

SELF-SCHEDULING INSTRUCTIONS

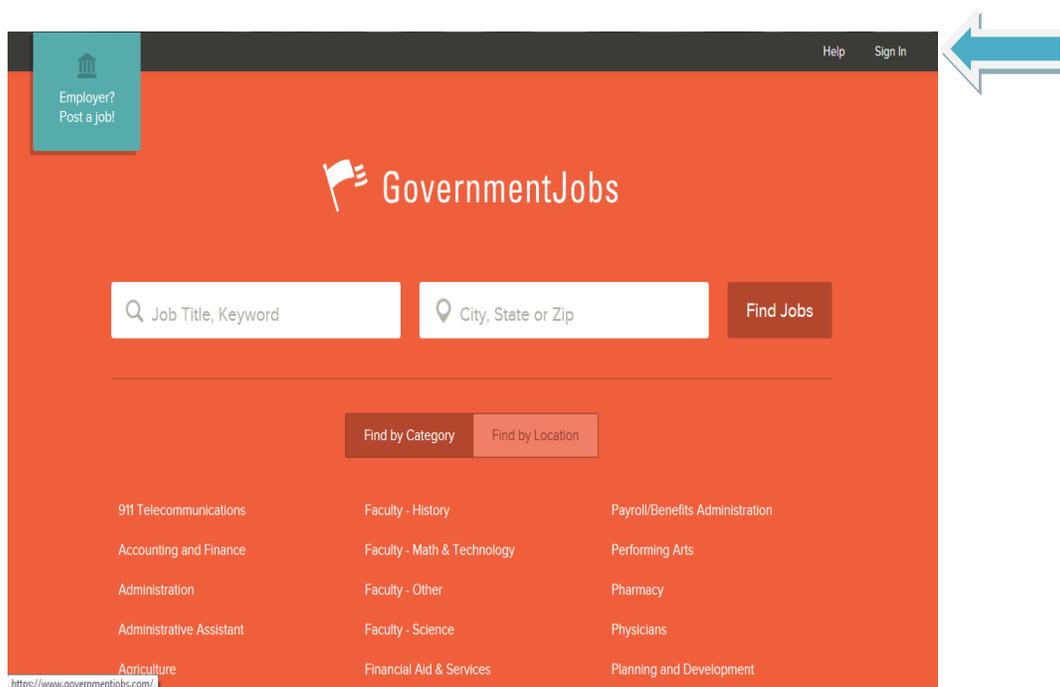
***The website may not allow self scheduling from a cell phone or mobile device. In this instance, self-schedule from a desktop computer or laptop.**

Troubleshooting Instructions follow Self-Scheduling Instructions.

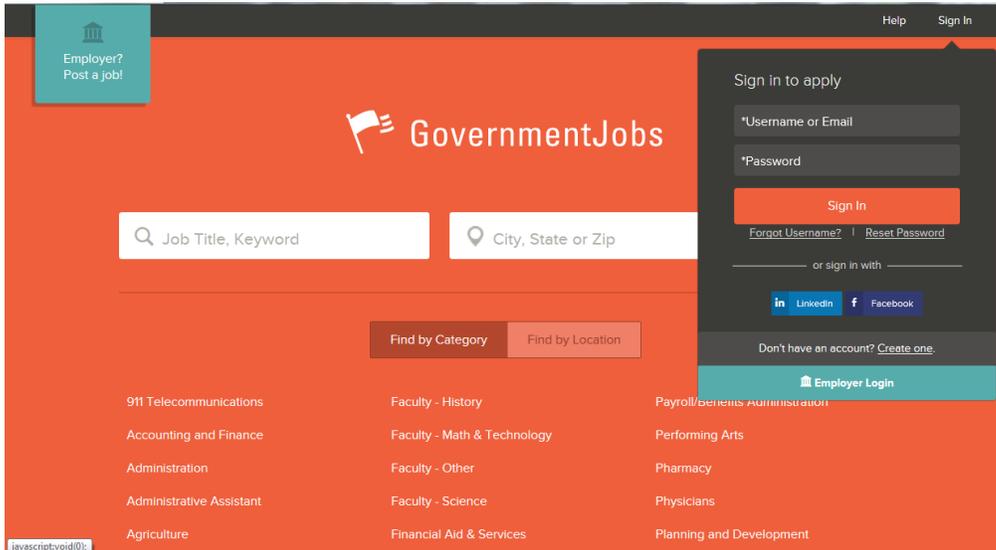
If you experience difficulty self-scheduling after following the below instructions, please contact Government Jobs Applicant Support Monday – Friday from 8:00 am – 5:00 pm (excluding Holidays) at 855-524-5627.

