

OCHR FactSheet

USA Staffing Hiring Manager User Accounts

Issued: November 2019

USA Staffing Upgrade

- Describes the different types of Hiring Manager accounts in USA Staffing.
- Provides information on how to get an account
- Explains when to get an account and how to maintain it

Background

The USA Staffing upgrade consolidated several systems to gain efficiencies allowing for a “beginning-to-end” picture of recruitment. The old Selection Manager and Onboarding Manager systems and functions are now integrated in one core USA Staffing system. Hiring managers, administrative staff and human resources specialists will all utilize the same system and will access the system using different types of accounts.

Account Types and Authorizations

There are two account types in the USA Staffing upgrade for Hiring Managers: Hiring Manager User or Hiring Manager Assistant. Supervisors should request a Hiring Manager Account and administrative staff performing support work for a hiring manager should request an account as a Hiring Manager Assistant.

Generally, anyone that performs a business function in the system will be authorized to have an account. To protect the integrity of the system and the sensitivity of the data, accounts will be granted only to those who need to conduct selection, staffing and onboarding business. Users will be assigned profiles that limit access to the data fields and records needed to complete that business.

Account Requests

Users must submit a completed and signed USA Staffing System Access Request (SAR) to their servicing **OCHR Operations Center** or to the USASTaffingHelpDesk@navy.mil. A SAR is required only once, but must be resubmitted when there are updates to an account type or command. The SAR is available at <https://www.secnave.navy.mil/donhr/Documents/DON%20USASTaffing%20Hiring%20Manager%20System%20Access%20Request.pdf>

When to Get an Account

Hiring Managers should submit the SAR as soon as they have approval to send an RPA to the OCHR Operations Center to advertise their vacancy. The OCHR Operations Center Staffing User cannot create a vacancy request in USA Staffing until the Hiring Manager has an account due to the data feed between USA Staffing and DCPDS. Work on RPAs received that do not have accounts will be delayed until the account is created.

Account Access

Within two business days of submitting the SAR, hiring managers will receive an email from USA Staffing notifying them that an account has been created and providing instructions and a link to create a password. Occasionally, these emails are sent to the NMCI Junk folder. This link is active for 24 hours. Individuals can request a new password email by going to usastaffing.gov and clicking reset password.

USA Staffing URL

Access to the system is at <https://usastaffing.gov>. Hiring Managers and administrative staff should bookmark this URL. Do not bookmark the URL that comes in the password email as this is a different URL and will result in errors in subsequent visits. Additionally, individuals will not be able log into USA Staffing using a personal computer or mobile device. USA Staffing is accessible only from official work computers with pre-authorized Internet Protocol (IP) addresses (e.g., NMCI).

Frequently Asked Questions

Q: I had an account in Selection Manager. Do I still need to request access to the new system?

A: Yes. This is a separate system. Selection Manager is no longer accessible.

Q: Should I check “New Account” or “Update Account” on the System Access Request?

A: If this is your first time requesting an account for the new system, select “New Account”. Select “Update Account” when you are changing roles, (e.g. going from Hiring Manager to Hiring Manager Assistant) or changing commands, (e.g. leaving NAVSEA HQ to take a position at a Warfare Center).

Q: Will my account become inactive if I do not use it?

A: Yes. Accounts become inactive after 30 days of inactivity but may be reactivated by clicking the “Reset Password” link.

Q: What if I change commands (UICs) after I get an account?

A: You must submit an updated SAR to USASTaffingHelpDesk@navy.mil. If you do not, your RPA will reject because your account hasn’t been associated with your new command (UIC). This will cause a delay in your recruitment.

Q: Can I CAC-enable my account?

A: Yes. Select “Sign In with Smart Card” on the log in page and follow the system prompts. Make certain you choose your email certificate.

Q: What does “USA Staffing Identity Server” mean?

A: When you log in you should see your dashboard. If you see a page that says “USA Staffing Identity Server” you used the wrong URL to log in. Close your browser, re-open it, and type in <https://usastaffing.gov>.

Still Need Assistance?

For additional questions on the USA Staffing upgrade, email the DON USA Staffing help desk at USASTaffingHelpDesk@navy.mil

Send Us Your Feedback

OCHR welcomes your comments and suggestions on the quality and usefulness of this document. Your input is an important part of the revision process. If you have comments or suggestions for improvement, please send them to us via USASTaffingHelpDesk@navy.mil



OCHR
FACTSHEET