

DFAS USA Staffing Upgrade Desk Guide

Hiring Manager User



Contents

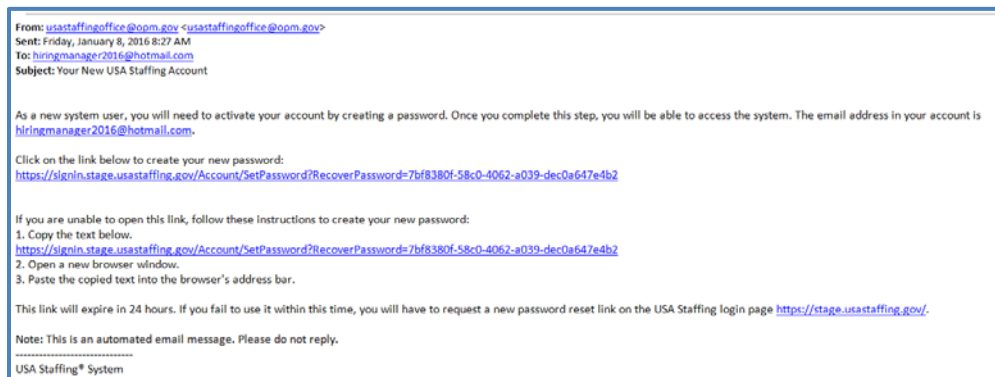
Overview	2
Logging In	2
Hiring Actions List.....	3
Receiving and Accessing Reviews	3
Reviewing the Announcement and Assessments	4
Reviewing Applicant Lists.....	6
Batch Printing Documents	9
Troubleshooting Login Issues.....	12
Additional Help	112

Overview

This document provides an overview of USA Staffing for Hiring Managers or other SMEs. The USA Staffing system allows HR to connect and share information with Hiring Manager Users who need to provide feedback on work within USA Staffing. Through this interface, HR and Hiring Manager Users are able to share notes, review assessment and announcement information, review applicant documents, and collaborate on certificates/new hires all within one system. How the system is utilized can vary by Agency and can be adapted to meet the needs of your Agency and HR Office’s business processes.

Logging In

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 an email with instructions on activating your account. Click on the link in the body of the email and follow the on-screen prompts to create a password. Upon the first time logging in, you will be asked to accept the



Password Requirements

- Must be at least 12 characters
- Must not contain spaces
- Must not contain invalid special characters
- Must match Confirm Password
- Must not contain any four consecutive characters from your email address or your full name
- Must include three of the following four attributes:
 - Upper case: A-Z
 - Lower case: a-z
 - Numbers: 0-9
 - Special characters: #@\$%&*+=?:(){}[]"

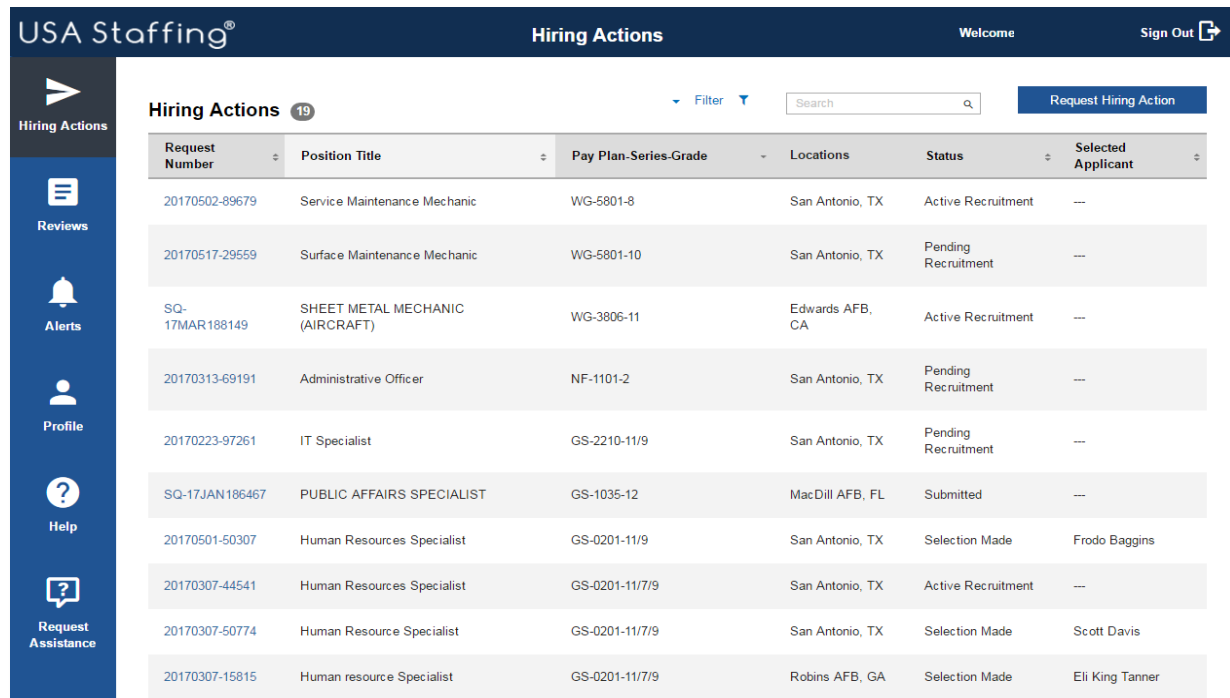
system’s Rules of Behavior.

