Agency Recruitment Selection Process

NeoGov Insight
Contents

1.0 Overview .................................................................................................................. 3
2.0 Create Requisition .................................................................................................... 4
3.0 Requisition Approval ................................................................................................. 9
4.0 Postings/Applications/Evaluation/Eligible and Referral Lists .................................. 10
5.0 Hiring Manager ......................................................................................................... 10
   5.1 Schedule Interviews ............................................................................................... 10
   5.2 Make an Offer ......................................................................................................... 13
   5.3 Hire an Applicant from a Referred List ............................................................... 15
   5.4 Reject Applicants .................................................................................................. 18
   5.5 Notify Applicants .................................................................................................. 19
6.0 Hire Approval ............................................................................................................ 21
7.0 Authorize Requisition/Upload to SPAHRS ............................................................. 22
8.0 Create OHC Notice Templates as a Department User ........................................... 23
   8.1 Edit OHC Notice Templates from the OHC as a Department User .................... 25
   8.2 Copy OHC Notice Templates from the OHC as a Department User .................. 25
   8.3 Archive OHC Notice Templates from the OHC as a Department User ........... 26
9.0 Miscellaneous Information ........................................................................................ 27
   9.1 Post Menu Option .................................................................................................. 27
   9.2 Admin Menu Option: Notice Templates .............................................................. 27
   9.3 New Hire Declines Offer of Work/Does Not Report to Work ............................. 28
   9.4 How to Save Applications using Microsoft XPS Document Writer .................... 30
   9.5 Contact Information .............................................................................................. 37
10.0 NeoGov User’s Quick Help Guide ......................................................................... 38
   10.1 Requesting a new NeoGov account ..................................................................... 38
   10.2 Existing User Requesting Password ..................................................................... 41
   10.3 Existing User Requesting Username .................................................................... 44
11.0 New Hire Reports - NeoGov to SPAHRS .............................................................. 46
   11.1 Action Required for Reprocessing Rejected Records .......................................... 48
Appendix A. New Hire Reject Reports ........................................................................... 52
   A.1 Invalid Data Report ............................................................................................... 52
   A.2 Demograph Data Mismatch Error Report ......................................................... 54
   A.3 New Hire Upload Errors Report .......................................................................... 55
   A.4 Records Not Loaded to SPAHRS Report ........................................................... 56
   A.5 No Data for Agency ............................................................................................. 57
   A.6 NeoGov Records Loaded to SPAHRS ............................................................... 57
1.0 Overview

The NeoGov Insight implementation allows agencies to create and submit requisitions for job postings to MSPB. Once MSPB authorizes the requisition, posts the job opportunity, builds the list of eligible candidates and refers eligible candidates, state agencies will need to complete the hiring process. NeoGov allows agencies to schedule interviews, track offers, reject candidates, and make hires.

The agency user has links to view the following (Navigational links located on the upper right side of the screen):
- My Requisitions – displays a listing of all requisitions for which a user has access to
- My List – displays referral lists by requisition
- Preferences – displays user information for requisition notifications
- Help and Support – provides links to training manuals
- Logout – allows the user to log out of the system

Menu Options (Post, Approval and Admin) will appear at the top of the screen under the navigational links (left of screen). To see additional details regarding Menu Options, refer to Section 8.0 Miscellaneous Information.

NOTE: The security rights assigned to a user will indicate what links a user will see when they sign on.

The steps outlined in sections 2.0 Create Requisition – 6.0 Hire Approval guides a user through a complete recruitment lifecycle from the perspective of a state agency.
2.0 Create Requisition

The following outlines the steps to creating a requisition:

1. Log into the Online Hiring Center – Departments region of Insight
2. Click on Open New Requisition

NOTE: Links are available to allow a user to perform the following:
- Show all Reqs in My Dept -- all requisitions in a department for which a user has access
- Show Approval Detail -- details associated with an approval (i.e. assignment, date, notes)
- View Department Users link -- all the users assigned to a department
- Filled Requisitions
- Cancelled Requisitions

3. Locate the appropriate class title, under the ‘Requisition’ column, click on Create New

NOTE: Use the search functionality to narrow the results displayed.
4. Complete the following Fields on the requisition screen:

- **Desired Start Date** = This is the date the department wants the posting period to begin (MM/DD/CCYY)
- **Requisition #** = Insight will populate this field each time a requisition is created
- **Working Title** = Enter the name associated with the Class Specification type (Occupational Name).
- **Vacancies** = Enter the number of vacancies the agency wants to fill with this requisition
- **Department** = User will select the department associated with the requisition
- **Division** = This is not a required field and no selections will be identified.
- **Position** = Users will select the appropriate position number (PIN – Personal Identification Number).
  - **Multiple Positions** = Users may select multiple positions of the same class specification type by clicking on the document icon.
  - **Position Search** = Users may perform a search to identify the appropriate PIN. If a user selects the magnifying glass icon, a search box opens and users can search using “Starts with” or “Contains” filters.
  - **Position Information** = The following position information is displayed dynamically from the Insight Position Data table when the information icon is selected:
    - Position Code
    - Position Title
    - Job Type
    - Status
    - Standard Hours
    - FTE

