USER GUIDE – APRIL 2014
PREPARED BY THE CONSOLIDATED STAFFING UNIT
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This guide will help you understand the numerous functionalities within your USAJOBS Account and BOP-Careers.

**What is BOP-Careers?** The BOP-Careers system is an automated application process. Applicants will answer vacancy specific questions necessary to evaluate an individual qualifications for the specific job to which they are applying.

Applicants are given a set of examples which closely describes experience related to each job (applicant assessment questions). Applicants will be prompted to select the answer choice that best describes their level of experience and/or expertise. When completed, the information provided in USAJOBS and the answers to the questions will become part of their application.

You can click on any of the squares to take you directly to the section. At the bottom of each page you can click on the home “🏠” button icon to bring you back to this page.

**HELPFUL TIP:** Clicking on the buttons listed below will only function with ADOBE Reader or Greater. If you are having trouble viewing this document with the current settings, you may need to adjust your preference settings: From your toolbar, click Edit, click Preference, scroll to Page Display and ensure your Page Layout is set on Single page and Zoom is set on Fit Width.
# SECTION 1: CREATE ACCOUNT

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
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<tbody>
<tr>
<td>GETTING STARTED.....</td>
<td>Go to <a href="http://www.usajobs.gov">www.usajobs.gov</a></td>
</tr>
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</table>

**How do I create a USAJOBS account?**

Begin the process by clicking on Create An Account.

You will receive the USAJOBS Create New Account page. Fill in the blocks indicated by a red asterisk (*). You will be directed to Your Account Main Page.

Ensure you remember your Username and Password.

Scroll to bottom and click “I agree. Create my account”.

You will receive notification that a link will be sent to your email address.
Retrieve your email and click on the link to access your account in USAJOBS.gov.

In order to Activate New Account, you must provide the additional account information. Complete all required fields (indicated by a red asterisk *).

For security purposes, select three different Password Questions and answers. You must click in the square box: I have read and understand the security tips. Click Finish creating my account.
## SECTION 2: RESET PASSWORD

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
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<tbody>
<tr>
<td>Reset your Password in USAJOBS:</td>
<td><img src="image.png" alt="Sign In to USAJOBS" /> <strong>Click forgot Username or Password</strong></td>
</tr>
<tr>
<td>To reset your password, you must follow the instructions provided by USAJOBS on resetting passwords.</td>
<td><strong>NOTE:</strong> Please respond to the first email you receive from USAJOBS. Do not continue to submit emails to USAJOBS regarding your password. Each time you submit an email, a new ticket is opened.</td>
</tr>
<tr>
<td>Click Forgot your username and/or password.</td>
<td><img src="image.png" alt="Enter email address" /> <strong>Type your email address.</strong></td>
</tr>
<tr>
<td>Enter your email address</td>
<td><img src="image.png" alt="Send Email" /> <strong>Send Email.</strong></td>
</tr>
<tr>
<td>Click Send Email.</td>
<td><img src="image.png" alt="Verify security questions" /> <strong>Click Next.</strong></td>
</tr>
<tr>
<td>You must verify your account by answering the three security questions you previously established.</td>
<td><img src="image.png" alt="Security questions" /> <strong>Click Next.</strong></td>
</tr>
</tbody>
</table>

**APPLICANT GUIDE 04/2014 5**
You will receive the Forgot Password notification.

An email will be sent to your email address, check email and respond within the time frame.

Retrieve your Email Notification and click the link provided.

NOTE: You must reset your password within 24 hours.

Click on the link

Create and type new password.

Click submit

NOTE: Make sure to follow the requirements to establish your password.