Note: You will only need to activate your account the first time you log in. After the initial setup you will be able to

access the system directly using your email address and password. If you have already activated your account and do not remember your password, you may click the “Reset Password” link on the login page to reset it. If you have not logged into your account in more than 365 days, your account will be disabled. Use the “Reset Password” link to reset your password and re-activate your account.

Hiring Actions List

Once logged in, you will be brought to the **Hiring Actions List**, which is your home page in USA Staffing. This page is where you can view the status of hiring actions for which you are the hiring manager, and also where you may [initiate a new hiring action request](#) if your Agency decides to use this functionality as part of their business process.

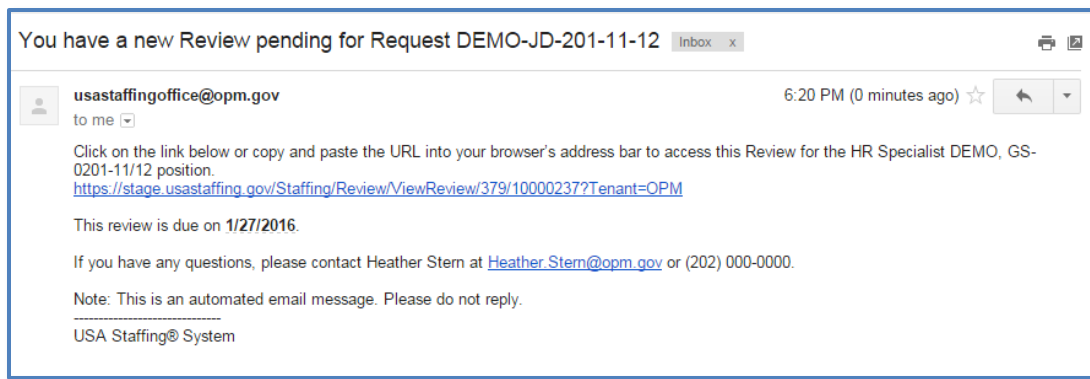


USA Staffing® Hiring Actions						Welcome	Sign Out
Hiring Actions 19						Filter	Search
Request Number	Position Title	Pay Plan-Series-Grade	Locations	Status	Selected Applicant	Request Hiring Action	
20170502-89679	Service Maintenance Mechanic	WG-5801-8	San Antonio, TX	Active Recruitment	---		
20170517-29559	Surface Maintenance Mechanic	WG-5801-10	San Antonio, TX	Pending Recruitment	---		
SQ-17MAR188149	SHEET METAL MECHANIC (AIRCRAFT)	WG-3806-11	Edwards AFB, CA	Active Recruitment	---		
20170313-69191	Administrative Officer	NF-1101-2	San Antonio, TX	Pending Recruitment	---		
20170223-97261	IT Specialist	GS-2210-11/9	San Antonio, TX	Pending Recruitment	---		
SQ-17JAN186467	PUBLIC AFFAIRS SPECIALIST	GS-1035-12	MacDill AFB, FL	Submitted	---		
20170501-50307	Human Resources Specialist	GS-0201-11/9	San Antonio, TX	Selection Made	Frodo Baggins		
20170307-44541	Human Resources Specialist	GS-0201-11/7/9	San Antonio, TX	Active Recruitment	---		
20170307-50774	Human Resource Specialist	GS-0201-11/7/9	San Antonio, TX	Selection Made	Scott Davis		
20170307-15815	Human resource Specialist	GS-0201-11/7/9	Robins AFB, GA	Selection Made	Eli King Tanner		

From this page, you can click the hyperlink for an individual **Request Number** to see additional details. You can also use the **Filter** option to widen or narrow the results displayed in the table. The filter options are: Customer, Requestor, Status, and/or Location.

Receiving and Accessing Reviews

Once HR has populated the information specific to your vacancy into USA Staffing and they have assigned you a task to review, an email will be sent to you indicating you have a new Review to complete. You may either click the URL in the email or log directly into the system.



