THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE
PUBLIC SERVICE RECRUITMENT SECRETARIAT



RECRUITMENT PORTAL

USER MANUAL

Version Control

Version	Date	Author	Change description
1.0	28/08/2014	PSRS & eGA	Document created
1.1	01/03/2015	PSRS	Document updated

Tips for System Users

The proper use of the Recruitment Portal will simplify, improve value for money and enhance Good Governance in recruitment process for Public Service in Tanzania. Therefore all users must ensure that they use the system with integrity.

Make sure that you have scanned copies of all your certificates in pdf format so as enable you to complete the process of completing your profile.

Help Desk

For support contact PSRS Recruitment Portal help desk Team:-
Tell - +255 784 398 259
E-mail: through feedback button on http://portal.ajira.go.tz

Copyright and License

Entire contents copyright ©2014 by Public Service Recruitment Secretariat **(PSRS)**. Reproduction, Adaptation or Translation without prior written permission is prohibited, except as allowed under the copyright laws.

System Overview

This system has been designed in order to simplify the application processes for job seekers as well as improving transparency in the recruitment process for Public Service in Tanzania.

System Users:-

- **Applicant;**
  Able to create an Account in the system, the Applicant will also be able to attach necessary document such as Academic certificate, to view the advertised post, to Apply the post advertised, View his application, View and Print CV and to Subscribe and Unsubscribe to new job notifications.

- **Expert;**
  Different experts with special skills and knowledge will be able to create account and to attach different documents such as certificates of activities they conducted.

- **Guest;**
  Guest are the system user who have not yet registered in the system but can view all advertised post, subscribe and unsubscribe to new job notifications.

Acronyms and Abbreviations

PSRS - Public Service Recruitment Secretariat
eGA - e-Government Agency
URL - Uniform Resource Locator
MDA - Ministries, Independent Department and Agency
LGA - Local Government Authorities
CV - Curriculum Vitae

Table of Content

Tips for System Users 2
Help Desk 2
System Overview 3
Acronyms and Abbreviations 4
Introduction 7
Home Page 8
Applicant 10
Creating an Account 10
Registration Successful message 12
Signing In 13
Forgot password 13
Password Change 15
Dashboard 16
Applicant Profile 16
- Personal Details 17
- Contact Details 18
- Academic Qualifications 19
- Professional qualifications 20
- Language Proficiency 21
- Working experience 22
- Training & Workshop Attended 23
- Computer Literacy 24
- Referees 25
- Other attachments 26
- Declaration 27
- Add passport photograph 28

How to Apply 30
My Applications 31
Logging out 32
Guest 32
Jobs Alert 33
Expert 34
Creating an Account 34