Click Continue

You will have the options of going to Home, Search Jobs, My Account and Resource Center from this gray bar.
### SECTION 3: CREATE PROFILE FOR USAJOBS

<table>
<thead>
<tr>
<th>STEP</th>
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<tbody>
<tr>
<td>Click My Account for dropdown menu.</td>
<td><img src="image1" alt="Click My Account for dropdown menu" /></td>
</tr>
<tr>
<td>Click Profile.</td>
<td><img src="image2" alt="Click Profile" /></td>
</tr>
<tr>
<td><strong>OR</strong></td>
<td><img src="image3" alt="Click My Account–Main Page. Click Edit Profile" /></td>
</tr>
<tr>
<td>Click My Account – Main Page. Click Edit Profile.</td>
<td><strong>NOTE:</strong> Questions pertaining to your profile are for USAJOBS. Therefore, please ensure to answer similar questions in your application process with the Bureau of Prisons too.</td>
</tr>
</tbody>
</table>

**Profile options:**
- Personal information: Name, address, email and phone number.
- Hiring Eligibility: Veteran Preference, Hiring options
- Preferences: type of work environment (part-time, permanent, etc.)
- Demographic: sensitive information (gender, race, etc.).
- Account Information: password, etc.

**Notification Settings options:**
- When jobs I have applied to have closed.
- When the status of an application I've submitted changed.

To select notification, click on the square to place or remove a checkmark.

Click Save, Click Finish
## SECTION 4: BUILDING RESUMES

<table>
<thead>
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<th>STEP</th>
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<tbody>
<tr>
<td>Sign-In to USAJOBS</td>
<td><img src="image" alt="Sign In to USAJOBS" /></td>
</tr>
</tbody>
</table>

From your “My Account” page, click Resumes

If you upload your resume, it must contain information required by the job announcement. Please review the “How to Apply” section of the job opportunity announcement very carefully.

To create a resume, you have the option of:

- Creating a Resume or
- Uploading a Resume

Click Build New Resume or Upload New Resume

**NOTE:** It will be your responsibility to upload the acceptable file. Therefore, when you Upload New Resume, please ensure to read the types of acceptable files to upload.

Click what to include in resume for required information.
Complete all required fields (indicated by a red asterisk*). Complete each of the following sections in the Resume Builder:

- Experience
- Education
- Other
- References
- Preview and Finish

Once you have completed entering your Experience, you can click on Save and Next.

If you exceed the character limitation (5000), you can add additional experience under #3, Other and scroll to the Additional Information section and proceed.

If you want to add additional employer experience, you can enter the information following the same sequence. Each set of “experience” will appear under the Experience tab.

**NOTE: You can also apply the same procedures for the Education and References fields.**
To Edit your work experience, click on the actual employer’s name. Proceed by changing any of the fields you want to edit.

**NOTE:** You must save your experience and click "Next" to continue to the next section.

Upon completion of the Resume Builder, you will be allowed to preview your resume.

You **must** click Finish to complete the process.
Uploading a Resume:

Click Resumes in the left gray column.

Click Upload New Resume

Screen will appear to choose file to upload.

Select the file and click Open
The number of resumes you have created or uploaded will be displayed.

To build or upload additional resumes, simply repeat the steps.

Remember, you can only have 5 resumes on file at any time.

If you make your resume searchable it will be visible to recruiters.

**Note:** When applying to vacancy always attach your most updated resume.
### SECTION 5: JOB SEARCHES

<table>
<thead>
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<th>STEP</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td>Click on Search Jobs for menu options. Click Basic or Advanced Search</td>
<td>![Screen shot of USAJOBS search page]</td>
</tr>
</tbody>
</table>

**OR**

If you click Basic, this page will appear and you can click Advanced Search from this page as well.

You can select just a few of the refining fields. For the example below, a user refines a search by opening the Keywords and Location fields (type the title of the position, Supervisory Account, Department of Justice, Federal Bureau of Prisons). This will retrieve vacancies for the agency.

**Who May Apply**

You can refine your search by looking for jobs open to the general public or the jobs open to federal employees, or veterans’ preference and other eligibility categories.

**NOTE:** To view jobs announced under **federal jobs**, you will have to hover over the radio button to select “federal employees.”
### SECTION 6: SAVED SEARCHES

<table>
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<tr>
<th>STEP</th>
<th>ACTION</th>
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</thead>
<tbody>
<tr>
<td>These instructions will guide you in creating Saved Searches, automatically retrieve job opportunity announcements matching specified criteria and receive the results through email at specified times.</td>
<td><img src="Image" alt="Sign In to your existing account by clicking on “SIGN IN” on the USAJOBS® homepage. If you need to create an account, you can click the “CREATE AN ACCOUNT” link" /></td>
</tr>
</tbody>
</table>

**PLEASE NOTE:** You must have a USAJOBS account to create a Saved Search.

Sign In to your existing account by clicking on “SIGN IN” on the USAJOBS® homepage. If you need to create an account, you can click the “CREATE AN ACCOUNT” link.