1. Select the **Reviews** icon from the left hand menu.

USA Staffing®

Reviews

Welcome Sign Out

Hiring Actions

Reviews

Alerts

Profile

Help

Request Assistance

Reviews 3

Filter Search

Review Name	Review Type	Position Title	Other Reviewers	Due	Request Numbers	Progress
FollowCHRA Business Rules - all three lists	Applicant List	Logistics Managemen Specialist	Show Reviewers	02/27/2017	20170222-19308	0%
HR Specialist Certs	Applicant List	Human Resources Specialist	None	05/30/2017	20170515-46483	0%
Sheet Metal Mechanic Announcement	Job Opportunity Announcement (JOA)	SHEET METAL MECHANIC (AIRCRAFT)	None	05/31/2017	SQ-17MAR188149	0%

2. Each Review will have its own details and instructions regarding what actions to take during the review, the date the Review must be completed by, and position information the Review is tied to. Follow the instructions entered by your HR Office, if applicable.
3. The Review Type column will identify which type of Review you have been assigned. You may see an **Applicant List** Review which includes list(s) of eligible applicants that have been referred for selection consideration, or a **Job Opportunity Announcement (JOA)** Review which can include the assessment, announcement text and/or the announcement questionnaire. A single Review may also contain multiple assignments (i.e., Assessment Questionnaire, Announcement Questionnaire, and/or Announcement Text).

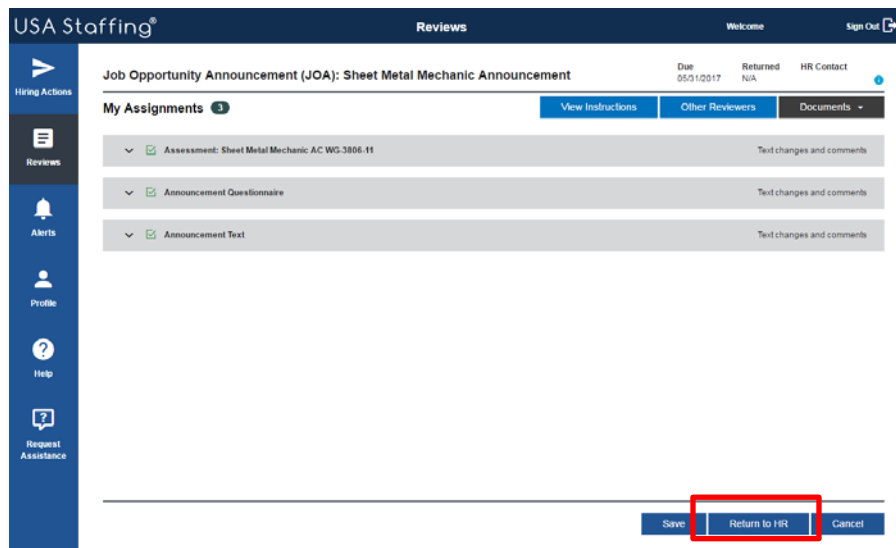
Reviewing the Announcement and Assessments

1. Click the hyperlink under the Review Name column to open the Job Opportunity Announcement (JOA) review, and follow the instructions entered by your HR Office, if applicable.
2. If you have been given the permissions to make changes, your edits will be tracked by a distinct color. You will be able to see other Reviewer(s) edits in other colors if they are assigned. After completing your edits, be sure to click **Save**.

3. Change the **Approval Status** drop-down to reflect the appropriate status, and click **Next** to proceed to the next review assignment.
- Incomplete: I have not finished the review.
 - Approved: I am comfortable with HR moving forward with the information provided.
 - Approved Pending Changes: I am comfortable with HR moving forward once the changes are made.
 - Rejected: I do not approve of this information.

The screenshot shows the USA Staffing® Reviews interface. The top header includes the USA Staffing® logo, the word "Reviews", and a "Sign Out" button. The main header area displays "Job Opportunity Announcement (JOA): Sheet Metal Mechanic Announcement" with a due date of 05/31/2017, a returned status of N/A, and an HR Contact link. Below this, there's a "My Assignments" section with a "View Instructions" button and a "Documents" dropdown. The main content area shows an assessment for "Sheet Metal Mechanic AC WG-3806-11". It includes a text editor with a toolbar and a list of questions. The first question is about cleaning and inspecting tools. The second question is about using advanced and complex shop mathematics to calculate irregular curves, angles, and pitch of metal surfaces. Below the questions, there's a section for "Approval Statuses" with a dropdown menu showing options: Incomplete, Incomplete, Approved, Approved Pending Changes, and Rejected. The "Save" button is highlighted with a red box. At the bottom right, there are buttons for "Return to HR" and "Cancel".