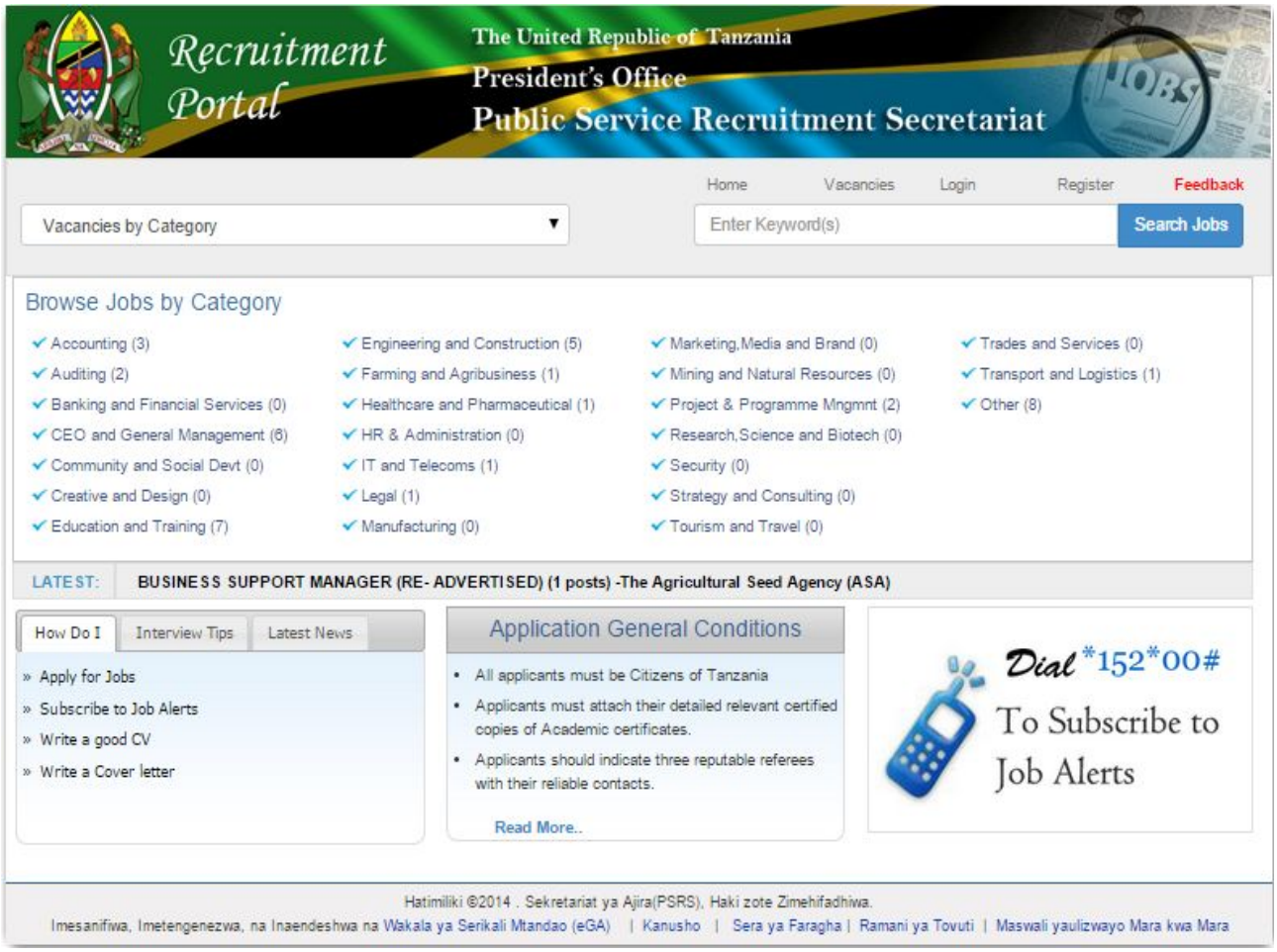
Registration Successful message 36
Signing In..... 37
Forgot password..... 37
Dashboard 38

Introduction

The objective of Recruitment Portal is to improve the mode of application for all applicants applying for vacancies through Public Service Recruitment Secretariat (PSRS) by introducing a portal (Online application System) whereby, the applicants can register, create profiles, apply for available vacancies and get the feedback on their application status.

Home Page

The Recruitment portal home page is the starting point of your application journey.



The following features are found at the homepage.

- **Vacancies** – Displays the list of all vacancies, the list can be filtered based on job description, job category, opening date and closed date

- **Application general conditions** – This shows all the conditions which applicants should comply with.

- **Register** – This is where a user register and create an account on the recruitment portal before apply for a vacancy

- **Log in** – This allows user to log in to an existing account, complete profile make

application(s) and subscribe to job alerts.

- **Home** – Return you to the home page
- **My Profile** – allows user to get back to Dashboard from the Home page
- **Log Out** – user quits from the system
- **My application** – This shows applicant's applications history
- **Feedback** – Users can use the ***Feedback*** link to communicate in case they encounter any issue/problem that need attention/clarifications from the administrator.

