

HR Users Guide to Hiring Manager Collaboration

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Introduction

This document provides an overview of how USA Staffing HR Users can collaborate with their Hiring Managers or other SMEs on how to effectively use the USA Staffing system. Also included are system specific frequently asked questions an HR User may expect to hear, as well as best practices and a sample checklist to use when providing guidance on how to use the system.

The USA Staffing system allows HR Users to connect and share information with Hiring Managers who need to provide feedback on work within USA Staffing. Through this interface, HR and Hiring Managers can share notes, review Assignments, (i.e.) assessment and announcement information, applicant documents, and collaborate on certificates/new hires all within one system. Use of the system can vary by Agency and can be adapted to meet the needs of your Agency and comply with your internal business processes.

Best Practices

It is recommended that Agencies develop an internal business process that outlines how to orient Hiring Manager (HM) Users to the USA Staffing system. This may be accomplished by adding a session to any required New Supervisor training curriculum and/or training on an as-needed basis when each HM User is ready to submit their first request or complete their first review within the system. Regardless of how your Agency decides to do this, the following best practices will assist the HM User in understanding how to navigate and work in USA Staffing.

- Develop guides on Agency-specific business processes HM Users should follow for the submission of requests and the completion of reviews.
- Create HM User accounts on an as-needed basis; if given access to the system too early, it may cause unnecessary confusion or rework.
- Learn how the system works from the perspective of a HM:
 - Ask your Office Administrator to assign HM access to your profile in the USA Staffing Training environment.
 - Test your Agency's internal processes while in the USA Staffing Training environment by accessing the system as an HR User and assign yourself review assignments for assessments, announcements and applicant lists. Access the system as a HM User and create new requests, respond to your review tasks, etc. To switch between the HR User and HM User Types, access your profile by clicking the drop-down arrow next to your name in the upper right corner of the screen. Select "User Type" and then select the Hiring Manager User or Human Resources User type as appropriate.
- Communicate key features and benefits of the Hiring Manager interface with HM Users such as:
 - Ability to sign-in using a PIV enabled Smart Card or Login.gov if the agency does not use PIV card.
 - Option to create a recruitment request and send it directly to the HR Office.
 - Capability to share notes between HR and HM Users.

- Review assessment and announcement information and identify changes in the system that the HR User should make prior to releasing to USAJOBS, reducing the need for multiple email correspondence.
- Review applicant documents, identify applicants to be interviewed, make selection decisions, and more, all within one system.
- Spend time reviewing the system with HM either in person or virtually, especially first-time users. Refer to the Checklist in [Appendix A](#) when providing a review of the system.
- Review the [resources available for HM Users](#) and encourage use of Online Help.
- Familiarize yourself with some of the [Common Questions](#) you may routinely receive from Hiring Managers.

