



New Mexico State Personnel Office

Online Recruiting System Training (OLRS)



Quick Tips for First Time Users

Objectives

- Help applicants understand application requirements in NEOGOV
- Help applicants prepare a complete and successful application
- Provide answers to questions that frequently arise for first time users
- Provide helpful resources

Getting Started

- Sign up for or use an email address that you will check regularly. NEOGOV works through a system of automated notifications. These notifications will be sent to your email address. No paper notifications will be sent to applicants.
- Arrange access to an internet-enabled computer. NEOGOV is a web-based application system. No paper applications are accepted.
- Check your spam blocker and enable pop-ups. Be sure to allow emails from the State of New Mexico governmentjobs.com website. Enable pop-up messages from governmentjobs.com to ensure you receive important system messages.
- Set up your User Account. This is required in order to apply for positions. Be sure to write down your User Name and Password for safe-keeping. You'll use these every time you sign into the system to apply for jobs or to check the status of your application. You'll need to enter your User Name and Password exactly as you entered them when you set up your account; therefore, pay close attention to uppercase/lowercase letters, spaces, and special characters. Should you forget or lose these materials, you can click on the following link to have them emailed to you: "[I Forgot My Username and/or Password](#)". This function can also be found on the applicant login screen. If you are unable to access your account or the system indicates you already have an account, please contact NEOGOV Customer Support at 1-855-524-5627
- Collect all of the information you will need to apply for positions. This includes your resume/CV, educational credentials (transcripts), licenses, DD214 (if applicable), Veterans Affairs disability letters, etc., and anything else that might be relevant to the positions for which you are interested.
 - ✓ Ensure that your transcripts show that a degree was **awarded** or **conferred** if you are stating that it is your highest level of education completed. Transcripts must include the date and type of degree awarded, institution name, applicant name and is in a format that cannot be modified (edited). If the level of education completed that you certify cannot be verified from the transcripts, your application will not be referred to the hiring agency.
 - If you are in the process of earning a degree, do not list it as your highest level of education completed.
 - Unofficial transcripts are acceptable. If it is a completed degree, make sure the transcript states that the degree was awarded or conferred.
 - Transcripts from outside the United States must be assessed for U.S. equivalency by a NACES educational credential evaluation service. This documentation is the responsibility of the applicant and must be included as part of the application when required for applicant consideration. Failure to

do so will disqualify the application from proceeding in the selection process. Transcripts may be obtained from colleges, universities and technical institutions either on-line (**unofficial** copy) or by mail (institution sealed and certified **official** copy). Transcripts must be attached to an application if required by job posting.

- If a job requires that you demonstrate completion of a specific number of hours in a certain discipline, be sure to attach the transcript pages that confirm those hours.
- ✓ You do not need to upload high school transcripts or your GED for your SPO application. However, please keep in mind that a hiring agency may request a copy at the time of hire. If you have questions about this, it is best to contact the hiring agency for the position.
- All documentation that verifies education, semester hours completed, DD214, etc., will need to be electronically attached (uploaded) to your application at the time you apply. If you upload these documents after you apply for a position, you will need to reapply after the documents are uploaded in the system.
- Professional Licensure: you can provide your valid license number in the Certificates and Licensure section of the online application. You do not need to upload a copy of your license if you provide your license number with effective dates. However, SPO does not discourage you from uploading a copy of your license.

Applying for Jobs

- Now you're ready to browse the active job postings and apply!
- **READ THE POSTINGS CAREFULLY.** Your responses and associated documentation will determine your rank on the list. Make sure that you answer the questions specific to each job.
 - ✓ When it comes to the question about years of experience related to the position, make sure you count only your work experience that directly applies to the position. This means that you may answer this question differently for each position for which you apply.
 - ✓ If the years of work experience that you list for a given job cannot be verified in your NEOGOV application, your application will not be referred to the hiring agency.
 - ✓ If you work less than 40 hours a week in a job or have overlapping experience, make sure you make these adjustments when you calculate your total relevant experience.

What Happens to my Application Once I Apply?

- Once you have applied for a position and attached all required documents, your application goes through an automated ranking process based primarily on the highest level of education and the number of years of experience you have certified relative to the minimum qualifications of the position. If you meet the criteria, you are placed on the eligible list. Your rank on the eligible list will also be affected by your answers to the supplemental questions associated with the job advertisement.

- Once the position closes for recruitment, applications will then be screened by a Human Resource Professional in order of highest rank to verify the education, experience, licensure, etc., certified by the applicant. If all information can be confirmed and the application meets the qualifications for the job, the applicant is placed on a referral list. The top 15 candidates will be referred to the hiring agency.
- The hiring agency then reviews the referral list and selects applicants for interview. Those applicants whose combination of education and experience most closely matches the hiring agency's desired qualifications will be invited for interview. The hiring process specific to each agency proceeds from this point. Please keep in mind that it is the hiring agency, not SPO, who determines which referred applicants will be offered an interview. If you have questions about a hiring agency's recruitment and selection process, please contact the hiring agency directly.

What if I Have a Question About the Position for which I am Applying?

- If you have a question specific to the job you are applying for, please contact the hiring agency. This information is located at the bottom of the job posting in the Agency Contact Information Section.
- If you have a technical question about applying for a position, please refer to the Frequently Asked Questions (FAQs). If your question is not answered in the FAQs, you may contact the SPO Career Services Bureau via email at applicant.support@state.nm.us or (505) 476-7759.