4. As you complete each Review assignment (i.e., Assessment, Announcement Questionnaire, and/or Announcement Text) you will see a green check mark which indicates you have completed that assignment. A red checkbox next to a Review assignment indicates the Approval Status is not yet complete.
5. Documents added by the HR office can be viewed, and additional documents can be uploaded to the Review by clicking the **Documents** button in the right top corner of the page.
6. When all the Review assignments have a green check mark next to them, and if your permissions allow, click **Return to HR** to return the Review. If you do not see this option, you are finished when the all Review statuses are complete.

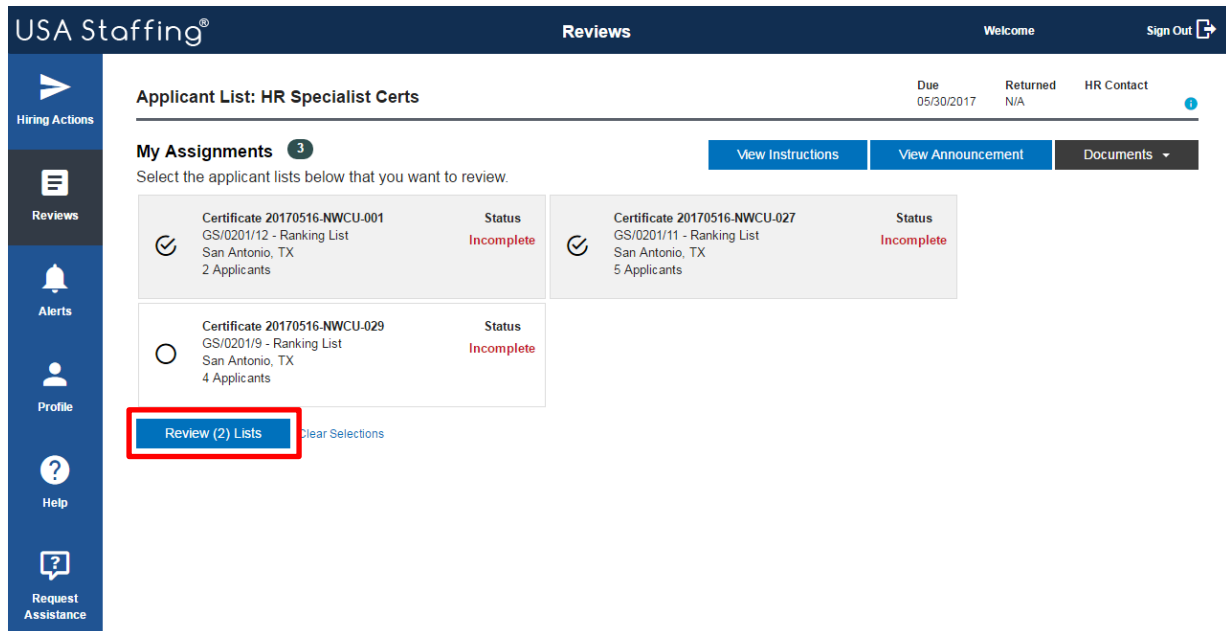


7. If there are multiple Reviewers assigned to this Review, you will receive a warning message indicating that a return to HR will remove access for all assigned.



Reviewing Applicant Lists

1. Click the hyperlink under the Review Name column to open the Applicant List review, and follow the instructions entered by your HR Office, if applicable.
2. Select the Certificate Number(s) you'd like to review and click the **Review Lists** button.



3. On the Applicant List page, you can review applicant records, review documents, document selection decisions, and add notes based on the permissions you have been granted. A basic display of the applicant information is included on this page. You may access additional applicant information by expanding the row using the + icon. If you prefer to review the certificate information in a hard copy format, click the **Print** button.

USA Staffing® Reviews Welcome Sign Out

Applicant List: **HR Specialist Certs** > View Lists Due: 05/30/2017 Returned: N/A HR Contact: [icon]

Applicant Lists 2 Documents

Certificate 20170516-NWCU-001 Certificate 20170516-NWCU-027

Applicants 5 PayPlan/Series/Grade: GS/0201/11 Location(s): San Antonio, TX View Instructions Print

<input type="checkbox"/>	Applicant Name	Rating	Vet Preference	Selection Decision	Documents	Notes	Request Number	Date Certified	Interested
<input type="checkbox"/>	+ Baggins, Frodo	93		No Decision	1	0		5/16/2017	🚩 ✓ ☆
<input type="checkbox"/>	+ Duck, Daisy	95		No Decision	1	0		5/16/2017	🚩 ✓ ☆
<input type="checkbox"/>	+ Mouse, Milky	92		No Decision	1	0		5/16/2017	🚩 ✓ ☆

Approval Status: Incomplete Next

Back to Assignments

- Click the + icon to the left of the applicant's name to view their **Eligibility** and **Assessment** responses.
- Click the **Documents** drop-down within the Applicant's row to review supporting documents, including their resume.

