

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.

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Temporary Solutions New Job Order Assistance Booklet

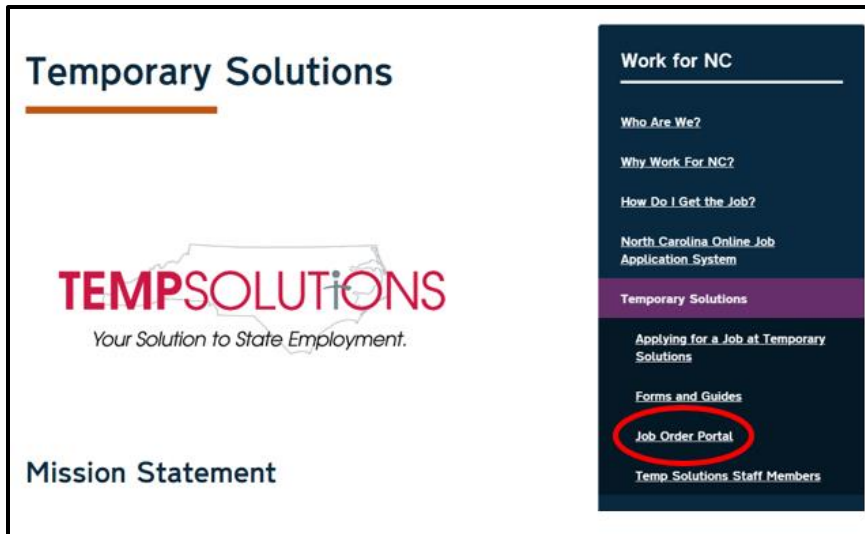
How to Complete a Job Order (Steps 1–9)

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).



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

The screenshot shows the 'Job Order Portal' website. On the left, there is a main content area with the title 'Job Order Portal' and a sub-header. Below the title, there is a paragraph of text: 'Effective Nov. 18, Temporary Solutions is located at 1110 Navaho Drive, Suite 200, Raleigh, NC 27609. The office is situated near Wake Forest Road and I-440, behind Denny's. Please note that our phone numbers have changed.' Below this is another paragraph: 'Temporary Solutions has been assisting state government with temporary staffing needs since 1986. Our mission is to serve the state exclusively and at a minimal cost, which is passed on to you, our customer. As part of the Office of State Human Resources, we understand the unique needs of state government. Our Placement Counselors are trained to assist you in identifying the most appropriate banded class and associated pay range for each job placement.' At the bottom of this section are two buttons: 'New Job Order →' and 'Separation & Extensions →'. On the right side, there is a dark blue sidebar with the title 'Work for NC' and a list of links: 'Who Are We?', 'Why Work For NC?', 'How Do I Get the Job?', 'North Carolina Online Job Application System', 'Temporary Solutions', 'Applying for a Job at Temporary Solutions', 'Forms and Guides', 'Job Order Portal' (highlighted in purple), 'Temp Solutions Staff Members', 'Career Pathways', and 'Internships'.

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)

This screenshot is identical to the one above, but the 'New Job Order →' button is circled in red to highlight it as the correct option for requesting a new hire.

Temporary Solutions New Job Order Assistance Booklet

After clicking the **New Job Order** link, you will be brought to the **Temp Solutions Job Order Portal** (shown below).

The screenshot displays the Temp Solutions Job Order Portal. At the top left is the logo for Temp Solutions with the tagline "Your Solution to State Employment." Below the logo is a horizontal progress bar with nine numbered steps: 1 (Job Order), 2 (Job Details), 3 (Work Schedule), 4 (Shift Premium %), 5 (Work Location), 6 (Billing Contact), 7 (HR Contact), 8 (Supervisor Contact), and 9 (Recommendation). Step 1 is highlighted with a red circle and a red line to its left. Below the progress bar, a warning states: "Do not use Internet Explorer when filling out this form." The form for step 1 includes a "Date of Job Order" field with a calendar icon, an "Agency" dropdown menu, a "Purchase Order Number, if applicable" text input field, and a "Please attach a budget authorization if necessary, for this job request" section with a "Select files..." button. A red "Next" button is located in the bottom right corner of the form area.