From your Account page, you are able to create new saved searches two ways:

- **Expand the My Account drop-down menu and click “Saved Searches”**

- **Expand the Saved Searches section and click the “Create a new saved search” button**

**Note:** When asked to create a name for the saved search, you may enter a name of your choice that is related to the job such as: Administrative, Program Analyst, Management Analyst.

If you expand the Saved Searches section, you are able to:

- **View all saved searches you created previously in the same page or in the separate page by clicking the View All Saved Searches link**

- **Create a new saved search, by clicking the Create a new saved search button**

You can create up to 10 saved searches.
From the Create A New Saved Search page, enter in all of your desired criteria.

Lastly, you need to create a name for your Saved Search.
If you click the “Save Search” button, you are able to view your saved searches. You may save up to 10 searches with different search criteria to help you find the right opportunity for you.

• You can see all currently open job opportunity announcements that meet your search criteria by clicking the “View” link
• You can edit your saved search by clicking the “Edit” link
• You can permanently remove your saved search from your account by clicking the “Delete” link

You can set how often you would like USAJOBS to send you email notifications of new job opportunity announcements.

Any option you select other than “None”, will automatically send you the results of job opportunity announcements that have been posted since the last email you received.

The first email you receive will include those results that have been posted since you created the Saved Search.

You can see all currently open job opportunity announcements that meet your search criteria by clicking the “View” link
You can also click the “Save and Run” button to save your search criteria and view the open job opportunity announcements that meet your search criteria.

Note: Giving your Saved Search a name is a required field when creating a new saved search.

When you enter in all of your desired criteria, click the “Save Search” button to save your search criteria.
### SECTION 7: APPLICATION, ACCOUNT CREATION, UPLOAD DOCUMENTS.

<table>
<thead>
<tr>
<th><strong>STEP</strong></th>
<th><strong>ACTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Once you have conducted your searches (<a href="#">refer back to Section 5 for instructions conducting job searches</a>). If the vacancy is of interest, click Apply Online or Update Application.</td>
<td><img src="image1" alt="Apply Online" /> <img src="image2" alt="Print Preview" /> <img src="image3" alt="Save Job" /> <img src="image4" alt="Share Job" /></td>
</tr>
</tbody>
</table>

**NOTE:** If you have already saved a job search, the Update Application will appear instead of the Apply Online option.

The USAJOBS vacancy information will appear:

- Hover over the radio button to select one of your stored USAJOBS resume.
- Check boxes with an asterisk (*) indicating:
  - That you have previewed your resume.
  - Read and check certification box regarding information submitted.

Click, Apply for the position now.
Once you click on Apply for the position now, if you have not completed your profile, you will receive this message. *(Follow steps in Section 3, Creating profile).*

If you need to edit your profile click My Account for dropdown menu and click Profile to proceed.

OR

If you are a NEW USER to BOP-Careers, you will be prompted to the Account Creation page after you have attempted to apply to a vacancy.

Information already submitted to USAJOBS will be prepopulated where applicable and cannot be edited at this time.

Complete your profile and Account Creation. You will have the opportunity to view your information

Click Next.

Click Apply to this vacancy. Or

You will be directed to the BOP-Careers Website.
If you saved your job, after Account Creation, you will be able to go back to the position you were applying to and reanswer the two required questions in the red asterisk (*).

Click Apply for this position now!

Begin your application process by clicking Edit Your Application.

You have the following options to complete in your Eligibility Question Section.

- Eligibility
- Series Grade Location
- Grade Specific Question
- All Grade Questions
- Documents
- Application Review

Complete each section of your eligibility questions. Items indicated by a red asterisk (*) are required.

Read each question carefully and ensure you review the “Eligibility Questions” each time you apply for a vacancy, as your answers may affect your eligibility to receive consideration for a job.
Once you answer and review the questions for accuracy, you are ready to move to the next section.

Click Next, to go to the next tab section.