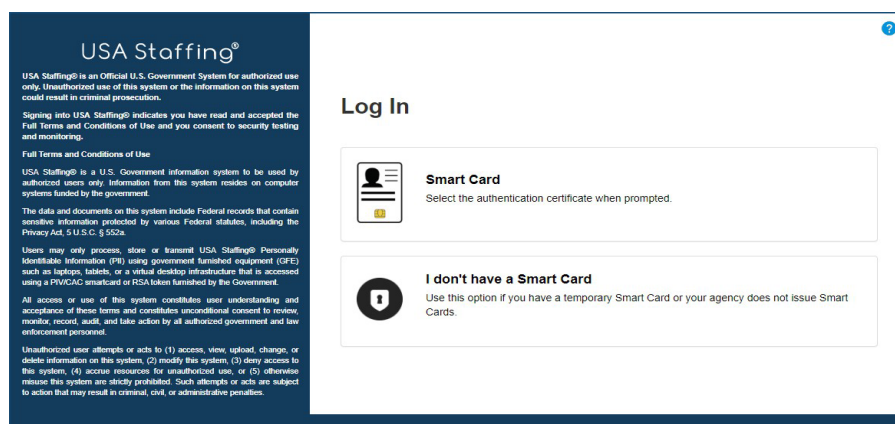
Common Questions

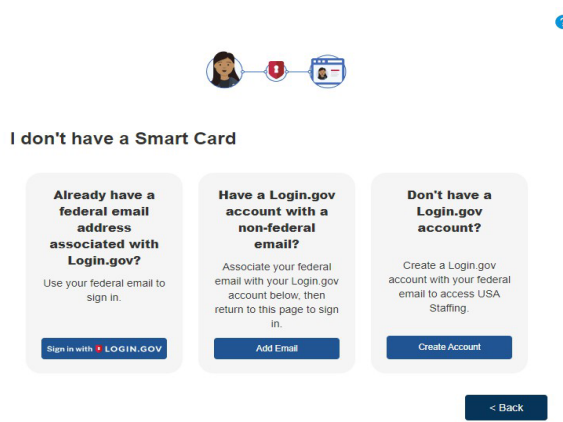
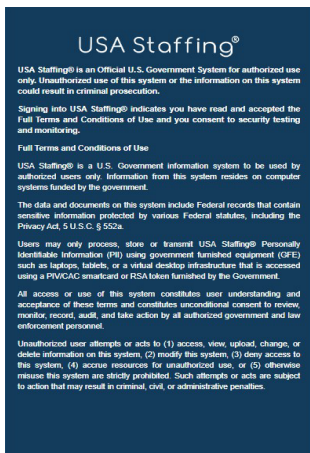
Being aware of common questions you may receive will ensure you are prepared the next time you engage with a Hiring Manager. Sample questions you may expect to receive and general answers you may provide are broken down into the categories listed below:

System Access

Q: How can I gain access to the system as a new user?

A: Your Agency’s HR Office will create an account for you to log into the USA Staffing system. Once an account is created, you will receive a welcome email titled “Your New USA Staffing Account” containing the email address used to create your account and an activation link. Click on the link in the body of the email and follow the on- screen prompts to access the system. You will be asked to accept the system’s Rules of Behavior the first time you log in and annually thereafter. To complete the activation of your account, register your Smart Card, such as the Personal Identification Verification (PIV) or Common Access Card (CAC). If you do not have a Smart Card issued by your agency, you must use Login.gov to gain access to USA Staffing. For Additional Information on Log In, please click [here](#).





Q: Can Hiring Managers have two emails tied to one login.gov account?

A: Yes. Hiring Managers can add multiple email addresses to their Login.gov account. However, when signing into USA Staffing, Hiring Managers must remember to enter their federal email address with the Login.gov.

Q: If a Hiring Manager is registered in Stage, will they need to also register in Production?

A: Yes. Hiring Managers will need to register in each environment since the records are separate.

Q: How long does it take to get the registration link to register the smart card via email?

A: The email should be received within a few minutes. If Hiring Managers experience significant delays, first check your spam folder. If the email is not there, please contact your HR office.

Q: Is there a help desk email Hiring Managers can contact if they have trouble with their Login.gov accounts.

A: For assistance with Login.gov, Hiring Managers can contact the Login.gov [help desk](#).

Q: If Hiring Managers have permission to submit Help Desk tickets, how will the ticket be routed?

A: The Help Desk ticket will be routed to the USA Staffing User Support team.

General Assignment Reviews

Q: How can I share a review with other Hiring Managers?

A: Only HR Users can share a review with other Hiring Managers Users within USA Staffing. If you want to share the review with others in the system, please contact the HR Office for assistance. You may share the information presented in a review outside of the USA Staffing system by copying and pasting the draft assessment and/or announcement into Microsoft Word. For applicant list reviews, you can save and/or print a PDF version of the certificate and share it with others outside of the USA Staffing system.

Q: Who determines how much time we have to complete a review and return it to the HR Office?

A: The HR Specialist sending the review determines the return due date.

Q: What happens if I do not complete my review by the due date?

A: You must consult with your HR Office to determine next steps. They may allow you an extension to complete the review or continue with the recruitment process without the

review being completed.

Receiving and Accessing Assignments

Q: How do you receive an assignment?

A: The HR office will initiate an Assignment for you to review and you will be notified via email. To access the assignment, click the link in the email and log into the system. For Additional Information on Log In, please click [here](#).

Assessment/Announcement Review

Q: How do I view and make edits in Microsoft Word for the draft assessment and/or announcements that are sent to me through a review in USA Staffing?

A: We recommend making all edits within the review sent to you in USA Staffing. This will allow tracking to be completed and creates a more seamless, automated process. However, there are a few options if you want to make edits in Microsoft Word. These include (1) copying and pasting the draft found in USA Staffing to Microsoft Word and continuing to make your edits; or (2) requesting a Microsoft Word version of the draft from the HR Office.

Q: Can multiple Hiring Manager users who are sent the same assessment and/or announcement review make their own distinct edits and return them separately to the HR Office within USA Staffing?

A: Yes. The edits from different Hiring Managers will appear in different colors, and when you hover your cursor over them, you will be able to see who made the edit. However, if a Hiring Manager tries to return their edits to the HR Office, they will see a warning message indicating a return to HR will remove access for all others who are assigned to that review. You may want to designate a main reviewer to ensure only the main reviewer returns the final review to the HR Office.

Q: As an HR Liaison; how can I save the draft assessment and/or announcement in Microsoft Word to forward to the Hiring Manager for review?