DUE TO NUMEROUS APPLICATIONS RECEIVED, PLEASE DO NOT SUBMIT EMAILS ADVISING OF THE DATE AND TIME YOU ARE INTERESTED IN TAKING THE EXAM. YOU MUST SELF-SCHEDULE BY FOLLOWING THE BELOW INSTRUCTIONS.

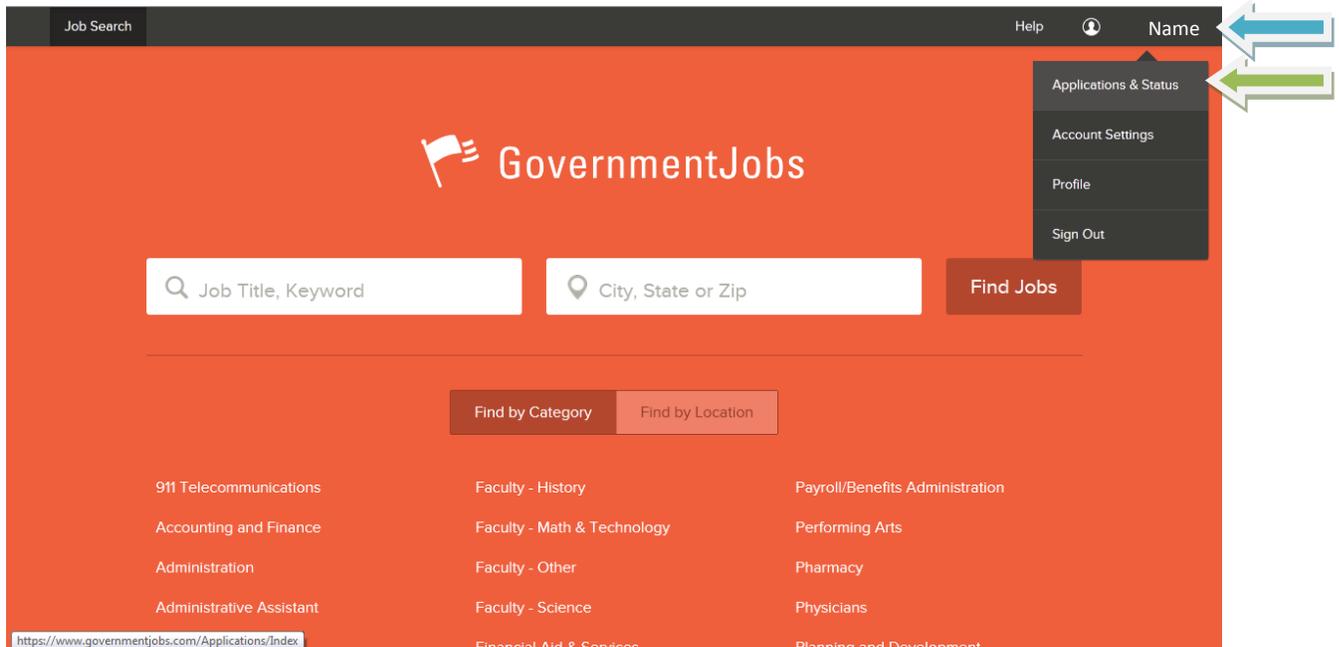
1. Type in web browser bar www.governmentjobs.com.
2. Click **Sign In** in the top right of the menu bar.