If you want to withdraw from a certain grade level you can make the change under the Series Grade Location.

As long as the job is open you can click Withdraw from grade, the option will now appear as Reapply to grade.

If you want to reapply, just click on grade option.

Vacancy Documents in BOP-Careers will allow you to upload the required documents for the vacancy announcement by clicking on one of the following actions:

Uploading Document Options:
Documents transferred from USAJOBS are **NOT automatically** added/transferred to your application; you will need to click on “USAJOBS”.

**NOTE:** Certain document types may allow you to only upload a couple of pages. If this is the case, you can upload to any Document Type options or fax. Faxing will allow you to submit several pages at a time.

After you click on any of the Action column options.

The Document Manager page will appear.

Type the Description of your document.

Click Browse, this will open to your computer to allow you to choose the file to upload.

Click Upload Document.

Uploaded document(s) will be displayed under the Description column.

Two additional choices under the Action column will be provided upon uploading a document.

- Edit
- Delete

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**CAUTION - IMPORTANT:** When you reload documents, the new document will replace the existing documents on file.
Under the Description column, the uploaded document will be displayed.

View the document by clicking on the item you uploaded under the Description column.

You will be prompted to the “File Download”, click Open to verify that you have uploaded the correct document.

Go back to Document Manager. Click USAJOBS under Action Column:

Document Manager page will be displayed.

Upload a USAJOBS document by hovering over the dropdown arrow and select the name of the document you uploaded to USAJOBS.

Click Download from USAJOBS

Select Fax under any document type category, (example: DD-214, transcripts, etc.) you will be prompt to this screen.

Click Generate Cover Sheet.

**NOTE:** Read the Fax Instructions carefully. It is your responsibility to ensure that a fax confirmation is received.
A fax coversheet will be generated. You must print and fax this cover sheet with your documents.

Your documents will be faxed directly to Hiring Management-Fax Imaging and be placed under the document type you selected.

**NOTE:** If you send another fax using the same coversheet, it will over ride your previous document.

After you have completed uploading all documents, scroll to bottom and click Next.

Once you click Next, the Application Review page will appear.

**NOTE:** This is your opportunity to view the answers and the information you provided in your resume.

After reviewing your application, you MUST click FINISH

You will be returned to USAJOBS.
SECTION 8: APPLICATION STATUS

<table>
<thead>
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<th>STEP</th>
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<tbody>
<tr>
<td>Track your application(s) online.</td>
<td></td>
</tr>
<tr>
<td>Click My Account dropdown menu and Click Application Status</td>
<td></td>
</tr>
<tr>
<td>Click “more information” under the Status column. This will redirect you to the next screen, Application Detail.</td>
<td></td>
</tr>
<tr>
<td><strong>NOTE:</strong> A listing of the vacancies you have applied for within the past 36 months will appear.</td>
<td></td>
</tr>
<tr>
<td>The Status Column will allow you to click on the highlighted “more information”</td>
<td></td>
</tr>
<tr>
<td>The Application Detail page will allow you to perform the following functions:</td>
<td></td>
</tr>
<tr>
<td>➢ Download your application answers and resume you submitted for this vacancy. Click the PDF file.</td>
<td></td>
</tr>
<tr>
<td><strong>NOTE:</strong> Copies of your application or resume will not be provided by BOP-Careers.</td>
<td></td>
</tr>
<tr>
<td>➢ Review and update your answers.</td>
<td></td>
</tr>
<tr>
<td>➢ Review and update your documents.</td>
<td></td>
</tr>
</tbody>
</table>
When you click Review and update the documents, it will direct you to the Vacancy Documents page.

At the vacancy documents section, you can upload or change the document you have already uploaded by clicking the options under the “Action” column.

Some “Document Type” may only allow you to upload a couple of sheets, however, if you fax image you will be allowed to send as many sheets necessary all at once.

CAUTION: Remember, the new document will replace the existing document already on file.

Click Finish to complete the process.
WHY SHOULD I REGISTER AHEAD OF TIME?
You should register, even if the dream job you want is not currently advertised, for primarily three reasons. First, it familiarizes you with USAJOBS. Second, it saves you time when your desired job is announced. Third, this feature greatly eases your job search and helps you avoid missing an opportunity.

