Temporary Solutions Job Order Request Portal Job Aid

This Job Aid is meant to assist customers with Temporary Solutions’ new job order portal. Please always start the job order process by clicking here.

You can also access our site by copy and pasting the following into your browser: https://oshr.nc.gov/work-for-nc/temporary-solutions

We suggest using Google Chrome when working through the job order portal. We also suggest making our website a bookmark in order to access our portal quickly and efficiently.

Please use this Job Aid for the following temporary requests:

- New Hires
- Reinstatements
- Salary Adjustments

**In this Job Aid we will be requesting a New Hire**

Helpful Tips

- If using the Job Order Portal on a laptop, the Job Details Tab may not be able to be seen
  - Solution: Try to zoom out on the laptop screen

- If a job order has been completed and accidentally cancelled etc. the portal should return to the step you were last on
  - Solution: If would like to re-create and go back, please click the back button on the bottom of the job portal screen

- Please always use the red back and next buttons when in the job order portal, rather than the back button in your Internet Browser

- The HR Contact selected in Step 6 of Job Portal will be the designated I-9 Documentation Representative for your agency.

  Please make sure your HR Contact has been trained on I-9 Verification.

  If your agency has a designated I-9 Administrator, please let Temporary Solutions know as soon as possible.
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>1</td>
</tr>
<tr>
<td>Helpful Tips</td>
<td>1</td>
</tr>
<tr>
<td>How to Complete a Job Order (Steps 1 – 9)</td>
<td>3</td>
</tr>
<tr>
<td>Steps to Get into the Job Order Portal</td>
<td>3</td>
</tr>
<tr>
<td>Step 1 of Job Portal: Job Order</td>
<td>6</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>6</td>
</tr>
<tr>
<td>Step 2 of Job Portal: Job Details</td>
<td>8</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>8</td>
</tr>
<tr>
<td>Step 3 of Job Portal: Work Schedule</td>
<td>10</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>12</td>
</tr>
<tr>
<td>Step 4 of Job Portal: Shift Premium %</td>
<td>13</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>13</td>
</tr>
<tr>
<td>Step 5 of Job Portal: Work Location</td>
<td>14</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>14</td>
</tr>
<tr>
<td>Step 6 of Job Portal: Billing Contact</td>
<td>15</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>15</td>
</tr>
<tr>
<td>Step 7 of Job Portal: HR Contact</td>
<td>16</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>16</td>
</tr>
<tr>
<td>Step 8 of Job Portal: Supervisor Contact</td>
<td>17</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>17</td>
</tr>
<tr>
<td>Step 9 of Job Portal: Recommended Candidate</td>
<td>18</td>
</tr>
<tr>
<td>Explanation of the Selections &amp; Text Box Completion</td>
<td>18</td>
</tr>
</tbody>
</table>
How to Complete a Job Order (Steps 1 – 9)

To begin, the internet browser screen should be on the Temporary Solutions homepage (as shown below).

Steps to Get into the Job Order Portal

Please click the Job Order Portal (circled in below).
Temporary Solutions New Job Order Assistance Booklet

After clicking the Job Order Portal link, your screen should look similar to below.

The Temporary Solutions Job Order Portal has two options. They are as follows:

1) New Job Order or 2) Separation or Extension

**In this Job Aid we will be requesting a New Hire and so will be clicking the option New Job Order**

In order to request a new hire, please click New Job Order (shown circled below)
After clicking the **New Job Order** link, you will be brought to the **Temp Solutions Job Order Portal** (shown below).

This is the beginning step of the **Job Order Process**.

*If your screen takes you to any of the other steps (step 2-9), please press the red back button at the bottom of your screen. Do NOT use the back button of the browser.*
Temporary Solutions New Job Order Assistance Booklet

Step 1 of Job Portal: Job Order

This is the first step of the Job Order Portal Process.

If for any reason your portal takes you to another step and you want to start with step 1 again, please press the bottom left Back button (as suggested on page 1).

Explanation of the Selection & Text Box Completion

Date of Job Order

The date of the job order automatically populates as today's date. This cannot be changed. This assists with tracking purposes.

Agency

Please select the agency where the temporary employee will be working. You can select the appropriate agency by clicking the arrow circled above.

When you click the drop-down arrow, you will be provided a list of all agencies Temporary Solutions serves.

**If you do not see your agency, please contact Temporary Solutions**

Once you select your agency, a Division box should populate (as shown below).