A: There are a few options, including (1) copying and pasting the draft found in USA Staffing to Microsoft Word and forwarding it to the Hiring Manager; or (2) requesting a Microsoft Word version of the draft from the HR Office and forwarding it to the Hiring Manager.

Q: How do I review a draft assessment and/or announcement in USA Staffing and 'return' it with the edits to the HR Office?

A: When all assignments in the My Assignments list of the Review have a green check mark next to them, and if your permissions allow, click the Return to HR button to return the review. If you do not see this box, you are finished when all Review statuses are complete.

Q: If a review is sent to multiple Hiring Managers and one Hiring Manager User completes their review and returns it to the HR Office, how does that affect others who are still in the process of completing their review

A: If multiple Hiring Managers are assigned to a review and one person tries to return their edits to the HR Office, they will see a warning message indicating a return to HR will remove access for all others who are assigned to that review. To mitigate this issue, it is important to develop an internal business process when you allow the HR Office to assign a review to

multiple Hiring Managers.

Applicant List Reviews

Q: How do I view each applicant's supporting documents?

A: Within the applicant list review, open the list you wish to review to see the list of applicants who have been referred for selection consideration. From the Documents column, click the number identified, which indicates the number of documents that are available for viewing. You can then select the document you wish to view. Additionally, there is a page on Online Help that speaks to viewing an applicant's supporting documents.

Q: How do I print a certificate?

A: Within the applicant list review, open the list you wish to print and click the Print button to generate the Certificate Overview Report, which is a printable PDF version of the certificate. Additionally, there is a page on Online Help that speaks to [generating a printable PDF version of a certificate](#).

Q: How do I print multiple documents from the review?

A: To print multiple documents (batch print) from a review, click [here](#) for instructions.

Q: How do I return an applicant list review in USA Staffing?

A: When all assignments in the My Assignments list of the Review have a green check mark next to it and if your permissions allow, click the Return to HR button to return the review. If you do not see this box, you are finished when all Review statuses are complete.

Q: When making my selections, who adds the action codes on the candidates' records within USA Staffing?

A: You must consult with your HR Office to determine the internal processes for this task. If you are required to assign the appropriate decision codes to document your selection decision, you must click the value in the Selection Decision column of the applicant for which you want to assign an appropriate code. You will then select the appropriate option from the Decision drop-down list. If known, also select the appropriate option from the Request Number drop-down list. Additionally, there is a page on Online Help that speaks to documenting the selection decision for multiple applicants with the same audit code.

Q: Do all Hiring Managers have access to the same supporting documents applicants submit?

A: The HR office determines what supporting documents are viewable to the Hiring Manager.

Resources for Hiring Manager Users

1. To troubleshoot issues with system functionality, access the [Online help for Hiring Managers](#). Online help is also accessible directly within the system by clicking on the Question Mark icon.
2. For technical issues, HM Users will need to contact their HR Office POC.

Appendix A

It is important to spend time reviewing the system with Hiring Manager, especially if it is their first time working in the system. This checklist is designed to assist you in conducting this review and ensuring the HM has a thorough understanding of how the system works.

✓	Task
	<p>Share all internal processes your Agency has developed regarding how HMs should operate within USA Staffing, for example:</p> <ul style="list-style-type: none"> • Submitting a request – whether this should be accomplished through an interconnected system, by the HM or, by another POC (such as an HR liaison), or someone in the HR Office • Permission profile assigned to a specific HM. • Timelines the HM must comply with regarding assignments, and what happens when they do not return an assignment by the due date
	<p>Utilize the USA Staffing Training Environment to do a short demo on the key features of the system:</p> <ul style="list-style-type: none"> • Sign-in using a PIV enabled Smart Card or Login.gov. • If applicable, create a recruitment request and send it directly to the HR Office • Access and complete an assessment and announcement review including making edits to any drafts • Access and complete an applicant list review including: <ul style="list-style-type: none"> ○ Add notes to individual applicants and to multiple applicants ○ Review applicant supporting documents and how to print applicant documents in a single PDF ○ Review applicant questionnaire responses ○ Utilize the toggle icons for “reviewed” and “to follow-up” ○ Make selection decisions • Return a review to HR
	<p>Review all Resources available to HM Users:</p> <ul style="list-style-type: none"> • If a webinar will be used to demo the system, encourage the Hiring Manager to attend. • Show them how to access the Online help for Hiring Managers both when logged in and out of USA Staffing (i.e., clicking the Question Mark icon when logged in) <ul style="list-style-type: none"> ○ Walk through all the topics covered in Online help • Show them how to access the Hiring Manager Quick Reference Guides from both the USA Staffing Resource Center.