- **Hiring Manager** = User will select the name of the employee who has the authority to hire an applicant
- **Job Term** = Full-Time or Part-Time
- **List Type** = Insight will display the following options:
  - **Regular** = posting is open to all applicants and will appear on the ‘MSPB Career Center – Job Postings’ link of the MSPB website.
  - **Promotional Only** = posting is only open to permanent state employees that work for the hiring agency. The posting will appear on the ‘Agency Only Opportunities’ link on the MSPB website.
  - **Transfer** = posting is open to all state employees. The posting will appear on the ‘State Employee Opportunities’ link on the MSPB website.
- **Skills** = This box will not be used.
- **Requisition End Date** = This is the date the department wishes the job posting period to end (MM/DD/CCYY)
- **Special Qualifications** = Special Qualifications are additional requirements used in conjunction with the minimum qualifications of a job class to designate specific skills, abilities, education, and/or experience necessary for a particular position. In no case
shall the special qualifications exceed the minimum qualifications as outlined on the class specification for the job class.

- **County/Counties Name** = Identify the appropriate county/counties for the position. In order to choose more than one county, hold the Ctrl key when selecting.
- **Shift Schedule** = Identify the appropriate shift schedule.
- **Travel Schedule** = Identify the appropriate travel schedule for the position.
- **Is this position time-limited** = The department will choose whether this position will be time-limited or permanent
- **Agency Information** = If the agency wants to be identified on the posting enter name and address
- **Comments** = The department may enter in specific information related to the requested position(s)
- **No Approvals** = Check this box if no approvals are required. MSPB will still authorize the requisition even if this option is selected.
- **Approval Levels** = NeoGov allows for various approval groups to be added. If approvals are needed, select the approver(s) from the list boxes on the right side of the screen.
### Agency Recruitment and Selection Process

#### Class Code: 4322
Creator: Woodworth, Susan

<table>
<thead>
<tr>
<th>Desired Start Date:</th>
<th>Requisition #:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(assigned when requisition is saved)</td>
</tr>
<tr>
<td></td>
<td>0671 - EMPLOYMENT SECURITY</td>
</tr>
<tr>
<td></td>
<td>0671-000514-000001593 - ES-EMPLOYMENT INTERVII</td>
</tr>
</tbody>
</table>

### Position Info

- **Position Code:** 0671-000514-000001593 - ES-EMPLOYMENT INTERVIEWER II
- **Type:** Part-Time
- **Status:** Vacant
- **Rate:**
- **Tuition:**
- **Salary:**

### Hiring Managers

- Adams, Sherry
- Addison, Gloria
- Call, Cheryl
- Coleman, Alicia
- Galloway, Carlos
- Hampton, Crystal

### List Type:

- **Select:**

### Skills:

- **Select:**

### Comments:

- **Select:**

### Requisition End Data:

- **Select:**

### Special Qualifications:

- **Select:**

### Select county/county associated with position

- **Select:** ADAMS, ALCORN, AMITE

### Is this position Time-Limited?

- **Yes**
- **No**

### Travel Schedule:

- **Select:**

### Schedule Shift:

- **Select:**

### No Approvals

### Approval 1:

- **Department Approver**
  - Must approve before next approval
  - Final approval

### Approval 2:

- **HR Director**
  - Must approve before next approval
  - Final approval

### Save Only / Save and Release
5. Click **Save and Release** to send the requisition to MSPB or the appropriate approver.

**NOTE:** The **Save Only** button retains the requisition information entered as a Draft Requisition.

**NOTE:** If approver(s) have been selected, the requisition is not sent to MSPB until at least one approver has performed the approval function.
3.0 Requisition Approval

If the requisition requires agency approval, the following steps should be followed by the selected Approver:
1. Log into the Online Hiring Center – Departments region of Insight
2. Click on Requisition from the ‘Approval’ tab in the menu bar
3. Select the Approve/Deny link in the Action column under “Requisitions Awaiting My Action”

NOTE: Users can elect to edit, modify the assignment, or review the history of a requisition.

4. Select the appropriate action:
   - Approve = the requisition is approved
   - Deny = the requisition is denied
   - On Hold/Pending = the requisition is placed in a pending status, and no further action is taken
   - Cancel = cancels the requisition and sends an email notification back to the individual who created the requisition

5. Add comments if applicable and click on the Save button
4.0 Postings/Applications/Evaluation/Eligible and Referral Lists

Once a user selects the Save and Release button from the recruitment, the record is available for processing by MSPB. MSPB staff will authorize the requisition and generate a posting. Once applicants have applied for the position and closing period has ended, MSPB will push applicant records through the evaluation process, place eligible candidates on an eligible list, and then refer the applicants to the hiring agency.

If MSPB cancels the requisition, it will be routed back to the agency. The agency will be notified via email from their MSPB Consultant if a requisition is canceled. In order to see cancelled requisitions, click **Show Cancelled Requisitions**.

5.0 Hiring Manager

The hiring manager has the ability to schedule interviews, make an offer, hire an applicant, and track each option of the life cycle. The hiring manager also has the ability to generate notices/emails to referred applicants. The Hiring Manager now has the ability to print all applications they wish to review or only selected applications.

