

## General

### APPLICATIONS

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

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

#### **I was filling out my application and I lost all of my information. What happened?**

You may have used the Back button (located on your toolbar) which when used removes all data. To avoid losing your information save your information periodically.

#### **How do I know that the City has successfully received my online application?**

After you have submitted your online application, you will receive a confirmation email. You can also log into your Candidate Home account in Workday to check the status of your application.

#### **After I submit my application, what happens next?**

Your application will be reviewed by the recruiter to see if your qualifications meet those posted for that position. If you meet the minimum qualifications, your information will be forwarded to the appropriate hiring authority/department.

#### **How long does it take to process my application?**

It takes approximately 7 to 10 business days for processing. Positions that require passing an exam to qualify will necessitate additional processing time (scheduling and grading of the exam).

#### **How do I check the status of my application?**

If you applied to a job before February 14, 2024, you may check the status of your application at any time by going to 'Find a Job' at [www.dallascityhall.com](http://www.dallascityhall.com) and selecting CHECK NEOGOV APPLICATION STATUS and log into your account.

If you applied to a job after February 14, 2024, to view the status of an application, review the "My Applications" section in the Candidate Home in Workday.

#### **If I don't have a computer at home, how can I check my status?**

Free internet access is available for you to apply for City positions. Locations include the City of Dallas public library branches (contact the library for hours of operation) and the employment centers located at City Hall, 1500 Marilla Street (Room 1CS), Dallas (open Monday – Friday from 8:00 a.m. to 5:00 p.m.).

#### **How will I be notified of my application status?**

You will be notified by an email sent to the email address provided on your job application.

#### **Can I add/change information on my application after it is submitted?**

No, once you apply, you cannot make any changes. However, you may update your contact information (see next question) or withdraw your application.

#### **How do I change my contact information?**

To change your contact information in NeoGov, go to 'Find a Job' at [www.dallascityhall.com](http://www.dallascityhall.com) and select CHECK NEOGOV APPLICATION STATUS and log into your account. Click on the 'Edit' button next to a saved application. Once the application is open on the screen, click on the 'Edit Personal Profile' link; make changes and save the application.

If you need to update your contact information on an application that has already been submitted, select the SUBMIT NEOGOV QUESTION option and send us an email with the updated information.

To change your contact information in Workday, click on your email address in the top right corner and click "account settings". After this you can choose to change your email or request to delete your information.

### **How long is my application active in Workday?**

Your application will remain on file until the position is filled. Once the position is filled; you will be notified on whether you were selected or not.

### **Do I have to fill out an application for every position?**

If you have already applied for a position in Workday, you can use the "Use My Last Application" feature after you have clicked the apply button. This will utilize your saved application as the basis for each posting in which you are interested.

## **OTHER INFORMATION**

### **What happens after I qualify for a position?**

If your qualifications meet those posted for the position, your information is sent to the hiring authority/department for further review.

### **If I qualify for a position for one department, am I automatically qualified for a similar position in another department?**

No. Departments may have special requirements for their specific position (e.g., language skills, special software, etc.). If no special requirements exist, all candidates meeting the posted requirements will be forwarded to the hiring authority.

### **Can I have the contact information for the hiring manager?**

You are welcome to contact the department to follow up on your application once you have applied for the position.

### **What steps can I take if I am notified that I do not qualify for a position and I would like to discuss the decision further?**

You are welcome to contact the recruiter to follow up or contact:

For Talent Acquisition: HR Talent at [HRTalent@dallas.gov](mailto:HRTalent@dallas.gov)

For Civil Service: [civilserviceinfo@dallas.gov](mailto:civilserviceinfo@dallas.gov)