

## Frequently Asked Questions

### **Where do I begin?**

Everything starts at our [Employment Center](#). There you will find job links, employment and internship information, as well as help setting up your NEOGOV account.

### **How do I apply for a job?**

The City of Portland only accepts online applications through NEOGOV. If this creates a problem, please contact the Analyst identified on the last page of the job announcement.

To setup an account with NEOGOV, click the [Create NEOGOV Account](#) link and follow the instructions.

### **If I already have a NEOGOV account, can I use that to apply for City of Portland jobs?**

Yes. In fact the only way to apply for City of Portland jobs is through NEOGOV. If you already have a NEOGOV account, just click on the 'Apply' link on the recruitment announcement for the position you wish to apply for. This will take you to the log-in page, where you can either log in or create an account. Once you have an account, you just need to log in and begin your application process to apply for City of Portland positions.

For a full tutorial on completing the online application and other helpful tips, refer to NEOGOV's [Online Employment Application Guide](#).

### **How do I "unlock" my account if I forgot my password?**

An applicant's account is locked after three failed password attempts. A locked account will be reactivated after thirty minutes, or it can be unlocked before thirty minutes by resetting your password using the 'Forgot Password' link.

### **Can more than one person use the login?**

No, the login is assigned to one person and should not be shared.

### **What positions is the City hiring for?**

All positions currently open for application will be listed on the City of Portland's [Job Links](#). Positions that are open to all applicants will be located in the [Job Opportunities](#) area. Jobs that are open only to current City of Portland employees will be located in the [Internal/Promotional Opportunities](#) area.

### **Who is considered a current City employee?**

Full or part-time, permanent, temporary, limited-term or seasonal City of Portland employees by the closing date of the announcement OR laid-off City of Portland employees that have an effective lay-off date from the City of Portland within 12 months of the opening date of the announcement or PDC employees.

### **How do I apply if I am a current City employee?**

To apply for an internal-only job opening, select [Internal/Promotional Opportunities](#) from the Job Links page. Once you see the list of Internal/Promotional jobs you may click on the title of

the job you are interested in and begin the application process. You must be logged on to Portland Online to see internal recruitments posted to our job page.

**What if I am interested in a job that isn't open for application?**

The City of Portland does not accept applications for jobs that are not currently posted on our Jobs page. If a position is not currently posted, you may go to our [Job Interest Notification](#) link for notification of specific jobs or job categories. Once you identify areas you are interested in you will be notified when a position with that title or category is posted. The notification will be sent to the email address you provide, and is valid for twelve months.

**How often is the job site updated?**

Our job website is updated every Monday with new job opportunities.

**I missed the deadline - can I still apply?**

Once a closing date has passed, no application will be accepted or considered. Please continue to visit the website and apply for new jobs as they become available. You may also want to complete a [Job Interest Notification](#) to automatically be notified when a position you are interested in becomes available.

**What type of computer setup/browser is needed to apply online?**

A computer or tablet with Internet access and a compatible Web browser is needed. The preferred Web browsers are the most up-to-date version of one of the following; Internet Explorer, Firefox, or Chrome.

**What if I do not have a computer or access to the web?**

There are a number of ways to access [www.portlandoregon.gov/jobs](http://www.portlandoregon.gov/jobs):

1. You may use public computers located at all Multnomah County Public Libraries. Evening and weekend hours are available. For more information see, <https://multcolib.org/>
2. [One Stop Workforce Centers](#) throughout the metro area have computers that are free to job seekers. Call each location to verify hours of operation and computer availability.
3. Borrow the computer access from a friend or family.

**Will I automatically be considered for other positions if I previously submitted an application?**

NO, you must submit a separate application for each position you are interested in.

**How do I get an email address?**

Free email accounts are available through a number of providers. The City of Portland does not endorse any particular provider, but examples of free providers include: Microsoft Hotmail, Yahoo, Google, Excite and AOL.

**What if I share an email address with another person?**

The system only allows one email address to be associated with each NEOGOV account.

