

Frequently Asked Questions

1. *How do I register in dotStaff?*

Answer: Go to www.dotstaff.com and click the “Login” button. Enter your email address on the “Account:” line and select the “New User?” register link. Answer the two challenge questions (i.e. first name and last name) and follow the prompts to create your own password and new challenge questions/answers. After agreeing to the ‘User Agreement’ the dotStaff Home Page will appear, completing the registration process.

2. **How do I reset my password?**

Answer: Go to www.dotStaff.com and click the “Login” button.

1. On Login form, enter your email address on the Account: line.
2. Select the “Reset password” link at the bottom.
3. Answer the two challenge questions. As a new user, the questions will be:
 - a. What is your first name?
 - b. What is your last name?
4. Click the “Login” button.
5. At the prompt, create a new password.
6. Confirm the new password.
Press “Continue”.

3. *How do I add another user, such as a hiring manager like myself, into dotStaff?*

Answer: Only the Client Administrator, in this case the onsite manager, can enter hiring managers into dotStaff. Please call them and make this request.

4. *If the Resource’s time has been entered incorrectly and has not yet been approved, how can I correct it?*

Answer: A Hiring Manager cannot correct a time entry, unless the time has simply been applied to the incorrect project or category. In the case of correct time being applied to a wrong project or category, the manager can go to timesheets, open the specific entry requiring correction, press edit, select the correct project or category, and save. If any issue other than incorrect project or category exists, the entry must be “Rejected” through the “Time Approval” tab and then it is the responsibility of the vendor to re-enter the timesheet for approval again. When the hiring manager denies the timesheet, they must select a reason for doing so from the drop down menu that appears, and supply any additional comments in the Comments box below.

The manager must enter the reason for rejecting the time so that the resource knows what corrective action must be taken.

5. *What do I do if I need a posting created?*

Answer: Knowledge Services' MSP team at The State can take the posting request information over the phone at (317) 234-6756 or (317) 234-6757, or the posting questionnaire can be filled out and emailed or faxed.

6. *What do I do when I'm on vacation? Who will approve my timesheet?*

Answer: While you can actually approve time from your lawn chair in the Bahamas (as long as you have internet access), you can set up back up approvers in the event you're gone as well. Please contact the onsite team and they will set up back up approvers when you are gone.

7. *What happens if I miss Tuesday's deadline for timesheet approval?*

Answer: The State of Indiana would like all time sheets approved by hiring managers by end of business Monday. If for some reason time sheets are not approved by Tuesday's invoicing cycle at 4pm, it will fall into the following week's invoicing cycle.

8. *Will renewals be posted?*

Answer: All new PO's will be considered as new positions. The State is motivated to take advantage of cost savings at every opportunity. Even if there is an incumbent contractor in the position that is posted, Hiring Managers should take the opportunity to consider other candidates submitted and should seriously consider any qualified candidates submitted at competitive program rates. As part of our MSP program with the State of Indiana the IDOA requires Knowledge Services to send out a new requisition for every requested position. Hiring managers must be granted a waiver by the IDOA for any contract renewal or extension if no competitive submissions are to be considered.

9. *Is it ok for vendors to contact the Hiring Managers?*

Answer: While Knowledge Services encourages direct contact between vendors and State managers, some managers would prefer not to speak with vendors until a "Short List" of candidates is developed and they are ready to schedule interviews.

10. *Do Hiring Managers accept or reject candidates in the dotStaff system?*

Answer: No, Hiring Managers do not need to accept or reject candidates in the system. Instead, please contact the MSP team at (317) 234-6756 or (317) 234-6757, and let them know your decision. They will take care of the accepting/rejecting of candidates.

11. *Where is the MSP team located?*

Answer: Andrea and Erin are located in IGCS on the fourth floor, in room W-470... and will always welcome visitors 😊