



STATECIVILSERVICE

LA Careers First Time User's Guide

Welcome! This guide is provided to help you understand application requirements in NEOGOV and thus help you prepare a complete and successful application. This document provides answers to questions that often arise for first-time users as well as helpful resources.

Getting Started

- Arrange access to a computer with a web browser program (such as Internet Explorer). NEOGOV is a web based application system. The LA Careers system supports all web browsers used by 5% or more of applicants, but we find that Internet Explorer 11 and the latest versions of Mozilla Firefox, Microsoft Edge, Google Chrome or Safari work the best. If you encounter difficulty in the application process, upgrading to one of these browsers may resolve your issues.
- Sign up for or use an email address that you will check regularly. A valid email address is needed to create an applicant account as well as receive notifications through the NEOGOV system. This way you will receive notifications faster than relying on paper notices.
- Check your spam blocker and enable pop-ups. Be sure to allow emails from the State of Louisiana sent from governmentjobs.com. Enabling pop-up messages from governmentjobs.com will enable you to receive important system messages.
- Set up your User Account. This is required to apply for positions.
 - Write down your User Name and Password as they will be needed every time you sign into the system to apply for jobs or check the status of your application.
 - You'll need to enter your User Name and Password each time exactly as they were entered when you set up your account; therefore, pay close attention to uppercase/lowercase letters, spaces and special characters.
 - If you forget or lose these materials, you can click on the "Forgot Username" or "Reset Password" links found on the applicant login screen. Then follow the instructions to have the information emailed to you or reset. Details of this process are found in our FAQs.

- If you are still unable to access your account or the system indicates that you already have an account, please contact NEOGOV Customer Support at **1-(855)-524-5627**.
- Collect all the information you will need to complete your application. This includes your resume, work history, educational credentials (i.e., transcripts), licenses, DD214 (if applicable), Veterans Affairs disability letters, etc., and anything else that might be related to the positions for which you are applying.
 - Complete all portions of the application completely including the work history. Resumes **will not be accepted in lieu of** a completed application. Any information about a job on your resume that was not included in the work history section of the online application cannot be used to evaluate your qualifications for the posted vacancy.
 - All college hours/degrees must be from a regionally accredited college or university to be credited. The regional accrediting bodies accepted may be seen [here](#).
 - If you are in the process of earning a degree, do not list it as your highest level of education completed in the Personal Information section of the online application.
 - Transcripts from outside the United States must be assessed for U.S. equivalency by a [NACES](#) educational credential evaluation service. This assessment and documentation is the responsibility of the applicant and must be included as part of the application when required for applicant consideration.
 - You should be prepared to submit your transcript either electronically with the application or through other means (e.g., by mail, fax, email, etc.) when required to do so as stated in the particular posting.
 - Unofficial transcripts may be allowed (depending upon the policies of a particular agency) at the time of application; however, please keep in mind that official documents will be needed at the time of hire if you are offered a job.
 - Professional Licensure: Please provide your valid license number in the Certificates and Licensure section of the online application along with complete information such as issuing body, issue date, and expiration date. When applying to jobs in the future, be sure to update your profile to reflect the current expiration dates of licenses/certificates.

Applying for Jobs

- Now you are ready to browse the active job postings and apply! Go to www.governmentjobs.com/careers/louisiana to begin your search. When you find a job you're interested in, click "Apply".
 - You may narrow your search by entering keywords into the Search box located toward the top of the page. You may also sort the list of available jobs by clicking on the 'Sort' box to show a drop down menu, then selecting your sort option from the list. Additionally, you may use the 'Filter' feature to narrow the list according

to location, department, job category, salary, or vacancy type (open vs promotional).

- **READ THE POSTINGS CAREFULLY.** Your responses and associated documentation will determine your eligibility for the vacancy. Be sure to answer the agency-wide questions as well as any supplemental questions specific to each job.
 - When it comes to questions about years of experience related to the position, be sure to count only your work experience that directly applies to the position. This means that you may answer questions differently for various positions for which you apply.
 - Any experience claimed in the response to a supplemental question must be included in the experience portion of the NEOGOV application and is subject to verification.
 - If you worked part-time- i.e., fewer than 32 hours per week, you must pro-rate the experience on the basis of a 40 hour work week. To pro-rate your part-time experience, you will multiply the number of months worked by the number of hours worked per week then divide by 40 to get the full-time equivalent. Do not round up your work experience. Base the answer on the exact number of months and years of experience that you possess.
 - If a test score is required for a particular vacancy, this requirement will be stated in the supplemental information portion of posting. We recommend that you have your test score BEFORE applying as we cannot guarantee that you will receive your score before the posting closing date if you wait to test during the posting period.
 - You do not need to attach your test score to your online application. Your test score will be automatically transmitted to the hiring agency after you apply.
 - It is a good practice to click on the Save button periodically as you complete your application. If you remain on a page for over 30 minutes without saving, you may lose the information you entered on the page. Typing does not extend the 30 minute session time-out. If you've enabled pop-ups, you will be asked if you'd like to continue your session.

What Happens to my Applications Once I Apply?

- Once you have submitted an application for a position with all required documents, your application is screened by a Human Resources professional in relation to any required education and/or experience as stated in the minimum requirements on the posting.
- If you meet the qualification and testing requirements, you are placed on the eligible list.
- If a test score is required, applicants are ranked on the eligible list by test score.
- In some instances, applicants are ranked based upon their responses to supplemental questions relative to their education, experience, and credentials that are related to the job for which they are applying.

- Candidates are then referred to the hiring manager by the agency with the vacancy. All candidates on the eligible list are eligible to be referred. It is up to the policies of each agency as to how many candidates are referred to the hiring manager.
- The hiring manager then reviews the referral list and selects applicants for interview based upon test scores, qualifications, and suitability for the job. The hiring process will be specific to each agency and position at this point. Please keep in mind that it is up to the hiring agency and manager, not State Civil Service, to determine which referred candidates will be offered an interview.
- You can check the status of your submitted applications at any time by logging into your account.
- Below shows the most common status messages and their meanings.

Application received - Your application has been submitted successfully.

Checking for required test score - We are making sure you have an active, passing score for the required written test.

Written Exam – See History – Click on the History link for test results. Candidates with an active, passing score will designate as “Pass”. Candidates with a failure on the written exam designate as “Fail”. If no information is present, you have no present written exam results.

Evaluating experience - Your application is being reviewed to ensure you meet the minimum qualifications for the position.

Minimum Qualification Review – See History – Click the History link for the results of your application review. Passing candidates will designate as “Pass”. Failing candidates will designate as “Fail”.

Eligible for consideration - You are among a group of applicants who MAY be selected for the position.

Eligible Pending Supplemental Qualification Review - Only candidates meeting the supplemental qualification will be eligible for referral.

Referred to hiring manager for review - Your application has been delivered to the hiring manager. You may or may not be called for an interview.

Position filled - Someone has been selected for the position.

Position canceled - The agency has decided not to fill the position.

What if I Have Questions 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. The agency contact information is located in the Supplemental Information portion of the job posting.
- 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 State Civil Service Staffing Division at 225-342-8274.