5.1 Schedule Interviews

This section provides instructions for an agency to schedule interviews.

1. Log into the Online Hiring Center – Departments region of Insight
2. Click **My List** in the toolbar at the top of the page.
3. Click **View** in the Candidates column on the row with the correct requisition.
NOTE: The Hiring Manager has the ability to print applications once the referred list is sent to the agency.

4. Put a check in the box next to the applicant you would like to schedule an interview.
5. Choose **Schedule Interview** from the dropdown box, and click **Go**.

6. Complete the required fields.
7. Click **Save**.
5.2 Make an Offer

This section provides instructions for an agency to track offers made to candidates.

1. Log into the Online Hiring Center – Departments region of Insight
2. Click My List in the toolbar at the top of the page.
3. Click View in the Candidates column on the row with the correct requisition.

4. Put a check in the box next to the applicant you would like to make an offer.
5. Choose Make Offer from the dropdown box.

6. Click Go.
7. Complete the required fields.

```
<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Shelley Walker</td>
</tr>
<tr>
<td>Person ID</td>
<td>5317207</td>
</tr>
<tr>
<td>Status</td>
<td>Answer Pending</td>
</tr>
<tr>
<td>Offer Date</td>
<td>05/09/11</td>
</tr>
<tr>
<td>Offer Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Bonus Amount</td>
<td>$0.00</td>
</tr>
<tr>
<td>Comments</td>
<td></td>
</tr>
</tbody>
</table>
```

8. Click **Save**.
5.3 Hire an Applicant from a Referred List

This section provides instructions for an agency to hire an applicant.

1. Log into the Online Hiring Center – Departments region of Insight
2. Click My List in the toolbar at the top of the page.
3. Click View in the Candidates column on the row with the correct requisition.

4. Put a check in the box next to the person you would like to hire.
5. Choose Hire from the dropdown box, and click Go.
6. Complete the required fields.

NOTE: Be sure to include 6 digits for the PIN # (include leading zeros, example for PIN # 155 = 000155
7. Click **Save and Release**.
5.4 Reject Applicants

Applicants that are not selected for hire should be rejected. This section provides instruction on how to reject referred applicants.

1. From the ‘View Applicants’ screen, put a check in the box next to the applicant you would like to reject.
2. Choose **Reject** from the dropdown box, and click **Go**.

3. Select the appropriate reason for notification and enter any appropriate comments (if applicable)

4. Click **Save**.
5.5 Notify Applicants

All applicants should be notified. This section provides instruction on how to notify referred applicants. Staff should select Email Notify for candidates who have elected to receive email notifications and Mail Merge for those who have elected to be notified by paper.

1. Click **My List** in the toolbar at the top of the page.
2. Click **View** in the Candidates column on the row with the correct requisition.
3. Select the candidate(s) you wish to notify, the type of action (Email Notify or Mail Merge) and click **Go**.

4. Select the appropriate Template for notification
5. Click the **Generate Notices** button

NOTE: The user has the ability to customize the template by clicking the Edit Template button. Refer to section 8.0 Create OHC Notice Templates for instructions.
6. Review the email notification or paper document
7. Select the **Send** button

---

**Mail Merge**

<table>
<thead>
<tr>
<th>View Referred Candidates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition: 00041 - EMERGENCY TELECOMMUNICATOR I</td>
</tr>
</tbody>
</table>

**Email preview appears below. Email will NOT be sent until you click on the 'Send' button.**

**Template: you're hired**

<table>
<thead>
<tr>
<th>Candidate</th>
<th>Person ID</th>
<th>Email</th>
<th>Date &amp; Time Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>Walker, Shelley</td>
<td>5317207</td>
<td><a href="mailto:walkerh@cf.state.ms.us">walkerh@cf.state.ms.us</a></td>
<td>03/11/11 10:35 AM</td>
</tr>
</tbody>
</table>

**Email 1**

May 11, 2011
Shelley Walker
test
test, MS 12345
Dear Shelley:
We are happy to inform you that you are hired for Emergency Telecommunicator I.

Very truly yours,
State of Mississippi Human Resources Department

If you applied online, please verify you have received this message by visiting:  

---

8. Applicants are notified.

**NOTE:** Select the Mail Merge icon to display the word document and print the word document. Users also have the ability to print mailing labels.
6.0 **Hire Approval**

If the hire record requires agency approval, the following steps should be followed:

1. Log into the Online Hiring Center – Departments region of Insight
2. Under the ‘Approval’ tab in the menu bar, click on **Hires**
3. Select the **Approve/Deny** link

![Image of hiring center menu](image)

**NOTE:** Links are available to allow a user to perform the following:
- Show all approval steps = displays details regarding the approval process
- See Hire Details = displays details associated with the hire
- Steps = displays the status of the approval
- History = displays the approval history

4. Select the appropriate action and enter any comments (if applicable):
   - **Approve** = the hire is approved
   - **Deny** = the hire is denied

![Image of hiring center button](image)

5. Click the **Save** button
7.0 Authorize Requisition/Upload to SPAHRS

After the hire is saved, a record is created for MSPB staff to approve the hire. Once the hire is approved, a nightly batch creates a record in SPAHRS.