USA Staffing® Reviews Welcome Sign Out

Applicant List: **HR Specialist Certs** > View Lists Due: 05/30/2017 Returned: N/A HR Contact: [icon]

Applicant Lists 2 Documents

Certificate 20170516-NWCU-001 Certificate 20170516-NWCU-027

Applicants 5 PayPlan/Series/Grade: GS/0201/11 Location(s): San Antonio, TX View Instructions Print

<input type="checkbox"/>	Applicant Name	Rating	Vet Preference	Selection Decision	Documents	Notes	Request Number	Date Certified	Interested
<input type="checkbox"/>	+ Baggins, Frodo	93		No Decision	1	0		5/16/2017	🚩 ✓ ☆
<input type="checkbox"/>	+ Duck, Daisy	95		No Decision	1	0		5/16/2017	🚩 ✓ ☆
<input type="checkbox"/>	+ Mouse, Milky	92		No Decision	1	0		5/16/2017	🚩 ✓ ☆

Documents

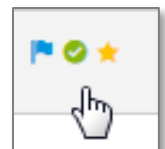
Filter by Document Name: [input]

Document Name	Document Type	Received
Resume	Resume	5/26/2017 17:0...

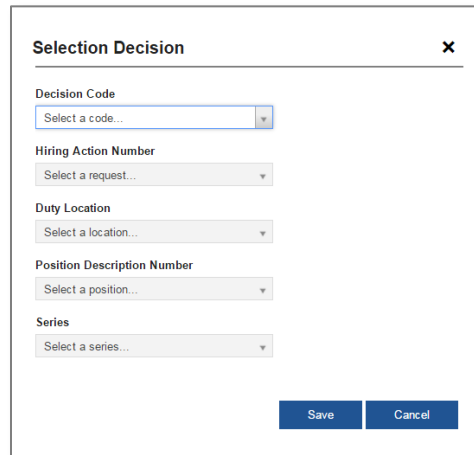
Next

Back to Assignments

- Click the **Notes** drop-down if you would like to read or input notes for other Reviewers and/or the HR Office. Click the + icon to add a new note, then click Save.
- Click to toggle the icons to the right in each Applicant's row per your Agency's policy. Your HR Office will inform you of any business processes they have identified for using these options. If no business processes have been identified, you may use them to denote follow-up actions with a candidate, indicate whether you have reviewed the candidate, and/or designate candidates of interest.



8. To document a selection decision for an individual applicant, click the No Decision hyperlink to pull up the **Selection Decision** box.

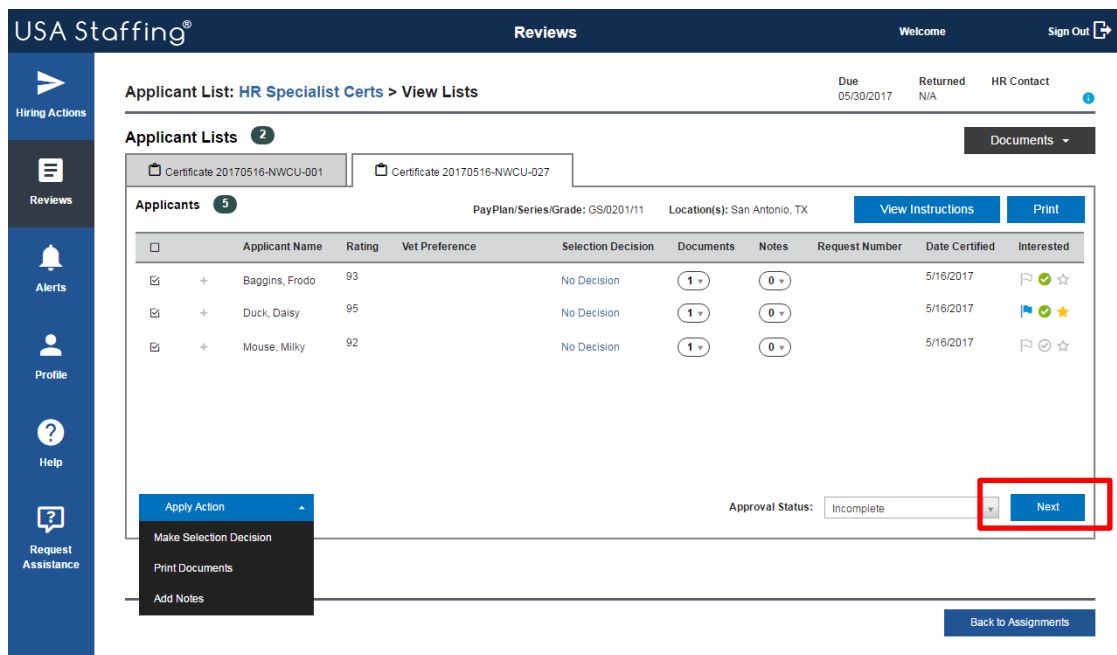


The 'Selection Decision' modal box contains the following fields:

- Decision Code: Select a code...
- Hiring Action Number: Select a request...
- Duty Location: Select a location...
- Position Description Number: Select a position...
- Series: Select a series...