Applicant

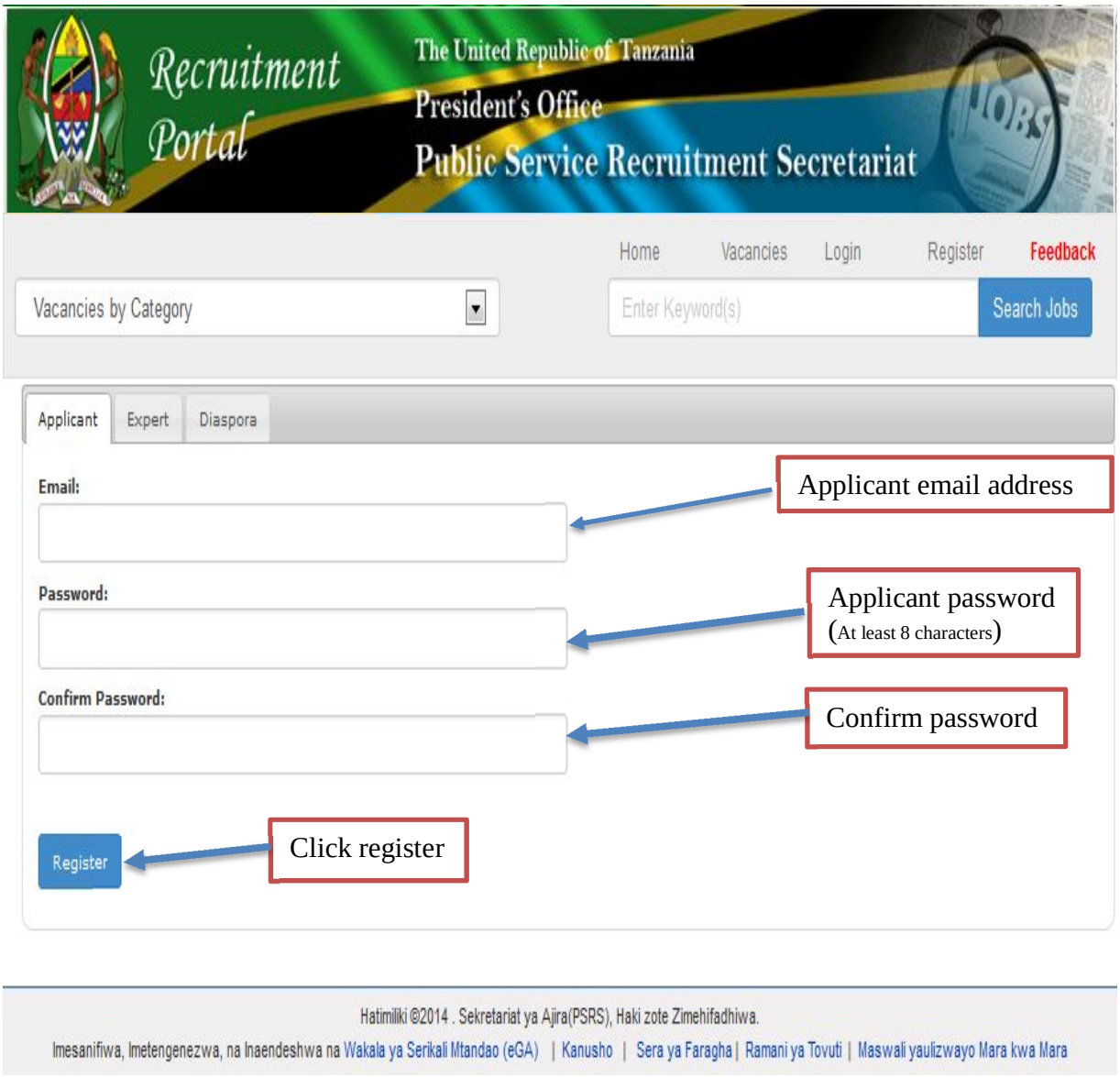
Creating an Account

I. Click on the '***Register'*** link on the recruitment portal home page.

II. You will be asked to provide your ***email address*** and ***password***. (which will be used as a username and password respectively during log in to the system)

III. Click the tab '***Register'*** to continue with the process.

IV. Confirm the password to make sure it entered correctly. Upon successful creation of an account, you will receive a confirmation email through the email address you have provided with a link to activate your account.