WHY DO I HAVE TO USE USAJOBS TO APPLY FOR A JOB?
Most Federal agencies use USAJOBS to recruit applicants for their positions. The Bureau of Prisons has integrated its job search system with USAJOBS to make it quicker and easier for applicants to find and apply for jobs in which they are interested. You must create a user account and you have the option to create up to five Federal resumes in USAJOBS. The information you provide in your Federal resume in your USAJOBS account will become part of your application and will automatically be transferred to the BOP-Careers System. You may also upload a personal resume and select documents uploaded within your USAJOBS account (see question “Do I have to create a resume online?” for the required information. These uploaded documents will become a part of your application and automatically be transferred to the BOP-Careers system when you apply on-line to a vacancy.

DO I HAVE TO USE USAJOBS TO SEARCH FOR BOP VACANCY ANNOUNCEMENTS?
Yes

CAN I SHARE MY USER ID WITH MY SPOUSE, FRIEND OR FAMILY MEMBER?
NO! Each individual MUST create their own USER ID and Password. Each user profile is individual and applicant specific. Example: You originally created a profile as Sally Mae, your spouse wants to use your ID and password to apply for a job and they created a resume named John Mae. When John Mae applies online, he attaches his saved resume, however, because his resume is linked to Sally Mae’s profile, Sally will appear as the applicant who applied for the position.

WHAT HAPPENS IN THE BOP-CAREERS SYSTEM?
In BOP-Careers, you will answer vacancy specific assessment questions necessary to evaluate your qualifications for the specific job to which you are applying. When completed, the information you provided (resume and uploaded supporting documents) in USAJOBS and the answers to the questions will become your application. After the vacancy closes, the Human Resource Specialist uses the BOP-Careers System to identify the top qualified candidates for consideration to the selecting official.
CONTINUED - FREQUENTLY ASKED QUESTIONS

CAN I CHECK THE STATUS OF MY APPLICATION?

You can check the status of your application by logging on to your USAJOBS account and selecting “Application Status” and click “more information” under the status column.

There are four points of notification via your USAJOBS Account.

➢ Your application was received.

➢ Vacancy applications are being processed. This means the Staffing Specialist is in the process of assessing applications for this job.

➢ The result of your application assessment, i.e., referred to selecting official, not qualified, failed to meet time-in-grade, etc. The disposition of the vacancy announcement, i.e., vacancy filled, not used, re-announced.

➢ Once a selection has been made and the job certificate(s) have been returned from the facility, an Applicant Notification will be generated and sent to you within 30 days from the CSU Staffing Specialist. **NOTE: The Applicant Notification will be sent to the email address that you have saved in your USAJOBS profile.**

DO I HAVE TO CREATE A RESUME ONLINE?

No. We encourage you to create a resume utilizing the USAJOBS resume builder. However, an applicant can upload their own personal resume. If you choose to upload a personal resume, you MUST ensure your employment dates in your resume includes MM/DD/YYYY, hours per week and a detailed narrative of experience for each work history listed on your resume. Failure to provide this information will result in you not receiving consideration for the vacancy.

Your resume, regardless of which type of resume you utilize, must annotate your work history with a narrative of experience, duty locations and position title. Once you have created your resume, you can update or change as often as you desire.

HOW IS MY RESUME GOING TO BE USED?

Your resume is used in conjunction with your BOP-Careers assessment responses to determine qualifications. If you make the best qualified list, your resume is forwarded to the selecting official.
continued - frequently asked questions

If I am halfway through my application (vacancy questions and assessment questions) and have to stop, will the system save my input?

No. Your application will be “incomplete” and you will have to return to the vacancy announcement and re-apply online in order to be considered. It will save all of the information you have provided as long as you click save prior to exiting.

Can I update my application anytime?

Yes, as long as the vacancy announcement has not closed. You cannot update any information once the vacancy announcement has closed. You cannot submit documents by mail, e-mail or fax after the vacancy has closed.

How do I update my application?

