# Frequently Asked Questions

**How do I apply online or create an account?**

View our list of job opportunities at https://www.governmentjobs.com/careers/newjersey.

or http://www.state.nj.us/csc/seekers/jobs/announcements/

Once you find a position of interest, please read the job posting for detailed information.  When the job posting allows for applications to be submitted, you can click on the "Apply" option located to the right of the job title.  You will then need to create an account.

**Do I need to have an email address to apply online?**

Yes, the system requires a current and valid email address.  The New Jersey Civil Service Commission uses email to notify applicants of important information relating to the status and processing of their employment application.  As an applicant, you are hereby advised of the following:

- It is your responsibility to ensure the email address you provide is current and readily accessible to you.
- It is your responsibility to check your email to ensure that you do not miss any deadlines established or notifications sent as part of the recruitment process.
- It is your responsibility to read all emails carefully and follow instructions, if any.

**Can I use an e-mail and/or account of another applicant?**

No, you should never use the e-mail/account of another applicant.  To do so may result in disqualification from the employment process.  Sharing an e-mail/account will create confusion.

**Can I submit an application for someone else using my account?**

No, each applicant must create his/her own account.

**What requirements must I meet to be eligible for recruitment?**

All requirements listed on the announcement must be met as of the announcement filing deadline.

**Can anyone apply for "Promotional" Opportunities?**

No, "Promotional" job postings are for permanent government employees and are open to employees of the Jurisdiction/Department or Unit Scope/Department as indicated on the announcement.

**Why do I need to enter a Social Security Number?**

The system uses your Social Security Number as a unique ID, and is required.  Entering an incorrect number will cause delays and/or possible disqualification from the examination process.

**Is the site secure?**

Online applications are stored on a secure site.  Only authorized employees and hiring authorities have access to the information submitted.

**How do I know that I successfully submitted my application?**

After you have submitted your online application, the system will display a confirmation page acknowledging receipt of your application.  In addition, you will also receive an email confirmation from noreply@governmentjobs.com.  If you do not get a confirmation page and email, you have not submitted your application.

**What do I do if I did not receive an email confirmation?**

Check your spam or junk mail for the confirmation.  If it is not there, then login in to your account and verify the e-mail address in your account.  If the e-mail address is incorrect, please update it, but you will not receive a new email confirmation.

**How will I receive notifications about the job I applied for?**

You will receive notification(s) via e-mail.  It is important that you ensure that the e-mail you enter is accurate and remains current.  Entering an incorrect or invalid e-mail will cause your notice to be returned and delay your notification.

**If I create an account and I input all of my information, is it saved in the system?  Can I access the information at another time?**

Yes, the information you enter is saved in your account and may be viewed and/or modified at any time.

**How can I update my application materials?**

Once an application is submitted, you cannot make any changes to that application.  However, you can update your account information by logging in to your account.  The updates will be available the next time you submit an application.

**What do I do if I am encountering technical difficulties with my online application?**

If you need technical help, please call NEOGOV at 855-524-5627.  NEOGOV technical support is available from 6:00 am – 6:00 pm PST, Monday through Friday, excluding holidays.

## Application Reminders:

- Before completing an application, please read the entire announcement.
- To ensure that your information is properly submitted, be sure to click the Save button on all screens that contain information you have provided.
- Carefully review your application to ensure that it is complete and accurate before submitting.
- Online applications must be completed and submitted by the announcement filing deadline listed on the announcement.

- You must complete your application in detail.  Your score may be based on a comparison of your background with the job requirements.  Failure to complete your application properly may cause you to be declared ineligible or may lower your score if your application is used as your test paper.
- If supplemental documents are **required**, please upload them with your application or submit them to the NJ Civil Service Commission, PO Box 321, Trenton NJ 08625 within five business days of submitting your online application.
- Please note that once you submit your online application and application fee, you will not be able to go back to the application to add or modify your information.  Your application fee cannot be refunded after your application is submitted.


**Waiver/Fee Exemption**

Proof needed for fee exemptions is as follows:
- General Assistance – A copy of your benefits letter from the local welfare director.
- T.A.N.F. (A.F.D.C.) – A copy of your award letter which shows your case number.
- S.S.I. – A copy of your latest annual award letter or Medicaid card recertification information.

Please note:  Your documentation must include proof of current eligibility within the past 12 months.


**Veteran's Preference**

Applying for Veteran's Preference:
- If you have established veteran's preference since April 1, 1990 no further action is needed.  Otherwise, complete a veteran's preference claim form and include the required documents.

- Claim forms are available on our website at www.state.nj.us/csc
  - Completed forms should be mailed to the Department of Military and Veteran's Affairs (DMAVA).

- For more information, visit their website at www.state.nj.us/military or contact them at 1-888-865-3387.

Processing Fees for Veterans:
- In accordance with Public Law 2010 c. 26, Veterans pay a reduced processing fee of $15.00 if
  - Veteran's Preference with the DMAVA (as defined by NJSA 11A:5-1 et seq) has previously been established or
  - DMAVA has approved a claim at least 8 days prior to the issuance of the eligibility list.

- Please note this reduced fee does not apply to Public Safety titles (Police, Fire, Sheriff's and Correction).