Division

Not all agencies have divisions within their agency. If a division drop down does not populate and you do not need to select a division, please proceed with the job order request.

If a division field does populate, please click the arrow to select which division is requesting the temporary employee.

**If you do not see your division, please contact Temporary Solutions**
Temporary Solutions New Job Order Assistance Booklet

Purchase Order Number, if Applicable
This is an optional field to complete. If your agency utilizes purchase order numbers for billing purposes, please type the appropriate information in the blank text box to complete the form.

Please attach a budget authorization if necessary, for this job posting
If your agency requires attachments to the job order, please attach here. You attach by clicking the Select files… button shown below.

Once you have clicked the Select Files… button, a window should pop up (as shown below) requesting you to upload the required file.

Please select the correct document and click Open.

Once your document has uploaded correctly, you should receive a Done notification (as shown below).

Please Note: You can upload more than one document if needed.

If there are any issues with attaching a document, please proceed with the job order request. You may send this attachment via email to your designated placement counselor after you receive your confirmation email.
Temporary Solutions New Job Order Assistance Booklet

Once you have completed the **required fields**, please **click the red Next button** at the bottom of the portal.

**Step 2 of Job Portal: Job Details**

This step is utilized to assist with recruitment efforts (blank form shown below).

**Please Note:** Any areas with a **red** or **black** asterisk (*) mean they are required.

**Explanation of the Selection & Text Box Completion**

**Working Title of Position or OSHR Classification Title**
Please complete this text box with either the **position’s working title** or the **classification** you would like for Temporary Solutions staff to use when recruiting for your vacancy.

**Please enter a brief description of work**
Please **copy & paste** or **type** the **description** of what the temporary employee will be doing in this role. This information will be used throughout the recruitment process.
Temporary Solutions New Job Order Assistance Booklet

Requested Hourly Rate
This rate will be the maximum requested rate for the temporary employee.

**Please Note:** The temporary employee must qualify for this rate.

Your agency’s Placement Counselor will reach out to you/the supervisor if the temporary employee does not qualify for the maximum requested rate.

Please reach out to the agency’s Placement Counselor with any questions or concerns.

Billing Rate
This will be automatically populated during job order completion. If you have questions regarding the Billing Rate, please check the Temporary Solutions Forms & Guides site as well as the Temporary Solutions FAQs.

Below you will see an example of a completed Job Details section.

Once you have completed the required fields, please click the red next button at the bottom of the portal.
Step 3 of Job Portal: Work Schedule
Explanation of the Selection & Text Box Completion

Step 3 involves the temporary employee’s work assignment dates and average hours worked.

You can erase data the fields of start date and end date. The status and average work hours are both drop down menus.

Below is an example of a Work Schedule step completed.

Status Selection Details
In this section, you will choose from the options shown below.

**If you are unsure of the status please select Regular Temporary Employee**
Temporary Solutions New Job Order Assistance Booklet

Start Date & End Date Details

The Start Date & End Date Details are required fields.

Please Note: If this is a new hire and your agency would like Temporary Solutions to recruit, please put an estimated start and end date. Our Placement Counselor team can update these dates after actual start/end dates your estimated new hire.

You can either select the Start Date and End Dates in two different ways.

1. By clicking the calendar buttons (shown circled in red below)

2. By deleting the pre-populated dates and typing the correct dates

Please Note: Max End Date for ALL Job Orders for a Regular Temporary Employee is 11 Months.

For Questions about a temporary employee’s eligibility for not taking a required 31-day break, please visit our FAQ’s page.

Average Work Hours Per Week Details

These are the average hours the temporary employee will work.

In order to select the average hours per week, please click the drop-down arrow circled in red below.

Please Note: You must use drop down arrow, you cannot type the average hours.

Is this a seasonal appointment? (less than 6 months) details
This is not a required area. The job portal will automatically select no (as shown below).
Temporary Solutions New Job Order Assistance Booklet

*If this is a seasonal appointment*, you will click the **radio button**. The **NO** will turn to **YES** (as shown below).

![Seasonal Appointment Radio Button](image)

**Will the employee have a sporadic schedule? Details**
This is **not** a required area. The job portal will automatically select **no** (as shown below).

![Sporadic Schedule Radio Button](image)

*If the employee will have a sporadic schedule*, you will click the **radio button**. The **NO** will turn to **YES** (as shown below).

![Sporadic Schedule Radio Button](image)

Once you have completed the **required fields**, please click the **red next button** at the bottom of the portal.