AGENCY DEPARTMENT USER STAFF WILL CONTINUE TO COMPLETE THE NECESSARY DETAILS IN SPAHRS ONCE THE INDIVIDUAL BEGINS WORK.
8.0 Create OHC Notice Templates as a Department User

Agency users can create and view OHC Notice Templates if they have “Create OHC Notice Templates” and/or “Send OHC Notices” selected in his or her security profile.

1. Log into the Online Hiring Center – Departments region of Insight
2. Select Notice Templates from the ‘Admin’ pull-down menu

3. Click Add New Template link

4. Complete the OHC Template form, including:
   - **Name** – Notice template name
   - **Department Available** – Authorized users from the specified departments can copy this template
   - **Description** – Notice template description
   - **Subject** – Email template subject
   - **Reject Reason** – Associated reject reason (If applicable)
   - **Template** – Define the notice template text
     - A sample template is provided within the OHC
     - Available automatic text fields are located and defined at the bottom of the ‘OHC Notice Template’ form
5. Click the **Save** button

6. The OHC Notice Template screen is displayed including the new template.
8.1 Edit OHC Notice Templates from the OHC as a Department User

1. Log into the Online Hiring Center – Departments region of Insight
3. Click **Edit** next to the specific template. (Department Users do not have access to edit notices created by other users.)

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Subject</th>
<th>Created By</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>you’re hired</td>
<td>you’re hired</td>
<td>you’re hired</td>
<td>Quinones, A (OHC)</td>
<td>Copy  Preview</td>
</tr>
<tr>
<td>Reject</td>
<td>Rejection Notification - Educational Requirements Not Met</td>
<td>Job Application - ; Regulation</td>
<td>Henderson, D (OHC)</td>
<td>Copy  Preview</td>
</tr>
<tr>
<td>No Longer an Opening</td>
<td>This position is no longer open to recruitment.</td>
<td>No Longer an Opening</td>
<td>Litchliter, L (OHC)</td>
<td>Edit  Copy  Archive  Preview</td>
</tr>
</tbody>
</table>

4. Make the appropriate changes.
5. Click the **Save** button
6. The OHC Notice Template screen is displayed including the new template.

8.2 Copy OHC Notice Templates from the OHC as a Department User

1. Log into the Online Hiring Center – Departments region of Insight
3. Click **Copy** next to the specific template.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Subject</th>
<th>Created By</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>you’re hired</td>
<td>you’re hired</td>
<td>you’re hired</td>
<td>Quinones, A (OHC)</td>
<td>Copy  Preview</td>
</tr>
<tr>
<td>Reject</td>
<td>Rejection Notification - Educational Requirements Not Met</td>
<td>Job Application - ; Regulation</td>
<td>Henderson, D (OHC)</td>
<td>Copy  Preview</td>
</tr>
<tr>
<td>No Longer an Opening</td>
<td>This position is no longer open to recruitment.</td>
<td>No Longer an Opening</td>
<td>Litchliter, L (OHC)</td>
<td>Edit  Copy  Archive  Preview</td>
</tr>
</tbody>
</table>
4. A new window will open with a copy of the selected template. Click the **Copy** button.

5. When the template opens, make any necessary changes.

6. Click **Save**

### 8.3 Archive OHC Notice Templates from the OHC as a Department User

1. Log into the Online Hiring Center – Departments region of Insight
3. Click **Archive** next to the specific template.

**NOTE:** Department Users do not have access to archive notices created by other users.

4. A pop-up window will ask if you are sure you want to archive the specific template. Click the **OK** button.

**NOTE:** OHC Notices can also be created by HR Users from the Candidate Track menu in Insight and are assigned to one or more departments. Insight users have the ability to create OHC Notices and edit notices created by OHC Users.
9.0 Miscellaneous Information

9.1 Post Menu Option

The ‘Post’ tab in the menu bar has only one option, Job Postings. If you click this button, the system will display all of the job postings the user can access. **Job #, Job Title, Status, Advertise From, Advertise To, Last Updated,** and **Assigned To** columns are displayed.

9.2 Admin Menu Option: Notice Templates

Users with Administrator security access can manage Notice Templates in NeoGov. Under the ‘Admin’ tab in the menu bar, click **Notice Templates**. This page allows the user to edit, copy, and preview Notice Templates. Refer back to section 8.0 for instructions.
9.3 New Hire Declines Offer of Work/Does Not Report to Work

Circumstances may arise in which the individual hired by an agency and authorized by MSPB decides to decline the offer of work or fails to report for work. When this happens the steps outlined below should be followed:

1. Log into the Online Hiring Center – Departments region of Insight
2. Click My List in the toolbar at the top of the page.
3. Click View in the Candidates column on the row with the correct requisition.

4. Select the individual previously hired and click the Reject option from the drop down option click Go.
5. The system will display the Reject Candidate screen.