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.

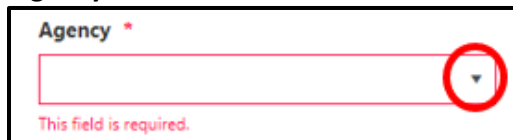
If for any reason your portal takes you to another step and you want to start with step 1 again, please press the bottom left **Back button (as suggested on page 1)**.

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

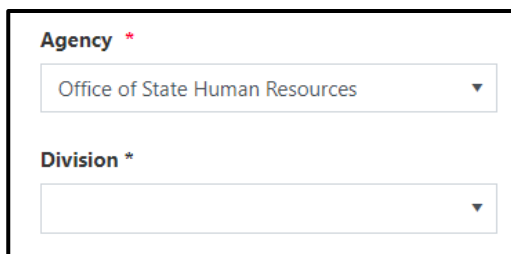


Please **select** the **agency** where the temporary employee will be working. You can select the appropriate agency by clicking the **arrow circled above**.

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****

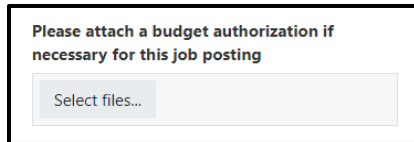
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Purchase Order Number, if Applicable

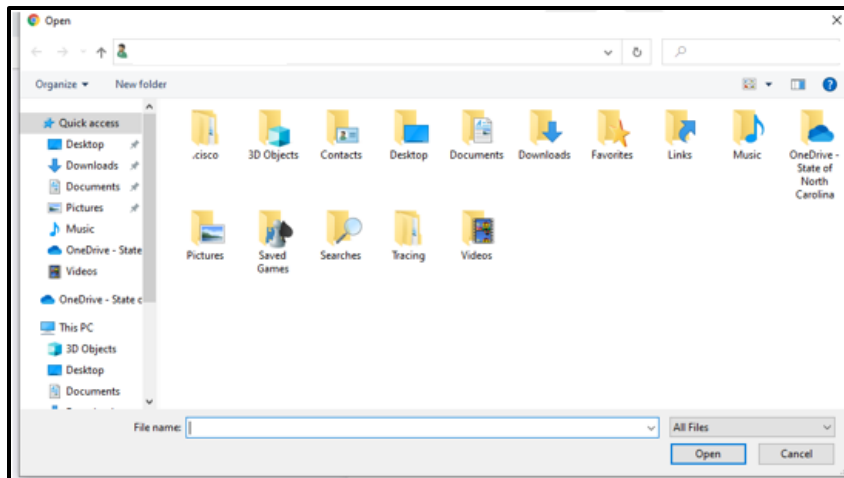
This is an *optional* field to complete. *If* your agency utilizes purchase order numbers for billing purposes, please **type the appropriate information** in the blank text box to complete the form.

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.

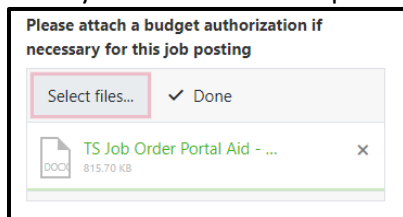


Once you have **clicked the Select Files...** button, a window should pop up (as shown below) requesting you to **upload the required file**.



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).

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Your Solution to State Employment.

1 Job Order 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact 8 Supervisor Contact 9 Recommendation

Working Title of Position or OSHR Classification Title *

Please enter a brief description of work *

Requested Hourly Rate *
0.00

Billing Rate
2.00

Back Next

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.