**Do I have to fill out an application?**

Everyone who applies for a City of Portland position is required to create an application. Once you click on the 'Apply' link in the upper right hand corner of the recruitment announcement, and log in, you will be walked through the City of Portland application process.

Make sure to completely read the recruitment announcement, which will tell you what to include in your application. You should only attach the documents that you are instructed to attach in the recruitment Announcement and any Veteran's Preference documentation.

Applications that do not have the required documents attached may be deemed incomplete. Incomplete applications will not be considered further.

**How do I save my application?**

You must click 'SAVE' to retain the information you have entered. If you close your browser prior to clicking 'SAVE', you will lose all information you have entered after the last time you clicked 'SAVE'. If at any time you need to exit the application process, click the 'SAVE' button at the bottom of the form. You can return to your application later by logging into your account with your Username and Password.

**What if I am not ready to fill out or cannot complete the application at this time?**

No application is submitted until you click the 'Accept & Submit' button. If at any time you do not want to or cannot complete your application, save your work, then logout. You can always log back in the system at a later time by using your Username and Password to complete your application.

**Do I need to live in the City of Portland to apply?**

No.

**Can I apply for multiple positions at a time?**

Although you are able to apply for more than one position at the same time, each recruitment requires a separate application.

**I want to make changes to my application?**

Once your application has been submitted, changes may not be made to that application. You may re-apply for any recruitment once daily. Only your most recent application will be active.

**What if I forgot to add an attachment?**

An attachment cannot be added once the application has been submitted. If the closing date for the job opening has not ended, you can re-apply, attaching the appropriate documents. Only your most recent application will be considered during the evaluation phase. Any previous application will be inactivated.

**How can I change my personal information?**

Log in to your NEOGOV account and click on 'Account Settings'. Click on the 'Edit pen' to update your name, address, phone number, and email address.

**How do I know if my application was received?**

You will receive a message 'Application Submitted Successfully' within the online system when you have submitted your application. In addition, you will receive an email confirmation to the email address provided in the application.

**Can I apply with a paper application?**

No, the City of Portland only accepts applications online. If this creates a problem, please contact the Analyst identified on the last page of the job announcement.

**Will I receive preference if I am a veteran?**

See [Veterans' Preference](#) information for complete details on claiming veterans' preference. The City of Portland awards veterans' preference to eligible veterans who have submitted the appropriate documentation by the closing date of the recruitment.

**When is the application deadline?**

All application materials must be submitted by 4:30 p.m. on the posted closing date, which includes any required document attachments. Once a position closes, it will be removed from the Web page and applications will no longer be accepted.

**Who do I call if I'm having technical problems applying?**

If you are having issues with your login or have forgotten your password, use the 'Reset Password' link that is directly below the username/password login box. The system will generate an email containing a link to reset your password. Please be sure to check your spam/junk mail folders and also add [info@governmentjobs.com](mailto:info@governmentjobs.com) and [info@neogov.com](mailto:info@neogov.com) to your 'safe sender' list. The link within the email expires after 72 hours. If you still do not receive the email notice, contact NEOGOV Customer Support at 1-855-524-5627 between 8 a.m. and 8 p.m. CST, Monday-Friday.

**Do I have to submit a separate application for each recruitment I want to apply for?**

Yes. The City of Portland requires a separate application for each recruitment you are applying for. Each recruitment announcement will have specific requirements that you must meet in order to be considered for the position.

**Can I edit an application that I have already submitted?**

No, once an application is submitted, it cannot be added to, deleted or changed.

**How can I find out the status of my application?**

Log in to your NEOGOV account and click 'Application Status' under your username. You will see a list of submitted applications and the status of each.

**How will you contact me about a position I applied for?**

All communication to applicants will be via the email address provided in your application. Be sure to check your email frequently.

**What are the steps in the recruitment process?**

It depends on the position applied for. The recruitment announcement will identify the steps in the process for that particular recruitment.