

18. Is it possible to delete or reset my account?

- Once the account is created, it will remain in the system and cannot be deleted.

19. What if I share my email address with another person?

- Every User account must contain a unique email address. If you share an email address with another person, and it is already in use t, you will not be able to use that email address on your account. You can request a new email address from any service provider (e.g. hotmail, yahoo, google, etc) or use a work email address on your account.

20. Can I share my User account with my spouse, relative, friend, etc?

- You may not share an account with another user. To apply for positions, you must create your own account with your own specific contact information, applications, and application history.

21. What web browser should I use?

- The preferred web browsers are Internet Explorer (v8 or higher) and Firefox (v4 or higher).

APPLICATION PROCESS - STARTING OUT

22. **How do I apply for a job?**

- To apply for a job, go to the City's website at:

http://agency.governmentjobs.com/cincinnati/default.cfm
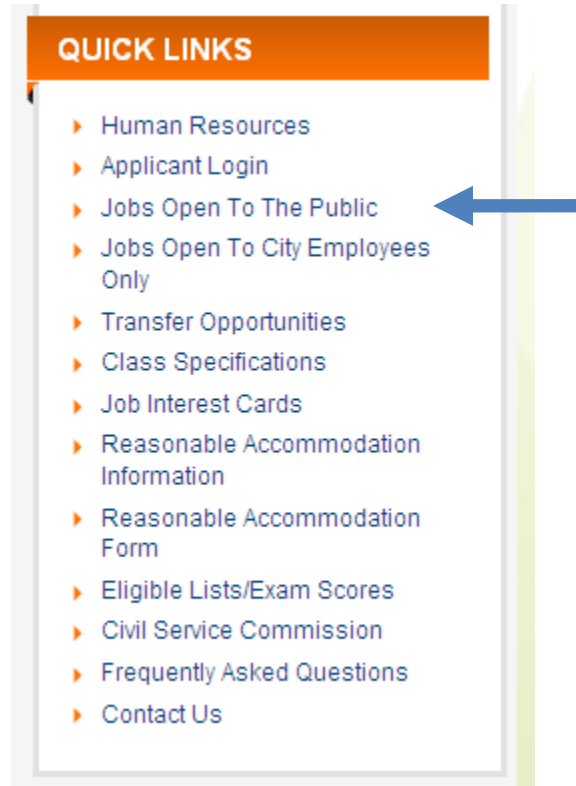
- Click on the "Jobs Open to the Public" link. Once you log in, you will be able to work on the application process steps.

23. **How long does it take to complete the process?**

- The amount of time it takes to complete an application depends on how much information you input on your basic application. It can take as little as 10-15 minutes. Note that when applying for a job, you will be required to answer some additional questions (Agency Wide Questions and/or Supplemental Questions) which will also vary in length, depending on the number and type of questions asked.

24. I clicked on the position name, and am able to see the description, however I do not see an apply link. How do I apply for the position?

- If you do not see an "Apply" link on the job posting, the position may not be available. If the opening date suggests that the position should be open, contact the Human Resources Department for further information. Our applicant/technical support team will not be able to produce the "Apply" link.

25. Can I automatically be notified when new positions open?

- To be notified when jobs become available, you can sign up for "Job Interest Cards" through the City's web site. By selecting the job categories that you're interested in, filling out your contact information, and clicking "Submit Request", you will start to receive e-mail notifications when jobs open in your noted categories. After one year, your job interest card subscription will expire, and notifications will no longer be sent to you. Note: Signing up for job interest cards is not the same as creating a user account. To apply for positions you will need to create a User Account.

26. What is the "Close Date" on a job posting?

- A closing date indicates when a job posting will no longer be accepting applications.

27. How do I complete an online application?

- For detailed information on how to apply online for a job, please refer to the online *First Time Applicant's Guide*. The link to this manual is located on the log in screen.

28. How can I change my username?

- Once established, a username cannot be changed.

29. How can I change my application template name?

- Once established, an application template name cannot be changed. Application template names are for your reference only and are not visible to the City of Cincinnati.

APPLICATION PROCESS - COMPLETING & SUBMITTING AN APPLICATION

30. What is an application template?

- An application template is a reusable profile which contains information such as your contact and personal information, education, work history, etc. Your application template can be found under "Applications You Have Created". This template allows you to apply for multiple positions without having to create more than one application.