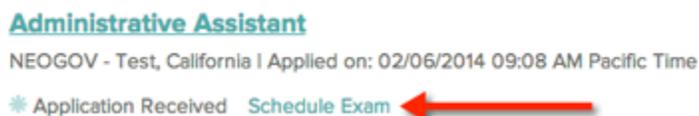
3. Sign In using your previously created username and password. (Username and password created when the applicant applied for the job from the City’s website)



4. In the upper right hand corner click on your name and a drop down box will appear. Click “Application & Status”



5. Applications where you can schedule an exam are noted with a Schedule Exam link:



6. Click on Schedule Exam. A list of locations, dates, and times

GJ HR Office

123 First Street
El Segundo, California 90245
310-555-3434

Thursday, April 24

08:00 AM 09:00 AM 10:00 AM 11:00 AM

01:00 PM **02:00 PM** 03:00 PM 04:00 PM

displays:

7. Select a time, and then click Confirm Appointment.

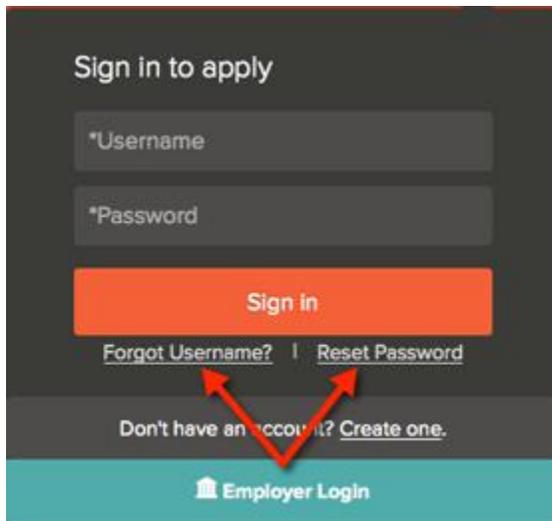
8. The application status now shows the time of the exam appointment:

You can use the Update Schedule link if you need to change the appointment.

Trouble Signing In

What should I do if I receive the following message: *The username or password is incorrect?*

You should confirm your username, or reset your password, by using Forgot Username or Reset Password.



I forgot my username. What should I do?

Below the Sign In button, click on [Forgot Username](#). On the next page, enter your email address, answer the security question, and click [Send Username](#). An email is sent with your username. If you do not see the email in your inbox, check your spam/junk email folder.

The email address that you enter must exactly match what appears on your profile. If it does not match, you may receive an error that *User with that email was not found*.

I forgot my password. What should I do?

Below the Sign In button, click on [Reset Password](#). On the next page, enter your email address, answer the security question, and click on [Reset Password](#). An email is sent with a link to reset your password. Once you click on the link, you are directed to a page where you can create a new password. Enter a new password, confirm the new password, and then log into your account.

The link embedded in the password reset email expires after 72 hours. If the link has expired, resubmit your password reset request by clicking on [Reset Password](#) again.

The system is not accepting my new password. What should I enter?

Passwords must be at least 8 characters in length and contain upper and lower case letters, numbers and symbols. To reset your password, click [Reset Password](#). Once you've entered a new password twice, you receive the message *Your password has been updated*.

I need a new password, but no longer have access to the email address where the reset password email was sent.

If you don't have access to the email address listed on your account, you will need to contact our applicant support team for assistance. For security reasons, the reset password email is sent only to the email address associated with your account. Our applicant support team will ask you a series of questions to verify your identity, and then update the email address on the account as appropriate.

I requested a reset password link but have not received it. How long does it normally take?

Password reset emails are sent immediately, but delivery can depend on your email provider. Check your spam/junk email settings/folder if you do not receive the email. Sometimes adding the *noreply@governmentjobs.com* address to your contacts resolves this issue. If the email is still not received, contact technical support at your email service provider to determine if the reset password email is being filtered out or blocked.