6. Staff should select the appropriate reason for rejection (Declined Appointment or No Show to Job) and click **Save**

![Image of Reject Candidate screen]

7. In order to hire an individual from the previous referral list staff should perform the following:
   - If the hire record has a future date, delete the record from SPAHRS.
   - If the hire date has passed, contact MMRS at MASH@dfa.state.ms or call 601.359.1343 to have the record deleted from SPAHRS.
   - If the new hire worked one day (or part of a day and leaves), the agency will enter a termination date in SPAHRS.

   **NOTE:** In all the above scenarios the PIN will be identified as vacant and eligible for recruitment again the following day.

8. The agency will submit a new requisition with a note in the comments section indicating that a new posting is not required and request that the eligible list be referred to the agency again.

9. MSPB staff will authorize the requisition and associate the previous exam plan to the new requisition thereby sending the same referral list (excluding the individual who failed to report or declined the appointment) to the agency again so that a new candidate may be selected for hire.

10. Once the agency receives the new referral list, they should perform the hire as outline in Section 5.3 **Hire an Applicant from Referral List.**
9.4 How to Save Applications using Microsoft XPS Document Writer

1. Log into OHC.
2. Click on My List.
3. Click on the Print link next to the Requisition for which you would like to print applications.
4. a. To print all applications, click on **Download All Applications**.

OR

b. If you do not want all applications to print, place a check mark in the box next to the applicant’s names that you would like to print. Click on **Download Selected Applications**.
5. Another browser window will open with the selected applications.
6. Click on File and then click on Print.
7. Select **Microsoft XPS Document Writer** for printer selection. Click **Preferences**.  
**NOTE:** If the Microsoft XPS Document Writer option is not available, the user will need to contact their IT department to have the application installed.
8. Select the **XPS Documents** tab. Put a check mark next to **Automatically open XPS documents using the XPS viewer**. Selecting this option will automatically open the XPS viewer when a user opens the document to view it.
9. Click **OK**.
10. Click **Print**.
11. Save the document to a location of your preference. The File Name should end in extension .xps and the Save as type should be XPS Document (*.xps).
12. Click **Save**.

![Save file dialog box]

13. The file can now be emailed, printed, or viewed. Email the document as you normally would an attachment. To print or view the application, go to the location where the document was saved and open it. The document should open using the XPS Viewer. However, if a user is unable to view the XPS document, their IT department will need to download the Microsoft XPS Viewer onto their pc. Download information can be found at [http://windows.microsoft.com/en-US/windows-vista/What-is-the-XPS-Viewer](http://windows.microsoft.com/en-US/windows-vista/What-is-the-XPS-Viewer).

### 9.5 Contact Information

For any questions regarding policy/procedure or security issues contact the following:

- MSPB for functional questions at 601-359-1406
- MAGIC for security questions at 601-359-1343
10.0 NeoGov User's Quick Help Guide

The following section gives instruction on how to create your user account, how to reset the password of an existing user and how to request the Username of an existing user. The NeoGov training environment is accessible via www.training.neogov.com. The production environment is accessible via www.neogov.com.

10.1 Requesting a new NeoGov account

1. Click **Login** at top Right side of window.

2. In the ‘Quick Help’ menu on the right side of the screen, click **Don’t have an account**.
3. To contact the administrator, perform one of the following:

   a. Email MMRS Call Center at MASH@dfa.state.ms.us. In the email subject line, type NeoGov Security.

   b. Contact MMRS via the Call Center at 601-359-1343 option 1 (security), sub-option 4 (NeoGov) and the call will be redirected to the Security Administrator.

   c. Contact MMRS via Fax 601-359-6551.

4. After NeoGov Account has been created by the NeoGov System Administrators you will be receiving two auto-generated e-mails.

5. The 1st E-mail that will be generated is a Welcome E-mail welcoming you to the NeoGov Insight System. The e-mail will also include your username.
6. The 2nd generated e-mail is a **Request to Reset Password**. Click the link inside of the e-mail to change the password. The Password must be reset within 24 hours of receiving the e-mail.

![Email Example](image)

7. When the link to reset the password has been clicked, you will be redirected to the NeoGov Insight Webpage. It will prompt you to enter your **Username (ACE ID)**, **create a password**, and **confirm the password**.

![Password Reset Webpage](image)

8. After successful creation of the Password, you will be redirected to login the NeoGov Insight system, **to setup three (3) security questions**.
10.2 Existing User Requesting Password

Users having troubleshooting logging into NeoGov due to not remembering their password can troubleshoot this issue using the ‘Quick Help’ menu on the NeoGov webpage.

1. Click **Login** at top Right side of window.

2. In the ‘Quick Help Menu’ on the right side of the screen, click **Forgot Your Password**.
3. The Screen will prompt the user to enter the username to reset the password.

4. Click **Proceed**.

5. Answer the Security questions that were submitted at the time of account activation. Click **Reset Password**.

6. If the users does not remember the answers to the questions, click on the **Here** link to have an email sent to the user to reset the password.
7. After answering the questions the user will be prompted to enter their username, new password and to confirm the password. Password requirements are listed below.