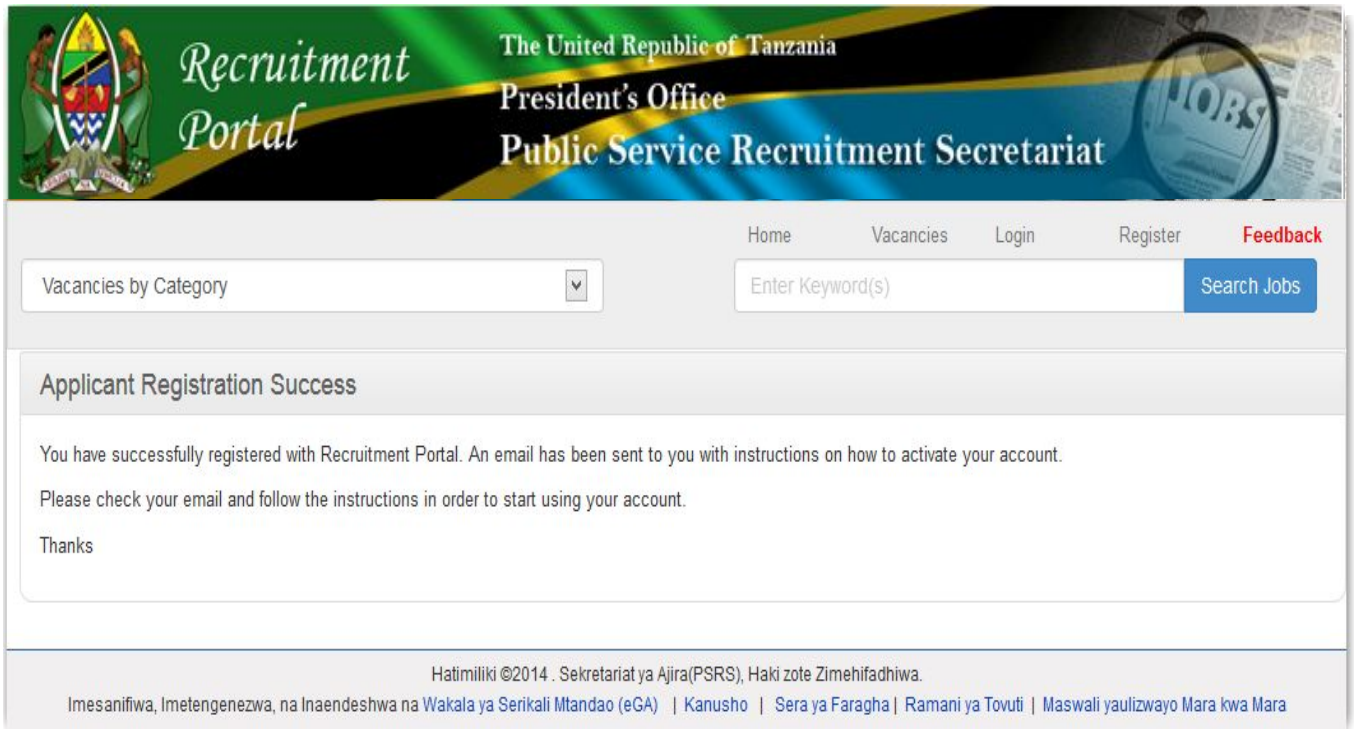


Most of the communication between Public Service Recruitment Secretariat (PSRS) and Applicants will be via email.

Please ensure you register with a secure and individual email address which you regularly check. You will only need to register **once** and make applications across multiple available vacancies in the portal.

