NEOGOV - Frequently Asked Questions

Getting Started

What do I need to get started?

- Access to a computer with a web browser program and internet connection
- An email address
- Information you will need to complete your application (cover letter, resume, references, education and work history etc.)

Logging In

What if when I create a new account it says my email address is already in use?

If you receive this message, it means there is an account associated with that particular email address. You may have applied with an employer in the past that is a NEOGOV customer. Your username and password are retrievable via the "Forgot Username" or "Reset Password" links. You may also call 855-524-5627 (Monday through Friday from 11 am to 8 pm EST) or email support@governmentjobs.com for assistance.

What should I do if I receive the following message: "Username and/or password are invalid"?

You may request your username or reset your password via the "Forgot Username" or "Reset Password" links. From "Sign In", click on, "Forgot Username" or "Reset Password." Enter the email address you used to create your profile, and click "Submit". An email that includes your username and password will be sent to that address. If you do not see the email in your inbox, check your spam/junk mail folder. You may also call 855-524-5627 (Monday through Friday from 11 am to 8 pm EST) or email support@governmentjobs.com for assistance.

How long can I work on my application without being timed out?

After 30 minutes, you will be timed out. Any unsaved changes will be lost. To avoid a loss of information and duplication of work, click the "Save" button frequently while working on your application and before you log out of the New Jersey Court's Employment Application System.

Creating an Account

I don't have an email address. What can I do?

An email address is required to create an on-line profile and apply for a position with the New Jersey Courts. If you do not already have an email address, free email accounts are available through a number of internet providers. Examples of free internet providers are: Microsoft, Yahoo, Google and Hotmail.

Note: You cannot share email addresses with anyone else. Each individual applicant must have a unique username, password and email address.

How do I create an account?

On the main page in the upper left hand corner click "Sign In", then click "Create an Account". Complete the required new job seeker account information. Enter and confirm a password which must be at least 8 characters in length and contain upper and lower case letters, numbers and symbols. Click "Create."

Searching For Job Opportunities

Do I need an account to search for Job Opportunities?

No, you can search for Job Opportunities at any time without creating an account or logging in to your account. You will need an account in order to apply for Job Opportunities.

Is there a way to search for Job Opportunities that were posted since my last log in?

No, there is not a way to search for Job Opportunities with those search criteria. However, more recent Job Opportunities will have a "New" indicator, how long ago they were posted is also displayed, and Job Opportunities are date and time stamped based on their posting date. You may also want to subscribe for "Job Alerts" through the Job Interest Card. You will be notified via email whenever a Job Opportunity is posted that matches your identified area(s) of interest.

Note: "Job Alerts" will not be sent out for internal Job Opportunities. If you are a current New Jersey Judiciary employee, we recommend you check the "For Court Employees Only" page frequently for new Job Opportunities.

How can I narrow my job search according to my preferences?

You may narrow your job search by selecting the "Filter" option which will then allow you to view jobs by Location, Department, or Job Category. In addition, you can enter key words into the "Search" bar, then either select from the suggested search options or click enter on your keyboard or pad.

I don't see a Job Opportunity that I am interested in. Will the system notify me when a particular job is posted?

Yes, you can subscribe for "Job Alerts" through the Job Interest Card. By clicking on "Job Interest Card" from the "Menu" dropdown in the upper right hand corner, you can select job categories that you are interested in. To remove selected categories, click "Clear All" located on the Search Criteria bar. You can subscribe to all categories by clicking "Select All." After you have completed your job category selections, click "Subscribe". Complete the required personal information then click "Submit". You will be notified via email each time a Job Opportunity is posted that matches your selected area(s) of interest. Job Interest Cards are active for 12 months.

Applying For Job Opportunities

How do I apply for a Job Opportunity?

Once you find a job for which you'd like to apply, click on the "Apply" button located in the upper right hand corner of the Job Opportunity page for which you are interested. Please follow the application instructions to ensure all required information and materials are submitted correctly. Applications for employment will not be considered if they are incomplete and/or do not include all requested attachments.

Do I have to apply for each Job Opportunity separately or is there a way to select more than one job at a time?

You must apply for each Job Opportunity separately because requirements and/or questions associated with each position may differ. However, once an application is complete and submitted, it is stored in the NEOGOV system and much of the information included in the application can be used to apply for other jobs. However, an updated resume, cover letter, and references document must be submitted with each application.

How many Job Opportunities can I apply for?

You may apply for as many Job Opportunities as you choose; however, to be competitive, you must meet the minimum education and experience qualifications detailed in the job posting.

How do I know if I am qualified for a Job Opportunity?

Carefully read the job requirements. Compare your qualifications to those identified in the job posting, which are usually found under the "Qualifications" section.

I started applying for a Job Opportunity, but I had to save and come back later. How do I finish applying?

To finish applying for a Job Opportunity, log into your profile with your username and password. Click on your user name in the upper right hand corner and select "Applications" from the drop down menu. Click on "Incomplete" and then click on the job title of the position for which your application is incomplete your online application and required attachments must be submitted by the closing date and time identified on the position's Job Opportunity page. Once a position closes, it will be removed from the web site and applications will not be accepted.

A position with a closing date of "Continuous" means that applications are continuously evaluated as they are received.

When I apply for a Job Opportunity, the same Agency-Wide Questions appear. Do I have to respond to these questions every time I apply?

Yes, but once you have initially answered these questions, your answers will automatically populate in future applications. Verify the responses and click on "Proceed to Review."

Completing Your Application

What are Supplemental Questions and how do I submit my answers to these?

Supplemental Questions are used to gather job-related information about you, your educational and/or work history to assess your qualifications for the position. Your answers to Supplemental Questions are automatically submitted with your application.

What constitutes a Completed Application? Will my Application be considered if Incomplete?

The NJ Judiciary requires all applicants to complete the application process fully and as instructed. All applicants must complete the work experience and education sections, provide three references and attach any required documents.   Applications must describe all relevant work experience in detail, beginning with your current or most recent job. Include military service (indicate rank), internships and job-related volunteer work, if applicable. Use a separate section to describe each position or gap in employment. Applicants who enter their initials to verify that they do not possess any education history or work experience in lieu of a completed application will not be considered, unless you do not possess any education history or work experience. If you have not fully completed the application or followed the application instructions, return to your application and update any incomplete or missing information before submitting. Only applicants that follow the application instructions and submit completed applications will be considered.

<u>**General Information**</u>

When should I expect to hear from the Judiciary about scheduling an interview after a Job Opportunity closes?

If an applicant is selected for an interview, the length of time it takes to be contacted will vary depending on the hiring department.

How do I obtain a copy of my online application?

To print, log into your account. Click on your user name in the upper right hand corner and select "Applications" from the drop down menu. Click on the job title of the application you would like to print. You will see a print icon in the upper right of the page by the job title. Click on the icon to print.