Buttons: Save, Cancel

9. To document selection decisions for multiple applicants with the same selection decision code, check the box to the left of all appropriate applicant records and select **Make Selection Decision** from the **Apply Action** drop-down list.
10. When all interviews have been conducted as applicable and selection decisions have been made, enter the outcome for each certificate using the **Approval Status** dropdown. If multiple certificates were selected, you can use the **Next** button to navigate between certificates.



The interface shows the 'Reviews' section for 'HR Specialist Certs'. It includes a table of applicants and a sidebar with navigation options.

Applicant List: HR Specialist Certs > View Lists

Due: 05/30/2017, Returned: N/A, HR Contact: [Link]

Applicant Lists 2

Certificate 20170516-NWCU-001, Certificate 20170516-NWCU-027

Applicants 5

PayPlan/Series/Grade: GS/0201/11, Location(s): San Antonio, TX

View Instructions **Print**

<input type="checkbox"/>	Applicant Name	Rating	Vet Preference	Selection Decision	Documents	Notes	Request Number	Date Certified	Interested
<input checked="" type="checkbox"/>	Baggins, Frodo	93		No Decision	1	0		5/16/2017	
<input checked="" type="checkbox"/>	Duck, Daisy	95		No Decision	1	0		5/16/2017	
<input checked="" type="checkbox"/>	Mouse, Milky	92		No Decision	1	0		5/16/2017	

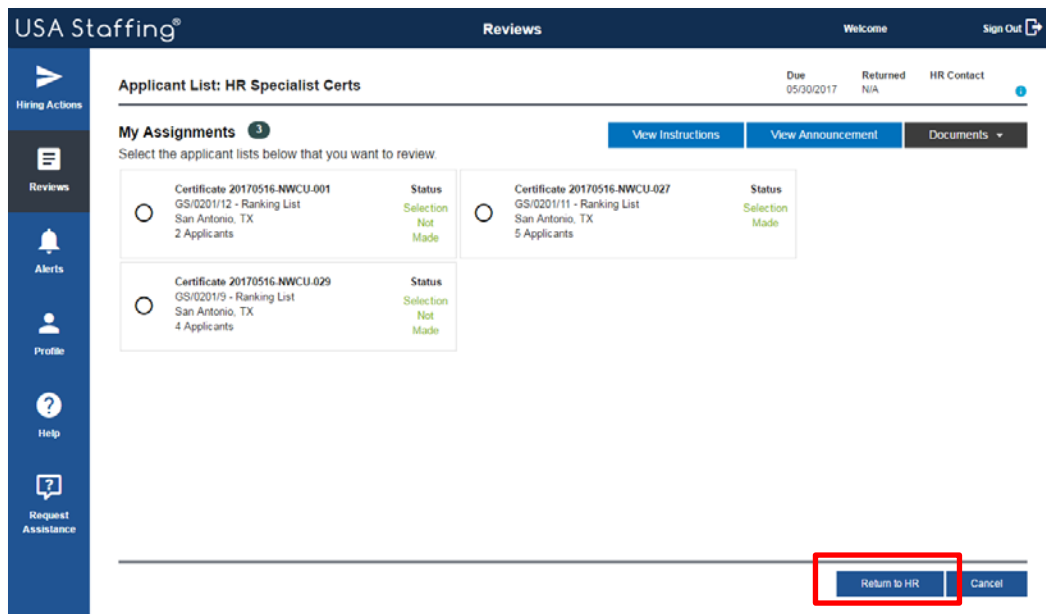
Apply Action (dropdown menu):

- Make Selection Decision
- Print Documents
- Add Notes

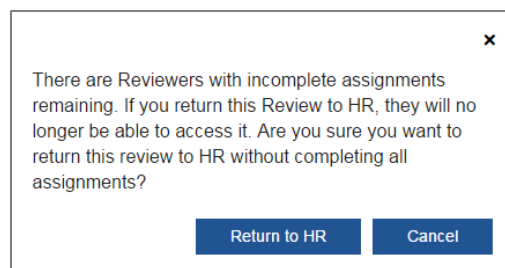
Approval Status: Incomplete **Next**

Back to Assignments

11. Documents added by the HR office can be viewed, and additional documents can be uploaded to the Review by clicking the **Documents** button in the right top corner of the page.
12. Once selection decisions for all certificates are documented, click the **Back to Assignments** button. The status for each completed certificate assignment will be shown in green. If any certificates show an Incomplete status in red text, this indicates the Approval Status is not yet complete.
13. When all certificate assignments are complete, and if your permissions allow, click **Return to HR** to return the Review. If you do not see this option, you are finished when the all statuses are complete.