**Note**: If you try to hit next when required fields are not complete, you will receive the notification shown below.

![Notification](image)

In this instance, we did **not** select an **end date**.
Temporary Solutions New Job Order Assistance Booklet

Step 4 of Job Portal: Shift Premium %

Explanation of the Selection & Text Box Completion
The portal screen should look as shown below.

*None of the buttons shown below are required.* Please select Yes if any apply to this temporary employee.

If your temporary employee *does* receive shift premium, please select Yes.

Once you select yes, you will receive the text box request shown below.

Please complete the % text box by typing in the % amount of premium to be received.

Once you have completed the required fields, please click the red next button at the bottom of the portal.
Step 5 of Job Portal: Work Location

Explanation of the Selection & Text Box Completion
The Work Location is the employee’s physical work location.

By completing these required fields, Temporary Solutions will be able to assist the recruitment and hiring process in greater detail.

The Required * fields are as follows:

**Street Address**
City
State
Zip Code
County

Please complete each required field by typing in each text box.

Once you have completed the required fields, please click the red next button at the bottom of the portal.
Step 6 of Job Portal: Billing Contact

The billing contact is the person designated to receive invoices and financial information from Temporary Solutions.

The billing contact is who Temporary Solutions Financial Specialists will communicate with regarding invoicing and other financial needs.

Explanation of the Selection & Text Box Completion
The screen should look as shown below.

In order to complete Step 6, you must fill in the required text boxes listed below:

- First Name
- Last Name
- Telephone Number
- Email Address
- Physical Address
- City
- Zip Code

Once you have completed the required fields, please click the red next button at the bottom of the portal.
Step 7 of Job Portal: HR Contact

A copy of this job order will be sent to the HR Contact identified during the Job Order Portal completion.

Please Note: The HR Contact will be the designated I-9 Documentation Representative for your agency. Please make sure your HR Contact has been trained on I-9 Verification.

If your agency has a designated I-9 Administrator, please let Temporary Solutions know as soon as possible.

Explanation of the Selection & Text Box Completion

The screen should look as shown below.

In order to complete Step 7, you must fill in the required text boxes listed below:

First Name
Last Name
Telephone Number
Email Address

Once you have completed the required fields, please click the red next button at the bottom of the portal.
**Temporary Solutions New Job Order Assistance Booklet**

**Step 8 of Job Portal: Supervisor Contact**
A copy of this job order will be sent to the supervisor. The supervisor will be who the temporary employee will report to as well as who will approve the temporary employee’s time.

*If your agency uses a time administrator in order to approve time, please let Temporary Solutions know.*

**Explanation of the Selection & Text Box Completion**
Your screen should look as shown in screen shot below.

![Screen Shot](image)

In order to complete Step 8, you must fill in the required text boxes listed below:

- First Name
- Last Name
- Telephone Number
- Email Address
- BEACON ID Number *(this is the supervisor’s position number – used for time keeping purposes)*
- BEACON Position Number *(this is the supervisor’s position number – used for time keeping purposes)*
- Does this supervisor have MSS access in BEACON? *(used for time keeping purposes)*

Once you have completed the **required fields**, please **click the red next button** at the bottom of the portal.
Step 9 of Job Portal: Recommended Candidate

In Step 9, you can provide a recommended candidate’s information to Temporary Solutions.

You are given the choice shown below.

**Explanation of the Selection & Text Box Completion**

If you do not have a recommended candidate, please select No.

Once you have selected no, you may click submit. Once submitted, your job order will be sent to the Temporary Solutions team.

If you do have a recommended candidate, please select Yes.

After selecting yes, you are given the following options (shown below).
In order to complete Step 9 and finalize your job order, you must fill in the required text boxes listed below:

First Name
Last Name
Recommended Candidate’s Phone Number
Email Address

This information allows the Placement Counselor team to efficiently reach out to your recommended candidate in order to fill your vacancy as soon as possible.

After completing those required fields, please select if you would like for Temp Solutions to establish the NCID. By clicking the circle, the response will turn from YES to No.

The last question asks for you to attach the employee’s application if available. This application can be pulled from a NEOGOV posting/profile or a PD107 the recommended applicant has previously completed.

By uploading this to the job order, the Placement Counselor team will not need to request this information from the candidate.

Please Note: Resumes are not accepted in lieu of a state application.

Once you have completed the required fields, please click the red submit button at the bottom of the portal. You will receive a confirmation email.

Congratulations you have completed your new job order successfully!