Please ensure that you keep your password **safe and secure**

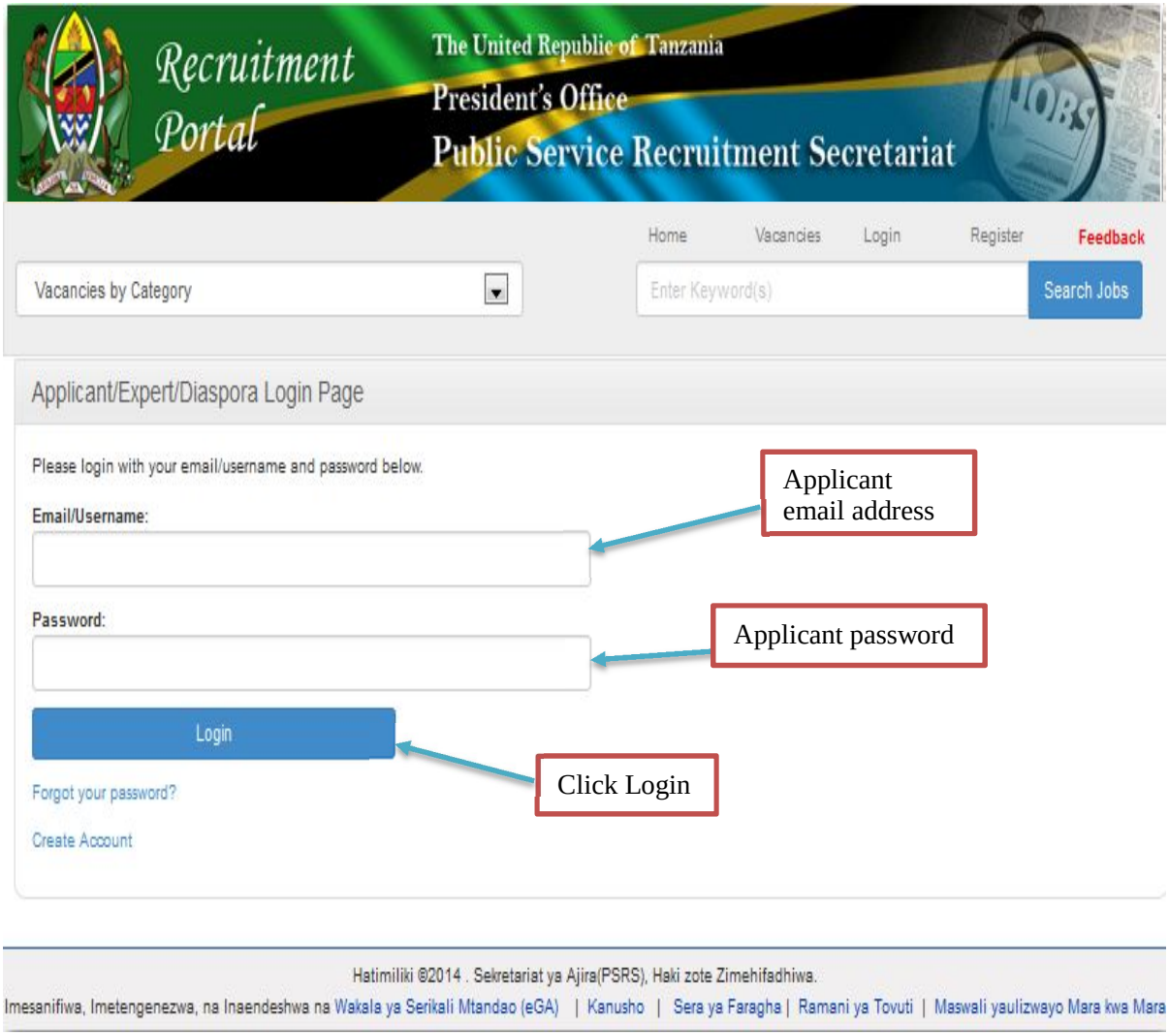
Registration Successful message



NOTE: Only activated account will be usable, if you don't find the email confirmation in your inbox, please try to check it in your junk folder (spam)

Signing In

Sign-in using the email address and password entered during registration.