In your USAJOBS account, you can access the vacancy by clicking “Applicant Status”. All positions you have applied for will appear. Select the desired application you want to update and USAJOBS will access the open vacancy announcement. You will select “Apply Online” and select your resume and uploaded documents (if applicable). Click “Apply for this Position Now” and you will be redirected to the BOP-Careers website.

The “Eligibility Questions” will appear and you can update any answer choices throughout the application. Always remember to click “Finish” at the end and to save your application. NOTE: Changes to answer choices will overwrite your previous application once you click “Finish”.

Should I retain a copy of my application once complete?

Yes, applicants should retain all copies of the application process for their records including the vacancy announcement, resume, and application confirmation page. Prior to completing your application, you will be given the option to save your application. The Consolidated Staffing Unit will not provide a copy of your application or any supporting documentation.

I am a current BOP employee, do I have to submit an SF-50 and a performance evaluation?

No. Unless you held a higher grade in another government agency, then submitting an SF-50 would be applicable.

BOP staff do not have to submit a performance evaluation although you are encouraged to provide it when a new one is issued.
DO I HAVE TO MEET TIME IN GRADE BY THE CLOSING DATE OF THE ANNOUNCEMENT?

Yes. Applicants must meet all experience and/or education and time in grade requirements by the closing date of the vacancy announcement.

HOW DO I REMOVE MY NAME FROM CONSIDERATION AFTER I HAVE APPLIED TO THE ANNOUNCEMENT?

There are two methods. If the vacancy announcement is still open, to remove your name from consideration you must access the vacancy announcement from USAJOBS, click “Update Application”, select your resume, and click “Apply for this vacancy now”. Click “Edit Your Application” and the “Eligibility Questions” portion of your application will appear. Click “NEXT” at the bottom of the page and the Series, Grade, Location Tab will appear (refer to Section 6 for screenshots):

Click “Withdraw from grade XX” (If you apply for multiple grade levels, you will have to select each grade level to withdraw from consideration).

To exit, click “Return to USAJOBS” in the left hand corner.

If the vacancy is closed and you wish to withdraw your application from consideration, you must send an email to the GRA-HRM/ConsolidatedStaffingUnit@bop.gov mailbox. Your message must include the vacancy announcement number, position title, closing date, and a statement indicating your request to withdraw your application from consideration.

IF I ENCOUNTER TECHNICAL ISSUES AND THE VACANCY CLOSES, WILL CSU ACCEPT MY APPLICATION?

Unfortunately, NO. Applicants are encouraged to apply to the desired vacancy announcement as soon as possible. Computer technical issues can happen randomly. If technical difficulty occurs, CSU must have time to trouble shoot the issue. If an applicant applies to a vacancy on the last open date of the announcement and a technical error occurs, it can result in the applicant not receiving consideration for the position.

CSU is available during the core hours of 7:30 AM to 4:00 PM Central Standard to assist applicants with questions and technical issues as they occur. Therefore, if you notify us via email regarding your technical error after hours and the vacancy announcement closes that evening, we are unable to provide assistance. However, if the vacancy announcement is still open, and you are experiencing issues, CSU will be able to assist the next work day. NOTE: CSU cannot be responsible for incompatible software, issues with internet connections, etc. If you experience an error, printing a screen shot of the error may assist CSU in resolving the issue(s).
ARE SOME JOBS ANNOUNCED WITH AN APPLICATION LIMIT?

Yes. Delegated Examining (Open to All U.S. Citizens) vacancy announcements may have an application limit. This limitation is stated in the vacancy announcement. Therefore, applicants should apply as soon as possible. The job announcement will close at 11:59 pm, EST on the date the application limit is reached. Applicants **NEED** to ensure they provide **ALL** supporting documentation at the time they apply to the vacancy announcement.

HOW DO I UPLOAD MY SUPPORTING DOCUMENTS?

You can upload your documents in two areas:

Your USAJOBS account OR within a specific vacancy announcement.

To prepare for upload:
Review your documentation to ensure it is are legible.
Scan your documents and save as a PDF document.
Only upload documents that are specifically requested in the announcement.
Documents must be less than 3 MB in size.

**IMPORTANT NOTICE** – Keep in mind that any documents you upload to your USAJOBS account **does not indicate you have uploaded them to the vacancy announcement** *(Refer to Section 6).*