

OLRS Communication

- What?** Enhancements, plus
- Who?** OLRS Professional Users
- When?** September 26, 2014

Enhancements:

Over the last two weeks, the enhancements have been made to the Job Seeker experience and a new Oral Exam Roster report created.

Application Status Page – Redesign

The Applications & Status page of the application has been redesigned to improve the view of previously submitted applications and history of the status for those applications. When an application is now referred, the job seeker can see the agency and the requisition number to which they've been referred. They do not see any other text (e.g., "Referred"), unless text has been added to the "Display Candidate Status As" field of the referred list. The agency and requisition number may be used in a notice to the applicants about their referral and any actions necessary on their part, or as a point of reference in discussing the status of submitted applications.

*In example 1 below from our training environment, the application for **Tacoma Licensing Service Representative 1-2** has been referred to the Dept of Licensing, requisition 2012-00054:*

Tacoma Licensing Service Representative 1-2 State of Washington (Training), Washington	Applied on 03/16/2012 02:31 PM Pacific History	Application Received Dept of Licensing (Req. 2012-00054)
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At this time, it appears that even if an application was in a step past the Application Received step, when the application is referred, the status for that application will appear as **Application Received** to the job seeker unless the recruiter adds text to the "Display Candidate Status As" field of the referred list (as shown in example 2). In example 1 above, the application had moved from the Application Received step to the Supplemental Questionnaire step, and then was referred.

Additionally, the expand arrow to show application history has been replaced with a more intuitive **History** link.

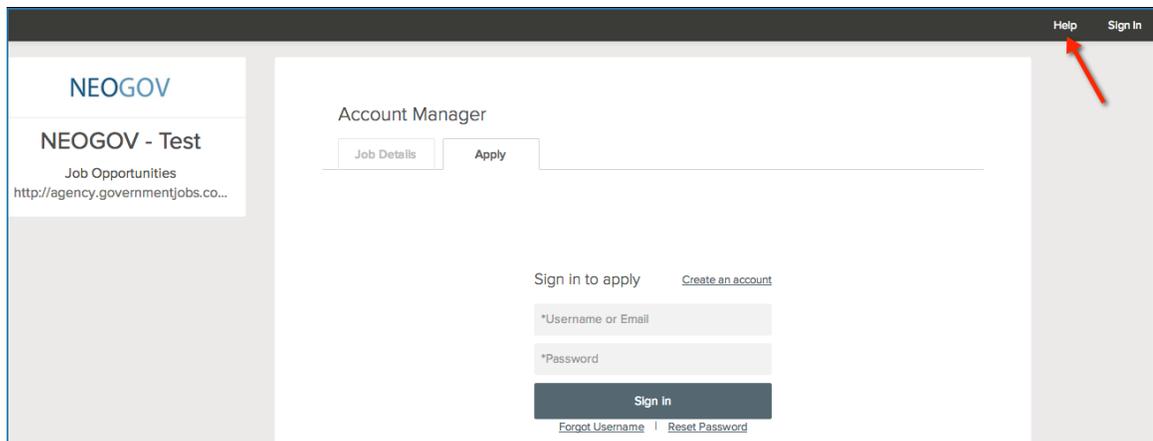
*In example 2 from our training environment, the application for Veterans Workshop Demo has been referred to the Dept. of Natural Resources, requisition 2012-00134. The recruiter added text to the "Display Candidate Status As" field of the referred list. The **Application History** appears when the **History** link is clicked:*

Job Title	Applied on	Status
WSP Trooper Cadet - main merged list	Applied on 12/21/2012 09:22 AM	Schedule for P Assessments
Veterans Workshop Demo	Applied on 05/01/2012 11:35 AM	Referred (text f Pacific History Dept of Natural 2012-00134)
Tacoma Licensing Service Representative 1-2	Applied on 02/16/2012 02:31 PM	Application Rec Dept of Licenat (00054)
(TS3 - Helpdesk Support (OO)	Applied on 01/23/2012 04:07 PM	Application Rec Pacific History

Date	Time	Status
11/20/2013	03:34 PM	Referred
		Referred (text field)
11/20/2013	03:31 PM	Review of Training & Experience
		Pass
11/20/2013	03:20 PM	Scoring Supplemental Questions
		Pass
05/01/2012	11:35 AM	Application Received

Job Seeker Help – Improvement

A 'Help' link has been added to the menu bar for job seekers. The links for Help & Support that were previously available beneath the Sign In button or on the username dropdown actions have been removed. This has been done to make access to Help tools more prominent and to improve job seekers' experience with the online application process.



Job Seeker Sign In – Improvement

Job seekers can now login using either their username or the email address associated with their profile. Quite often when job seekers are having difficulty logging in, even after resetting their password, they are entering their email address in lieu of their username.

Oral Exam Roster Report – New Report

A new standard report has been created for Oral Exam Rosters. This report functions much like the existing Test Roster report for Written Exams. It allows you to print a roster of all candidates

scheduled for an Oral Exam for an Exam Plan and filter the list by Test Locations and Test Date. This can be helpful for managing interview rosters for those larger recruitments where interviews span multiple days and/or locations. Go to Reports > Reports > Tests > Oral Exam Roster to run and view the report.

Additional Information:

Governmentjobs.com trial

Governmentjobs.com is NEOGOV's public sector job board with over 5,000 users nationwide which is integrated with Insight. On September 15th, the state began a trial use of governmentjobs.com through the end of November. This means that when a job posting is released to appear on careers.wa.gov, it will also appear on governmentjobs.com during this trial period. There is a slight delay in the posting appearing on governmentjobs.com on released (about 10 minutes). At the end of the trial, DES will be reaching out to agencies to determine the effectiveness of their postings appearing on governmentjobs.com.

Compatibility View Settings

If your internet browser has been upgraded to IE9 or higher, you may need to add 'neogov.com' to your Compatibility View Settings to be able to use the features when creating a job posting:

1. Log into Insight.
2. Click on **Tools** (or the Tools icon) in the browser tool bar.
3. Click on Compatibility View Settings.
4. A popup window should appear within 'neogov.com' in the "Add this website" field. Click on **Add** next to the field.
5. 'Neogov.com' should appear in the "Websites you've added to Compatibility View" box.
6. The "Display intranet sites in Compatibility View" box should be checked.
7. Click on **Close**.

Reminders:

1. When creating a Notice Template do not select a Reject Reason. If a reject reason is assigned to a notice template, then that is the only notice template that will appear to all Insight users who reject applicants for that reason.
- To remove the Reject Reason from a notice template, go to CandidateTrack > Notice Templates > Edit for the template > change the Reject Reason dropdown back to Select > Save.
 - The notice templates with names beginning with * are maintained by DES. Do not edit these templates or create new templates with names beginning with *

2. The Job Seeker Center in DES has closed. As reported in the [July OLRs Communication](#), DES no longer administers the typing test. You may administer a typing test at your own location. The state has contracted with a service provider, eSkill. This allows you to incorporate a typing test at any time during the assessment process, when appropriate for the position.
3. Find the latest guidance documents for the online recruiting system on the hr.wa.gov website [here](#).
4. NEOGOV has a new phone number for job seeker assistance 855-524-5627.

Questions or need assistance with the OLRs? Contact:

Service Center: (360) 664-6400

Email Contact: servicecenter@des.wa.gov

OLRS Communications are sent to OLRs users with active Insight roles. Want to review past communications? Visit [OLRS Notices](#) on the HR website.