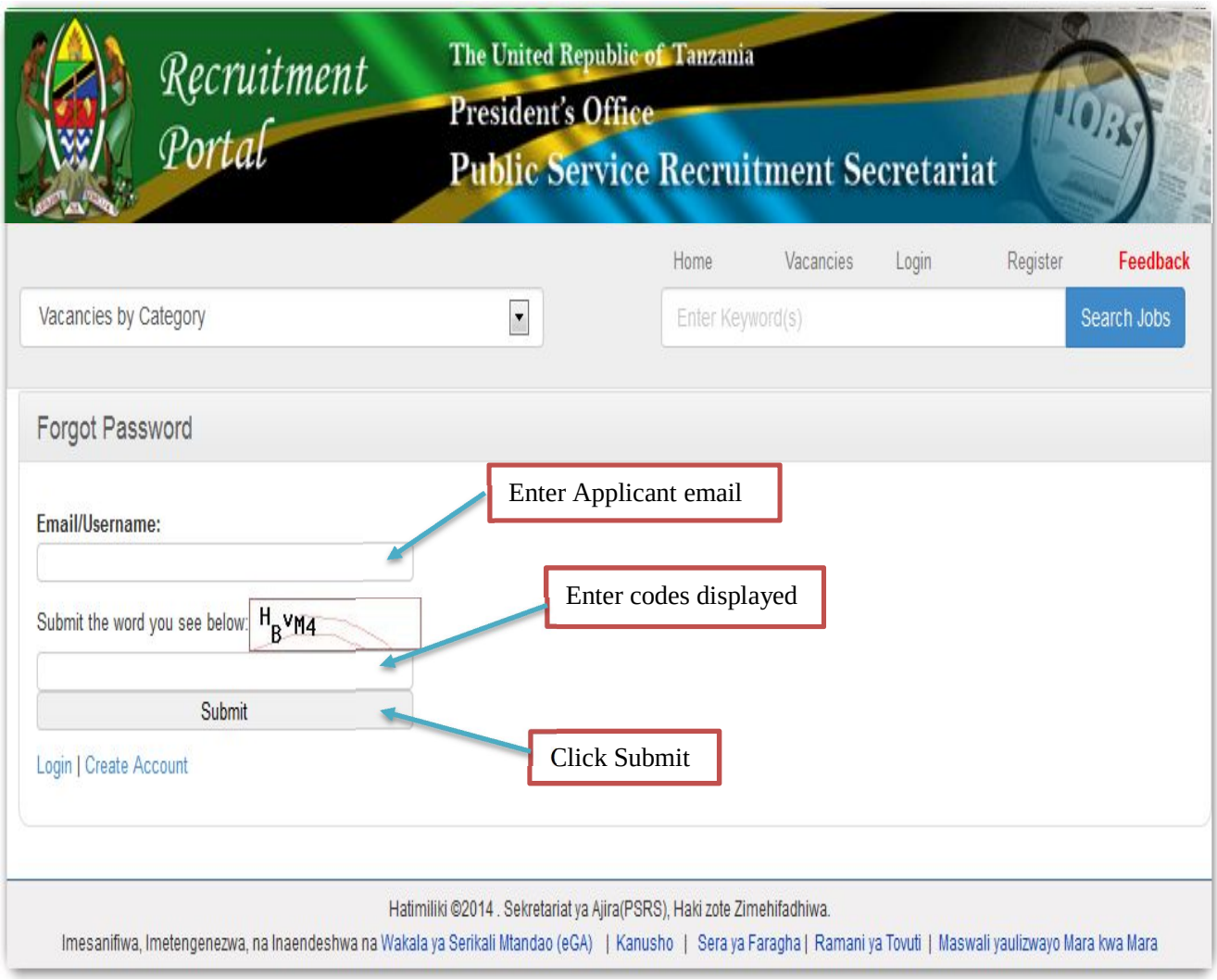
Forgot password

If you have forgotten your password, use the ***'Forgotten your password?'*** function.
Enter your email address and press ***'Submit'***. If that email address has been registered on the system then an email will be sent with a temporary password that you can use to log in to the system.

Enter your email address and the temporary password into the sign-in fields and, if successful, the system will ask you to update the password.