31. I have completed all my Work, Education, References, and Additional Information sections, but do not see a place to submit the application. What should I do?

- The information you have entered so far serves as an application template. This template allows one to apply for multiple positions without having to create new applications. To submit the application template for a specific position, perform a job search to find a job you are interested in and click on the job title to view the job posting. Click "Apply", which is located toward the upper right-hand side next to "Print Job Information". Once you log into your account, there will be a box that reads: "To apply for the position of (Job Title) click here". Click on the job title link. Your application template will populate in step one, and you will be able to proceed with the application process steps.

32. How do I proceed to the next step?

- The application process steps will appear at the top of the screen. Once you've completed a step, you may continue by clicking on "Save and Proceed" at the bottom of the page. If you would like to revert to previous steps, click on that step number at the top of the page.

33. Why am I not seeing the application steps?

- If you can see your application, but not the steps at the top of the page, you need to associate the application template with the job you want to apply for. Go back to the job posting that you are applying for, and click on the job title once again. The "Apply" link will be located toward the upper right-hand side next to "Print Job Information". Once you click on the link and log in, you will be able to work on the application process steps.

34. How do I edit my job application once I've moved on to steps 2-5?

- Click on "Job Application" under Step 1. Once there, you can edit the appropriate areas by clicking the "Edit" link on the right side of that section.

35. What if I'm not ready to submit my application at this time?

- You may come back to your application to submit at a later time. If working on the Agency-Wide or Supplemental Questions, select "Save Work In Progress" before you exit. Be sure to log back into your account and submit your application prior to the posting close date.

36. How do I save my information?

- If at any time you need to exit out of the application, click the "Save Work In Progress" button at the bottom of the page. All of the information that you have entered up to that point will be stored. As long as the job you are applying for is still open, you may return to submit your application.

37. I am reverted back to the main application page and can't proceed with the application steps. What does this mean?

- You must clear the cookies from your web browser. Please follow the instructions below to clear cookies from your browser. If the browser below is not specified please refer to the required specifications via their troubleshooting procedures.
    i. Internet Explorer– Go to the "Tools" button or the gear icon in the upper right hand corner and select "Internet Options". Under the general tab and below the browsing history heading, there is a "Delete" button adjacent to Settings. A separate box will pop up titled "Delete Browsing History". Make sure that the "Cookies" box is checked and click "Delete". Once it has completed, click "OK", close all open internet windows and tabs, and open a new browser window.

    ii. Firefox – Click on Firefox in the upper left hand corner. Next, go to History and click on "Clear Recent History". Make sure that "Everything" is selected as the "Time Range To Clear". Click on "Details" and then select Cookies and Cache. Click on "Clear Now". Next, close all open internet windows and tabs and open a new browser window.

38. I cleared my cookies but I am still unable to submit my application. What should I do now?

- Sometimes browser settings block or severely limit receiving and storing cookies. In order to apply for a job, you may have to edit the security settings to accept cookies in your browser. If you are using Internet Explorer:

  i. Go to "Tools" located on the upper right hand corner.
  ii. Go to "Internet Options".
  iii. Click on "Advanced".
  iv. Under "Reset Internet Explorer settings", click on "Reset".
  v. Click "Reset" again.
  vi. Click "Close".
  vii. Close all internet browser windows and restart your Internet Explorer.

39. I saved my information and was logged out. Now my information is gone.

- The system automatically times out after 30 minutes. If you need more than 30 minutes to complete a section, click the "Save Work in Progress" button occasionally to save your work. Typing does not extend your session.

40. I was unable to submit an application before the closing date. Can I still apply for the position?

- You will no longer be able to apply through GovernmentJobs.com for positions that are closed. If you had started an application prior to the closing date, and did not submit, you will not be able to submit that application. Our applicant support team will not be able to override the closing date window. For further information, you may wish to contact the agency that you are applying with.

41. I made an error on my submitted application. Can I make changes?

- There is no way to make changes once you certify and submit the application to the agency. If you wish to update the application you can either re-apply for the position or contact the agency to see if it's possible to have changes noted. If you receive an error message when resubmitting your application that does not allow you to apply again, or if the position has closed, contact the Human Resources Department. Our applicant support team will not be able to make changes to an already submitted application.