1 Job Order 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact 8 Supervisor Contact 9 Recommendation

Working Title of Position or OSHR Classification Title *

Front Office Receptionist

Please enter a brief description of work *

Answer the phones, greet customers and file as needed.

Requested Hourly Rate *

12.00

Billing Rate

14.92

Back Next

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 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.

1 Job Order 2 Job Details 3 Work Schedule 4 Shift Premium 5 Work Location 6 Billing Contact 7 HR Contact 8 Supervisor Contact 9 Recommendation

Status *
Regular Temporary Employee

Start Date * 4/2/2020 End Date * 5/7/2020

Average Work Hours Per Week *
40

Employees who work an average 30 or more hours per week may be eligible for High Deductible Health Plan coverage.

Is this a seasonal appointment? (less than 6 months)
 NO

Will the employee have a sporadic schedule?
 NO

Back Next

Status Selection Details

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

Status *

Regular Temporary Employee
Retiree - NC State Government
Retiree - Non NC State Government
Full Time Student
Inmate
Intern
Extern

*****If you are unsure of the status please select Regular Temporary Employee*****

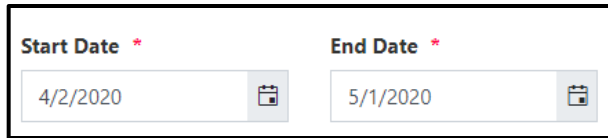
Status *

Regular Temporary Employee

Temporary Solutions New Job Order Assistance Booklet

Start Date & End Date Details

The Start Date & End Date Details **are required fields**.

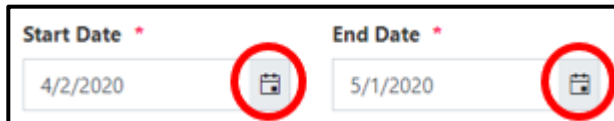


A screenshot of a form showing two date input fields. The first field is labeled "Start Date *" and contains the date "4/2/2020". The second field is labeled "End Date *" and contains the date "5/1/2020". Both fields have a small calendar icon to their right.

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)



A screenshot of the same date input fields as above. The calendar icons to the right of each date field are circled in red.

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

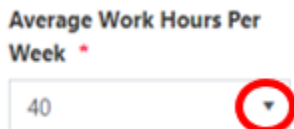
Please Note: **Max End Date** for **ALL Job Orders** for a **Regular Temporary Employee** is **11 Months**.

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.



A screenshot of a form field labeled "Average Work Hours Per Week *". The field contains the number "40" and a small downward-pointing arrow icon to its right, which is circled in red.

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).



A screenshot of a form field with the label "Is this a seasonal appointment? (less than 6 months)". The field contains a radio button next to the word "NO", which is selected.

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).

Is this a seasonal appointment? (less than 6 months)

YES

Will the employee have a sporadic schedule? Details

This is **not** a required area. The job portal will automatically select **no** (as shown below).

Will the employee have a sporadic schedule?

NO

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

Will the employee have a sporadic schedule?

YES

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.

1 Job Order 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact

Status *
Regular Temporary Employee

Start Date * 8/1/2020 End Date *
This field is required.

In this instance, we did **not** select an **end date**.

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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.

The screenshot shows a form with the following sections:

- Night**
 Yes
 No
- Evening**
 Yes
 No
- Weekend**
 Yes
 No
- On Call**
 Yes
 No
- Other Comments**

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

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

The screenshot shows a form with the following sections:

Night	Night
<input checked="" type="radio"/> Yes	%
<input type="radio"/> No	<input type="text"/>

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.

Temporary Solutions New Job Order Assistance Booklet

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.

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Your Solution to State Employment.

1 Job Order 2 Job Details 3 Work Schedule 4 Shift Premium % **5 Work Location** 6 Billing Contact 7 HR Contact 8 Supervisor Contact 9 Recommendation

This is the employee's physical work location.

Street Address *

This field is required.