14. If there are multiple Reviewers assigned to this Review, you will receive a warning message indicating that a return to HR will remove access for all assigned.



Batch Printing Documents

1. Click the check box next to the individual applicants you want to print, or click the check box in the top row to select all applicants on the certificate.

USA Staffing®

Reviews

Welcome, Scott Harding! Sign Out

Hiring Actions

Reviews

Alerts

Profile

Help

Request Assistance

Applicant List: DEU CERT GS343-9 > View Lists

Due 03/15/2017

Returned N/A

HR Contact Judy Mintze

Applicant Lists 1

Certificate 20170315-JJKA-001

Applicants 3

PayPlan/Series/Grade: GS/0343/9 Location(s):

View Instructions

Print

	Applicant Name	Vet Preference	Selection Decision	Documents	Notes	Request Number	Date Certified	Interested
<input type="checkbox"/>	+ Doe, John	TP - 5-point preference based...	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐
<input type="checkbox"/>	+ Lamont, Tony	NP - No Preference.	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐
<input type="checkbox"/>	+ Wilson, Sue	NV - No Preference Claimed.	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐

Approval Status: Incomplete

Next

Back to Assignments

2. Click on the Apply Action button that appears and select **Print Documents**.

USA Staffing®

Reviews

Welcome, Scott Harding! Sign Out

Hiring Actions

Reviews

Alerts

Profile

Help

Request Assistance

Applicant List: DEU CERT GS343-9 > View Lists

Due 03/15/2017

Returned N/A

HR Contact Judy Mintze

Applicant Lists 1

Certificate 20170315-JJKA-001

Applicants 3

PayPlan/Series/Grade: GS/0343/9 Location(s):

View Instructions

Print

All 3 Applicant records are selected. Clear selected records

<input checked="" type="checkbox"/>	Applicant Name	Vet Preference	Selection Decision	Documents	Notes	Request Number	Date Certified	Interested
<input checked="" type="checkbox"/>	+ Doe, John	TP - 5-point preference based...	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐
<input checked="" type="checkbox"/>	+ Lamont, Tony	NP - No Preference.	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐
<input checked="" type="checkbox"/>	+ Wilson, Sue	NV - No Preference Claimed.	No Decision	1	0		3/15/2017	🚩 ⏹ ⭐

