

USA STAFFING: FREQUENTLY ASKED QUESTIONS (FAQS)

NBR	QUESTION	ANSWER
1	Two different systems, USAJOBS and USA STAFFING, are involved in the application process. What is the difference between the two sites?	<p>USAJOBS is used to search for Federal jobs, store resumes for later applications, and to get application status information for positions you've applied for. The USAJOBS website is http://www.usajobs.opm.gov</p> <p>USA STAFFING is used to apply for vacant positions.</p> <p>If you are searching for a job, establish an account in USAJOBS, establish a resume, and set up 'search agents' that will send you emails when JOAs open in the field and geographic location you are interested in.</p> <p>When you actually apply for a job, the How to Apply section in the JOA will route you to the USA STAFFING site where you answer questions and complete the application requirements. The USA STAFFING website is: https://applicationmanager.gov/</p>
2	Where do I find USAJOBS help?	<p>For the most up to date and complete assistance for using USAJOBS -</p> <ol style="list-style-type: none"> 1. Go to the USAJOBS website: http://www.usajobs.opm.gov 2. Click on the 'Info Center' link at the top of the page. 3. Select the topic you wish to review. The site includes tutorials and FAQs on all aspects of using USAJOBS and tips for applying for jobs.
3	Where do I find USA STAFFING help?	<p>For the most up to date and complete assistance for using USA STAFFING -</p>

		<ol style="list-style-type: none"> 1. Go to the USA STAFFING website: https://applicationmanager.gov/ 2. Click on the 'Help' link at the top of the page. 3. You can take a 'guided tour', or select a topic from their menu to review.
4	<p>If I can't find an answer in the help documentation, how do I contact the USAJOBS or USA STAFFING help desks?</p>	<p>For questions related to the position being advertised in the Job Opportunity Announcement (JOA), contact the agency POC listed in the How to Apply tab.</p> <p>Both USAJOBS and USA STAFFING have extensive on-line user help sections, and in most cases an answer can be found there. If you are unsuccessful in locating an answer and wish to contact the site help desk, here is where the contact information can be found:</p> <p>For technical questions about USAJOBS, see the Contact Us link on the USAJOBS home page.</p> <p>For technical questions about USA STAFFING, click on 'Important Links' on the upper right of the USA STAFFING home page. On the lower part of the page there is a 'Was this helpful to you' section. Click on the 'More Details' link. The information needed to contact the USA STAFFING help desk can be found in the section titled 'Questions about how to use Application Manager'.</p>
5	<p>I think I put in the wrong Social Security Number (SSN) (or other personal information) in my USA STAFFING or USAJOBS account. How do I fix it?</p>	<p>USA STAFFING: Once you login to USA STAFFING, find the 'My Profile' section of the main page. Select the 'Edit Profile' link. Go to the 'Confirm Social Security Number' tab, enter your SSN, and click on update. The correct SSN will be stored with your account. You can also review and update your other personal information in this area.</p>

		USAJOBS: Once you log into your USAJOBS account, click on the 'Edit Profile' link to update your personal information. To update your SSN, you must edit a USAJOBS resume, and update the SSN in the resume personal data section.
6	USAJOBS has an area where applicants can upload supporting documents such as SF-50s, Veteran information, etc. Will current DLA employees be required to provide supporting documents?	If the required documents are in your electronic Official Personnel Folder (eOPF), you will not be required to submit new copies. You should review the 'How to Apply' section in the JOA you are applying for and submit/upload any required documents that are not in your eOPF.
7	Can supporting documents be faxed in rather than uploaded?	Yes. Uploading documents into USAJOBS is strongly encouraged, but there are faxing instructions on each Job Opportunity Announcement (JOA) in the 'How to Apply' Section.
8	Is there a character limit within the USAJOBS resume builder?	Yes. There is a 3000 character limit in the duties statement for each position you describe. There is an 'Additional Information' section at the end of the resume that provides for up to 20,000 characters.
9	How do I transfer the resume I currently have in the Automated Staffing Program (ASP) into a USAJOBS resume?	There is no automated way to transfer a resume from ASP into the USAJOBS resume. You can 'copy and paste' information from your ASP resume into like fields in the USAJOBS resume. Open both your ASP resume and the USAJOBS resume builder at the same time in different browser windows. You can also copy your ASP resume from the ASP 'View Resume' area into a MS Word or similar format and store it on your computer for later use.
10	What information is stored in the USAJOBS application status, and how long is the application status history visible?	The Application Status section will store information about the JOA you applied for (with a link to the JOA), the date you applied, and the 'Application Status'. Click on the 'More Information' link to get the details on your application status.

		Application status information is kept for 18 months after posting.
11	<p>What is the size limit on an uploaded resume in USAJOBS?</p> <p>What file formats does USAJOBS accept for an uploaded resume?</p>	<p>The size limit for uploaded resumes in USAJOBS is 3 MB.</p> <p>Accepted file formats include: MS Word (DOC or DOCX), GIF, JPG, JPEG, PNG, RTF, or PDF.</p>
12	Is there a character limit in the space where a narrative is to be provided in response to a question from the questionnaire in USA STAFFING?	Yes. When a question is created a character limit is set on the response, and the applicant can see that limit on the on-line questionnaire (you will see a statement below the question response that reads "You have x number of characters".)
13	Will applicants receive points for experience, training, education, and awards like they do in ASP?	Applicants receive points in both systems for experience, training, education and awards, but the processes are a little different. The ASP system 'reads' the resume, looking for skills that match those identified as required for the job. ASP then assigned points based on the number and types of skills matched. In USA STAFFING, experience points will be awarded based on the answers to experience related questions.
14	Is it possible for a user to remove supporting documents they have submitted for a specific vacancy announcement?	You would be required to reapply for the job again without the documents while it is still open. This would overwrite the original application.
15	I share an email address with another person. Can I set up two USAJOBS accounts with the same email address?	No, the email address is part of the USA STAFFING account record. You would be required to establish another email address.
16	I forgot my USA STAFFING password. The system asks for my password in the Forgot Password section and I don't have it. What do I do?	<p>Click on the "Forgot Username or Password" link on the main login screen.</p> <p>The next screen asks you to input your email address. Input the email address and click the "Submit email address" button.</p> <p>At the next screen enter something in the password block (even if it is the wrong password) and click on 'Submit</p>

		<p>Password'. You will then see an option to select an "I don't know my password" button.</p>
17	<p>USAJOBS says my resume is 'unsearchable'. What does that mean and how do I fix it?</p>	<p>Uploaded resumes cannot be made 'searchable'. For resumes entered directly into USAJOBS, there are links within the USAJOBS user account in the resume section that can make a resume 'searchable'.</p> <p>Making a resume 'searchable' opens it up for agencies to view if they choose to search for job candidates through resume scans. It's a new and limited use feature, and applicants should not expect to receive job offers simply by making a resume searchable. Instead, you should apply for those positions you are interested in through the JOA process.</p>