42. I am unable to add an attachment to my application template.

- To attach a document successfully, first ensure the file you are trying to attach is closed, and be aware of the following:

    i. Attachment Type – Most posting require specific <u>attachment types</u> to be included in the application. Check to ensure that your document is listed as the attachment type that is required (i.e., If the error message reads "The following attachment types are missing: "Resume", be sure that your corresponding document's attachment type is listed as "Resume" and not "Other", "Cover Letter", or any other attachment type.)

    ii. File type – The system only accepts certain file types. If you receive an error regarding the file type, be sure you are attaching a file with a valid (acceptable) file extension.

    iii. File size - Attachments that are larger than 5 megabytes will not be accepted. If your file is larger than 5 megabytes, you will need to reduce the file size.

- If you are still unable to attach the file after following these steps, try deleting the cookies from your web browser or attempt to attach the file from a different web browser. For more information on deleting cookies, see question # 37.

43. I forgot to add an attachment (i.e. my resume, a cover letter, etc.) to my job application. How do I add an attachment to an application I've already submitted?

- Once an application is submitted, you cannot make any changes to that application. Any attachments added to your application template will not be automatically received by the City of Cincinnati. In order to ensure the City receives any newly attached documents, you must submit a new application. If you receive an error message when resubmitting your application that does not allow you to apply again or if the position has closed, you may wish to contact the Human Resources Department directly.

44. I am trying to submit/confirm my application, but am unable to proceed. The system keeps taking me back to the application steps.

- In order to submit the application successfully, all required fields, questions and attachments must be entered. Check for red text indicating whether any information is missing. Also, ensure that all questions marked required (designated by an asterisk *) have been answered. If you did not answer some of the Agency-Wide and/or Supplemental Questions because they did not apply to you (i.e., the question reads: "If you answered yes to the question above, please explain." and you answered "No" to the previous question), but the question is required, you will need to type N/A into the text box. Once everything has been answered and all documents have been successfully attached, you should be able to submit your application.

45. Is it possible to withdraw my application?

- It is not possible to withdraw an application online. Once officially submitted, the application becomes property of the City of Cincinnati and you must call directly for further action.

46. How do I print my application?

- You can print a submitted application by clicking on Application Status > View > "Click here for a printable version of your application".

47. Can I view positions I have applied for?

- Yes, you can access all of your submitted applications by clicking on "Application Status".

CHECK THE STATUS OF YOUR APPLICATION

48. How do I find the status of my application?

- Once logged into your account, click on "Application Status". You will see all of the applications you have submitted and the status for those applications. If you still have questions regarding your status after viewing this page, you will need to contact the Analyst listed on the job posting.

To view the status of your application for the position(s) that you have applied for:
- Go to the City's website at:
  http://agency.governmentjobs.com/cincinnati/default.cfm

- Login with your Username and Password
- Click on the "Application Status" button
- In the status column you will see the status of the application(s) you have submitted

49. How can I be sure my application was received?

- Once you've submitted your application, you will see a confirmation message that you've successfully applied with the agency. You will also receive a confirmation e-mail. To verify online, log into your account and click on the "Application Status" tab. See above.

50. Can I delete applications I previously submitted?

- No. Once the application is submitted to the agency, a record will remain in the "Application Status" portion of your account.

51. How do I notify the City of Cincinnati of changes to my home address, email address, etc?

- You may update the contact information on your profile at any time. Log into your account and click on "My Account" and then"Edit Contact Information." Any changes made will be updated with the City automatically.
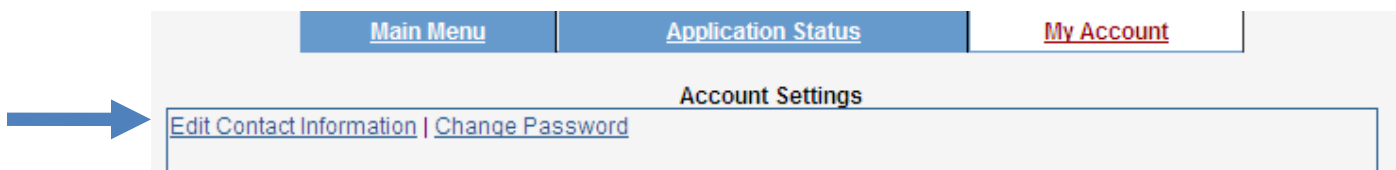
52. How do I know if I am qualified for a particular job?