Apply Action

Make Selection Decision

Print Documents

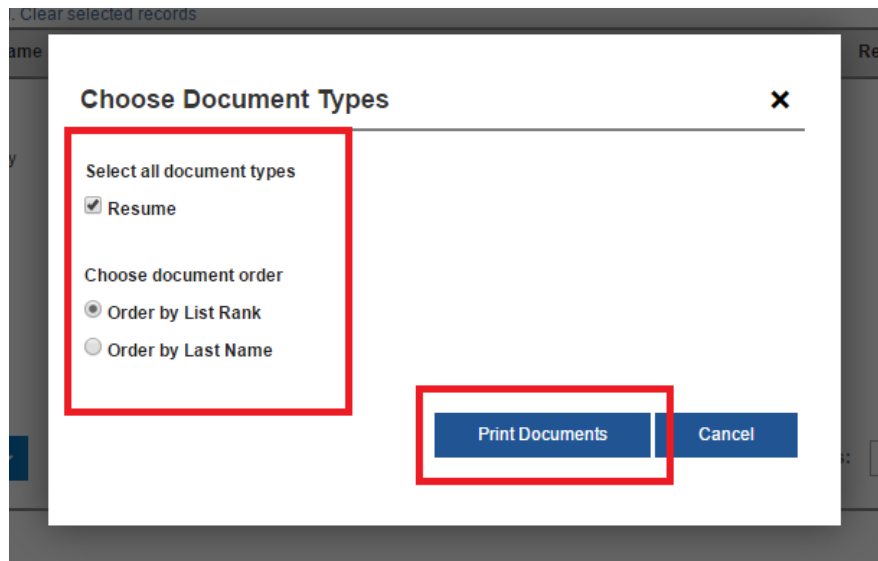
Add Notes

Approval Status: Incomplete

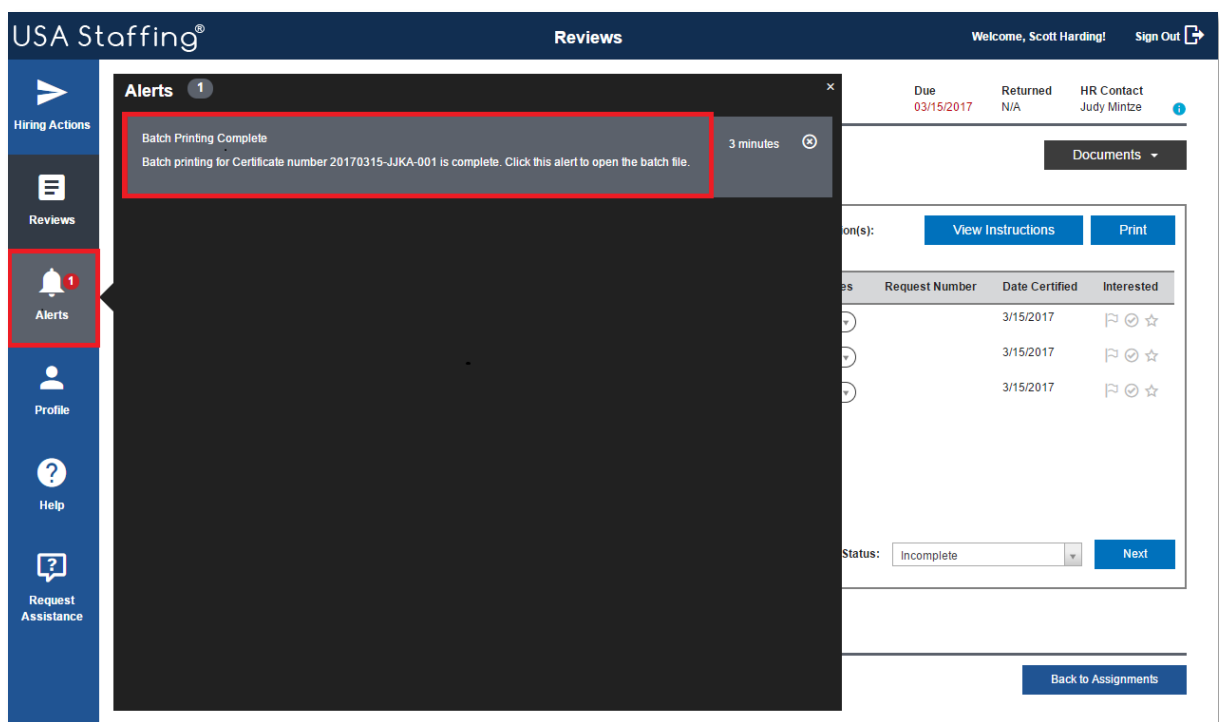
Next

Back to Assignments

3. Select the documents you wish to batch print and the document order. The click the **Print Documents**.



4. A message will appear confirming that the batch print report is in progress. Click **OK** to close the window.
5. Once the batch print report is complete, the alert icon will show a red number. Click on the alert icon to open the alerts, and then click on the individual alert to open the documents in a PDF.



This s

Troubleshooting Login Issues

Issue	Action
I have an email stating I have a Review pending.	Your activation email may have been sent to your junk folder, or caught in a firewall.

OR I got my activation email but the link in the email is expired.	<p>Please open a browser window and paste this in https://usastaffing.gov</p> <p>Click reset password to establish your password.</p> <p>Then navigate back to https://usastaffing.gov and sign in.</p>
I keep resetting my password but I still can't get in.	<p>Accounts can only be reset once per 24 hour period. Please wait 24 hours since your last attempt and then follow these steps:</p> <p>Delete all temp files and cookies. https://help.usastaffing.gov/USAS/index.php?title=Clearing_your_cache_or_temporary_internet_files Delete bookmarked URL (if you bookmarked it at all). Close browser completely (all browser windows). Open browser (preferably chrome). Paste this in the window https://usastaffing.gov Click reset password Establish a password Go back to https://usastaffing.gov Log in Bookmark this URL for future use</p>
When I try to log in with my CAC I get an error message.	<p>There is a known issue with the newer CAC. DoD changed a piece of the CAC development a little over a year ago and USA Staffing can't read the CACs issued since that time.</p> <p>They are working on a solution, but until that time, please sign in with your email address and password.</p>
Do accounts have expiration dates? Will they be shut down if not used?	<p>Yes, accounts will become inactive after thirty days of inactivity.</p> <p>To re-activate your account, go to https://usastaffing.gov Click password reset Reset Password</p>
I can't see some icons or buttons on my screen. The page is not displaying properly	<p>Compatible web browsers are Internet Explorer 9 or higher, (including Microsoft Edge), Firefox, Chrome and Safari. Whenever possible, use Google Chrome web browser instead of Internet Explorer (IE) as USA Staffing system performs best in Chrome.</p>

Additional Help

For questions or comments around the content of a Review assigned to you or for questions regarding the business processes for your Agency, please contact your HR Office. Additional resources can be found at <https://www.dfas.mil/careers/USA-Staffing-Upgrade.html>.