- Your password cannot contain user’s first name
- Your password cannot contain user’s username
- Your password must contain at least one letter (any case)
- Your password cannot contain user’s last name
- Your password cannot contain user’s ID
- Your password must contain at least one uppercase letter
- Your password must be at least 8 characters long
- Your password must contain at least one lowercase letter
- Your password must contain at least one number

8. Click Set Password.

9. The Password reset will take effect immediately and the user will be able to login using their username and newly set password.
10.2 Existing User Requesting Username

Users having trouble logging into NeoGov due to not remembering their username can troubleshoot this issue using the ‘Quick Help’ menu on the NeoGov webpage.

1. Click **Login** at top Right side of window.

2. In the ‘Quick Help Menu’ on the right side of the screen, click **Forgot Your Username**.

3. The screen will prompt the user to enter their email address that was used during the time of account activation.

4. Click **Proceed**.
5. An e-mail containing the username will be sent to the account that was entered.
11.0  New Hire Reports - NeoGov to SPAHRS

All new hire records that have been authorized by MSPB staff will be identified in a nightly batch and processed. Once the record is uploaded to SPAHRS, agencies should continue to transmit the record for approval in SPAHRS. If errors occur or records fail validation edits reports will be generated for agencies to view and take appropriate action. A report will be generated when records have been successfully loaded to SPAHRS. These reports will be loaded into FMVIEW and each agency will have the ability to view records that were rejected or successfully loaded.

**NOTE:** Staff will only see those records for which their agency has been granted access.

The following six reports have been created:

- **PH1141A-AGY# INVALID DATA REPORT**
  This report was developed to identify validation errors before the records are sent to SPAHRS for processing. The following error messages that can appear on the report include:

  #ERROR-MSG(1) := 'Invalid Hire Date'
  #ERROR-MSG(2) := 'Invalid Birth Date'
  #ERROR-MSG(3) := 'SSN must be numeric'
  #ERROR-MSG(4) := 'Salary must be numeric'
  #ERROR-MSG(5) := 'Salary is too large'
  #ERROR-MSG(6) := 'Pin must be numeric'
  #ERROR-MSG(7) := 'Invalid SSN - too long'
  #ERROR-MSG(8) := 'Check Salary amount'
  #ERROR-MSG(9) := 'Invalid PIN – too long'

  If a record passes all of these validations, an attempt is made to load the record to SPAHRS. If there are no records in the file, the following message will be displayed: INVALID DATA, NO RECORDS TO PROCESS. No further reports will be generated when there are no records to process.

- **PH1141B-AGY# NEW HIRES UPLOAD ERRORS REPORT**
  This report will identify records that attempted to load into SPAHRS but, due to an error in storing the data to the DEMO (Demographic) or Employee Agency PIN (EAP) screen, were rejected. Examples: the address and/or name contains a special character(s), the SSN identified is already in an existing position and does not have an end date, etc.

- **PH1141C-AGY# RECORDS NOT LOADED TO SPAHRS**
  This report will identify any records that did not load to SPAHRS. This includes records from the NEW HIRES UPLOAD ERRORS REPORT and any other records which, for whatever reason, did not load. Ideally, the NEW HIRES UPLOAD ERRORS report and this report will match.

- **PH1141D-AGY# DEMOGRAPH DATA MISMATCH ERROR REPORT**
  This report will identify any records that have existing data in SPAHRS but the first or last name or Date of Birth (DOB) listed in SPAHRS did not match the information being sent across from NeoGov. Example includes if the individual's first and last name match
but the date of birth from NeoGov is listed as 01/01/1974 while SPAHRS has a date of birth of 01/11/1974, then this will result in an error.

- **PH1141E-AGY# NO DATA FOR AGENCY**
  This report will be generated when an agency has had no new hire records authorized by MSPB. If the agency does have a hire that has been authorized by MSPB, this report will not be created.

- **PH1141F-AGY# NEOGOV RECORDS LOADED TO SPAHRS**
  This report will identify all new hire records that were authorized by MSPB and successfully loaded to SPAHRS.

**NOTE:** Security for FMVIEW is maintained by MMRS staff. To view and print security authorization forms and instructions, access the MMRS website, select the FMVIEW application and then select the Security option.

**NOTE:** Agencies will have to enter the report number, a hyphen and their agency number in the SYSOUT ID field of FM view in order to see the report(s). Refer to Appendix A for a complete list of the reports.

**NOTE:** Agencies will only be viewing the reports if they have hired an individual through NeoGov. If an agency fails to see their new hire in SPAHRS, they should access FMView to determine if the record rejected.
11.1 Action Required for Reprocessing Rejected Records

Agencies should access FMVIEW and determine if any records rejected for which a hire was authorized. The appropriate corrections will need to be made to the new hire’s information by the hiring agency and the new hire will then be resent to MSPB staff to authorize the hire.

The hiring agency should follow the steps outlined below:

1. Select **My List** from the menu option.
2. Select the **View** link located beneath the Candidates column for the appropriate position.
3. The system will display the Referred Candidates screen and display individuals that were referred and any action the state has taken on the applicant and it will identify the individual who was selected for hire.
4. Place a check mark beside the hired individual and Reject the candidate that has been selected.
5. Select **Go**.

6. The system displays the Reject Candidate screen and the user should select the *Hire Correction - New Hire Integration Reject* reason.
7. Select **SAVE**.