- The required skills and qualifications are typically displayed within the job posting online. Our applicant support team will not be able to advise on qualifications for any jobs. For more specific details or information related to the job, please contact the Human Resources Department.

53. Can I submit a paper application?

- No, the City of Cincinnati no longer accepts paper applications.

54. I have a question pertaining to a particular job posting, e.g. a specific requirement or Agency-wide/Supplemental Question.

- For specific details or information related to the job, please contact the Human Resources Department at 352-2400.

55. May I submit a resume instead of filling out an application?

- No, an applicant has the option, within the candidate profile, to attach a resume. An applicant must submit an application through the online application process to be considered for a position.

56. Do I have to complete the "Work Experience and Education" Section on my application if I attach a resume?

- Yes, even though an applicant attaches a resume with an application, each applicant must enter a work history entry for each job worked. This process is also required for the Education section. These sections should reflect the applicant's complete work and educational history.

- Completing the Work Experience and Educational sections is a part of what is considered a complete application. Once you have established an applicant profile, you will not have to enter this information again. Your information can be updated at any time. See question # 51.

JOB INTEREST CARDS

57. Can I submit a application for jobs I may be interested in applying for in the future?

- Yes, if you are interested in a position that is not currently posted and would like to be informed when the position is posted, see the directions below:

Sign up for Job Interest Card
You can register for a Job Interest Card. To register, please follow the listed steps below:

- Go to http://www.cincinnati-oh.gov/hr/jobs-with-the-city/
- Click on the Job Interest Card link under the **Quick Links** menu
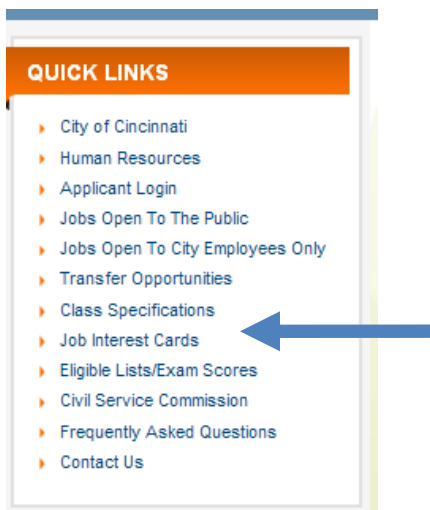
- Select each job category by clicking on the check box next to the job category for which you would like to receive email notifications for.

- Scroll down the page and fill out the Job Interest Card

- Click on **"Submit Request"** button

OTHER FAQs

58. If I have questions about job postings and the application process, what should I do?

- For questions about specific job postings, applicant's can contact the Human Resources Department at 513-352-2400 or contact the Analyst listed on the job posting.

59. What are "Continuous" job postings?

- Continuous job postings indicated that the position is open until filled.

60. Should I apply if I am a convicted felon?

- The City of Cincinnati encourages ALL individuals that have an interest in working for the City to apply. Having a conviction on your record is not an immediate disqualification for a job with the City of Cincinnati.

61. What are Veteran Points?

- Veteran Points may be awarded to Veterans and Disabled Veterans who were honorably discharged and are current residents of the State of Ohio.
- An honorably discharged Veteran may be awarded an additional 5 points with the submission of a DD 214.
- An honorably discharged disabled Veteran may receive an additional 10 points for a service related disability of 10% or more with verification from the Veteran Bureau.

62. I was referred as an eligible candidate to a hiring department. When can I expect an interview?

- Once a hiring department receives a list of eligible candidates, the department will review the applicant's applicants and independently select which applicant has to select for an interview. If you are referred to a department does not guarantee that an applicant will be selected for an interview.

63. I missed the deadline to apply for a position that was posted on the website, is it too late to apply for the job?

- Yes, once a job posting closes no further applications can be accepted for the position. You are encouraged to fill out a Job Interest Card to be notified of similar job postings in the future. The link for the Job Interest Page appears on the Job Opportunities page.

64. Will I automatically be considered for other positions if I previously submitted an application?

- No, applicants must submit a separate application for any position that they have interest in or feel qualified for.