Address 2

City * **State *** **Zip Code ***

County *

Back **Next**

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.

Temporary Solutions New Job Order Assistance Booklet

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.

The screenshot shows a progress bar at the top with 9 steps: 1 Job Order, 2 Job Details, 3 Work Schedule, 4 Shift Premium %, 5 Work Location, 6 Billing Contact (highlighted in red), 7 HR Contact, 8 Supervisor Contact, and 9 Recommendation. Below the progress bar, the text reads: "The billing contact is the person designated to receive invoices and financial information from Temporary Solutions." The form contains the following fields:

- First Name *
- Last Name *
- Telephone Number *
- Email Address *
- Physical Address *
- Mail Service Center Number
- City *
- Zip Code *
- MSC Zip Code

At the bottom left is a "Back" button and at the bottom right is a "Next" button.

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.

Temporary Solutions New Job Order Assistance Booklet

Step 7 of Job Portal: HR Contact

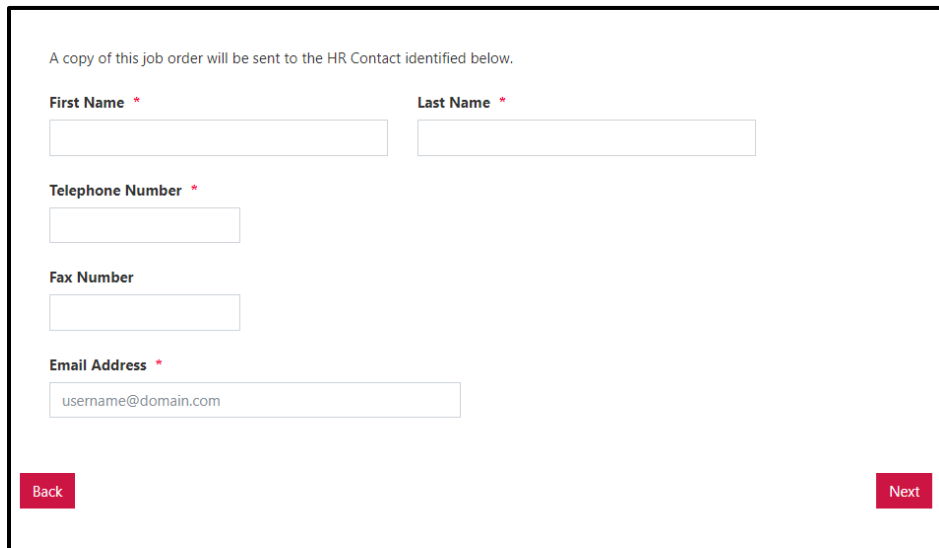
A copy of this job order will be sent to the HR Contact identified during the Job Order Portal completion.

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.



A copy of this job order will be sent to the HR Contact identified below.

First Name *

Last Name *

Telephone Number *

Fax Number

Email Address *

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.

This is the direct supervisor of the requested job order.

First Name * Last Name *

Telephone Number * Fax Number

Email Address *

BEACON ID Number *

BEACON Position Number *

Does this supervisor have MSS access in BEACON? *

Yes No

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.

Temporary Solutions New Job Order Assistance Booklet

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.

Is the agency recommending a candidate? *

Yes

No

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).

Is the agency recommending a candidate? *

Yes

No

Please complete the following.

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Recommended Candidate's Phone Number	Personal Email Address *
<input type="text"/>	<input type="text" value="username@domain.com"/>

Temp Solutions to establish NCID?

YES

NCID is required if the employee will enter their time directly into the Integrated HR-Payroll System (formerly known as BEACON).

Please attach the employee's application if available.

Temporary Solutions New Job Order Assistance Booklet

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**.

Temp Solutions to establish NCID?

YES

NCID is required if the employee will enter their time directly into the Integrated HR-Payroll System (formerly known as BEACON).

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!