8. After rejecting the candidate, the hiring agency should immediately select the candidate from the rejected list and hire the applicant again.
9. Select Go.

10. The system will display the Hire screen and staff should enter the required fields.

   This process will allow the hiring agency to correct the new hire’s information and resubmit the applicant to MSBP for authorization of the hire.

   - If the rejected record appeared on the INVALID DATA REPORT, staff should ensure that all the required fields have corrected data entered when selecting the record for hire. Potential errors include:
     - Invalid Hire Date: Must be a valid date
     - SSN must be numeric: The SSN cannot contain dashes or special characters
     - Salary must be numeric: The salary field should not contain the $ symbol and should contain the decimal and cents.
     - Salary is too large: The salary amount should not exceed 999,999.99
     - PIN must be numeric: The PIN should not contain any alpha or numeric characters
     - Invalid SSN – too long: The SSN field should only contain nine digits, no dashes or slashes
     - Check Salary amount: The salary should contain two digits following the decimal.
     - Invalid PIN – too long: The PIN should be a six digit number, no alpha or special characters. You should enter leading zeros when applicable.

   - If the rejected record appeared on the NEW HIRES UPLOAD ERRORS REPORT, staff should reprocess the record and ensure the correct information has been entered in the required fields on the Hire Screen. If the agency is unsure what action is required based upon the error message, they should contact their MSPB consultant. If MSPB has questions, they will contact the Magic Help Desk for assistance.

   - If the rejected record appeared on the RECORDS NOT LOADED TO SPAHRS, staff should reprocess the record and ensure the correct information has been entered in the required fields on the Hire Screen. Remember this report identifies any records that were rejected on the NEW HIRES UPLOAD ERRORS REPORT. YOU DO NOT HAVE TO REPROCESS THE RECORDS TWICE. If you do identify a record on this report that
**did not** show up on the NEW HIRES UPLOAD ERRORS REPORT, please notify MMRS at MAGIC@dfa.state.ms.us or call the MMRS Call Center at 601-359-1343.

- If the rejected record appears on the DEMOGRAPH DATA MISMATCH ERROR REPORT, staff should reprocess the record and ensure the correct information has been entered in the required fields on the Hire Screen. The first and last name as well as the date of birth should match what is in SPAHRS. If SPAHRS is incorrect, you must correct the record in SPAHRS before resubmitting the hire again.
11. Once MSPB authorizes the hire, a new record is added to the nightly New Hire Integration process and will attempt to load to SPAHRS again.

NOTE: Be sure to click “Save and Release” to send the new hire’s information to MSBP for approval.
# APPENDIX A

Appendix A.  New Hire Reject Reports

### A.1 Invalid Data Report

<table>
<thead>
<tr>
<th>ID</th>
<th>(Position)</th>
<th>STATEWIDE PAYROLL AND HUMAN RESOURCE SYSTEM</th>
<th>NEW HIRE FILE FROM NEWGOV</th>
<th>INVALID DATA REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>PAGE:</td>
<td>DATE: 06/23/2011</td>
<td>TIMR: 11:54 AM</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>MGGOV ID</th>
<th>PHNAME</th>
<th>LNAME</th>
<th>HIRE DT</th>
<th>BIRTH DT</th>
<th>PIN</th>
<th>SALARY</th>
<th>ERROR</th>
</tr>
</thead>
<tbody>
<tr>
<td>0601</td>
<td>5317206</td>
<td>CARLOS</td>
<td>GALLOWAY</td>
<td>06020011</td>
<td>02161970</td>
<td>218</td>
<td>00003427928</td>
<td>INVALID HIRE DATE</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>INVALID BIRTH DATE</td>
</tr>
<tr>
<td>0161</td>
<td>5317208</td>
<td>SUSAN</td>
<td>MONTGOMERY</td>
<td>05262011</td>
<td>21011974</td>
<td>313</td>
<td>00002560000</td>
<td>INVALID BIRTH DATE</td>
</tr>
<tr>
<td>0160</td>
<td>5317211</td>
<td>IRIS</td>
<td>GRIFFIN</td>
<td>05042011</td>
<td>03041971</td>
<td>113</td>
<td>00000000000</td>
<td>INVALID SSN - TOO LONG</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>CHECK SALARY AMOUNT</td>
</tr>
<tr>
<td>0181</td>
<td>5317211</td>
<td>IRIS</td>
<td>GRIFFIN</td>
<td>05242011</td>
<td>05251980</td>
<td>114</td>
<td>000001860777</td>
<td>SSN MUST BE NUMERIC</td>
</tr>
<tr>
<td>0301</td>
<td>5317211</td>
<td>IRIS</td>
<td>GRIFFIN</td>
<td>08312011</td>
<td>08261978</td>
<td>75</td>
<td>00000348000</td>
<td>SALARY MUST BE NUMERIC</td>
</tr>
<tr>
<td>0071</td>
<td>5317581</td>
<td>BILL</td>
<td>SMITH</td>
<td>05052011</td>
<td>02051977</td>
<td>11345</td>
<td>00132585460</td>
<td>SALARY IS TOO LARGE</td>
</tr>
<tr>
<td>ID</td>
<td>NAME</td>
<td>HIRE DT</td>
<td>SALARY</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------</td>
<td>-----------</td>
<td>---------</td>
<td>---------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0401 5317619</td>
<td>DELARCE HENRY</td>
<td>05312011 01061970 S</td>
<td>00000552175</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0941 5318719</td>
<td>MICHAEL SCOTT</td>
<td>05132011 09121967 2259</td>
<td>00000000000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>0161 5318844</td>
<td>ANH MYERS</td>
<td>05092011 05251987 45784721288</td>
<td>00005520057</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

CHECK SALARY AMOUNT

CHECK SALARY AMOUNT

INVALID PIN - TOO LONG
### A.2 Demograph Data Mismatch Error Report

<table>
<thead>
<tr>
<th>NEOGOV_ID</th>
<th>NAME</th>
<th>LASTNAME</th>
<th>BIRTH_DT</th>
<th>AGENCY</th>
<th>PIN</th>
<th>SALARY</th>
<th>HIRE_DT</th>
<th>GENDER</th>
<th>ETHNICITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>5321298</td>
<td>SALLY</td>
<td>BIRD</td>
<td>05/19/87</td>
<td>0131</td>
<td>124</td>
<td>17097.96</td>
<td>06/10/2011</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
## A.3 New Hire Upload Errors Report

<table>
<thead>
<tr>
<th>ERROR PID</th>
<th>MSG-NO</th>
<th>PROC ERROR MSG</th>
<th>ERROR FIELD</th>
<th>ERROR MSG</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000568303</td>
<td>8012</td>
<td>PROCMIX STORE DEMO REC</td>
<td>PERSON-ID-EMPLOYEE-T DEMOGRAPH 00000568303-X ALREA</td>
<td></td>
</tr>
<tr>
<td>00000568304</td>
<td>8012</td>
<td>PROCMIX STORE DEMO REC</td>
<td>PERSON-ID-EMPLOYEE-T DEMOGRAPH 00000568304-X ALREA</td>
<td></td>
</tr>
<tr>
<td>00000568305</td>
<td>7058</td>
<td>PHONCWH STR-EMPL-AGG-CON</td>
<td>PHN-CHANGE-REASON-CD 7058 STR-EMPL-AGG-CON CANNOT BE USED, NOT BEEN APPROVED BY SPM</td>
<td></td>
</tr>
<tr>
<td>00000568306</td>
<td>8012</td>
<td>PROCMIX STORE DEMO REC</td>
<td>PERSON-ID-EMPLOYEE-T DEMOGRAPH 00000568306-X ALREA</td>
<td></td>
</tr>
<tr>
<td>00000568307</td>
<td>7001</td>
<td>PROCMIX UDRT DEMO-REC</td>
<td>ADDR-MAILING-STATE-7001E INVALID CHARACTER =&gt; &lt;</td>
<td></td>
</tr>
<tr>
<td>00000568308</td>
<td>8012</td>
<td>PROCMIX STORE DEMO REC</td>
<td>ADDR-MAILING-STATE 00000568308-X ALREA</td>
<td></td>
</tr>
<tr>
<td>00000568309</td>
<td>7001</td>
<td>PROCMIX STORE DEMO REC</td>
<td>ADDR-MAILING-STATE-7001E INVALID CHARACTER =&gt; &lt;</td>
<td></td>
</tr>
<tr>
<td>00000568310</td>
<td>8012</td>
<td>PROCMIX STORE DEMO REC</td>
<td>ADDR-MAILING-CITY 7001E INVALID CHARACTER =&gt; &lt;</td>
<td></td>
</tr>
</tbody>
</table>
A.4 Records Not Loaded to SPAHRS Report

<table>
<thead>
<tr>
<th>NEOGOV ID</th>
<th>FNAME</th>
<th>LNAME</th>
<th>ADDRESS1</th>
<th>AGENCY</th>
<th>PIN</th>
<th>HIRE DT</th>
<th>BIRTH DT</th>
</tr>
</thead>
<tbody>
<tr>
<td>5318450</td>
<td>IRIS GRIFFIN</td>
<td>N</td>
<td>123 RIGHSTONE DRIVE</td>
<td>0181</td>
<td>111 05162011 03201275</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A.5 **No Data for Agency**

---

**NeoGov Insight – Agency Recruitment and Selection Process**

A.6 **NeoGov Records Loaded to SPAHRS**

<table>
<thead>
<tr>
<th>AGENCY</th>
<th>NEOGOV ID</th>
<th>FNAME</th>
<th>LNAME</th>
<th>BIRTH DT</th>
<th>PIN</th>
<th>SALARY</th>
<th>HIRE DT</th>
<th>GENDER</th>
<th>ETHNICITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3851950</td>
<td>BRAD</td>
<td>SERIOY</td>
<td>04291975</td>
<td>86</td>
<td>27528.68</td>
<td>11072011</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>10351758</td>
<td>PAMELA</td>
<td>HINDMAN</td>
<td>04241960</td>
<td>102</td>
<td>56895.23</td>
<td>10242011</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>