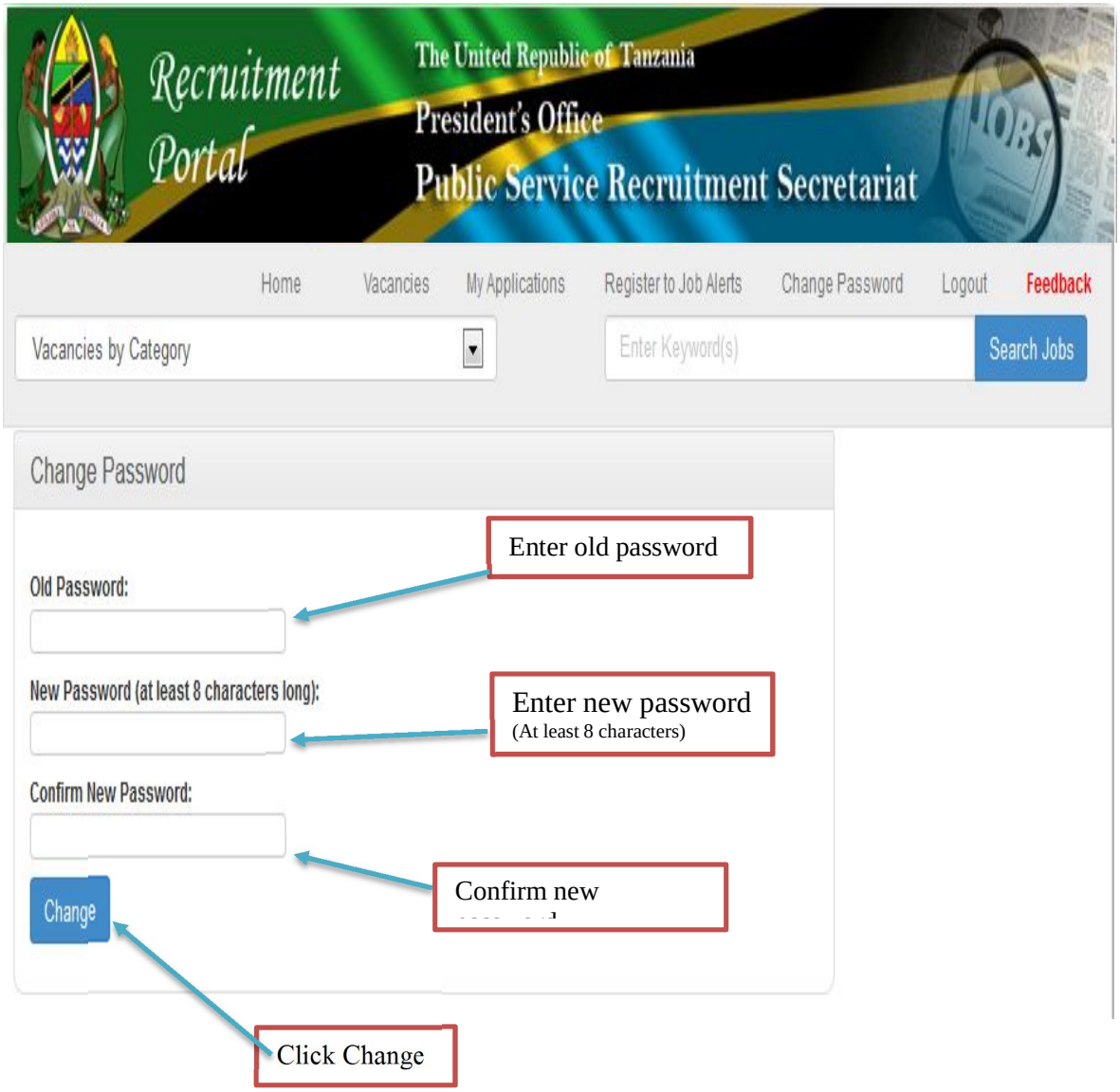
Please note that, passwords stored in recruitment portal are encrypted and cannot be retrieved directly. If you are requesting password information the password will be **reset** and then emailed.

If you have not received your password within 60 minutes, please check your spam/junk folders.



Password Change

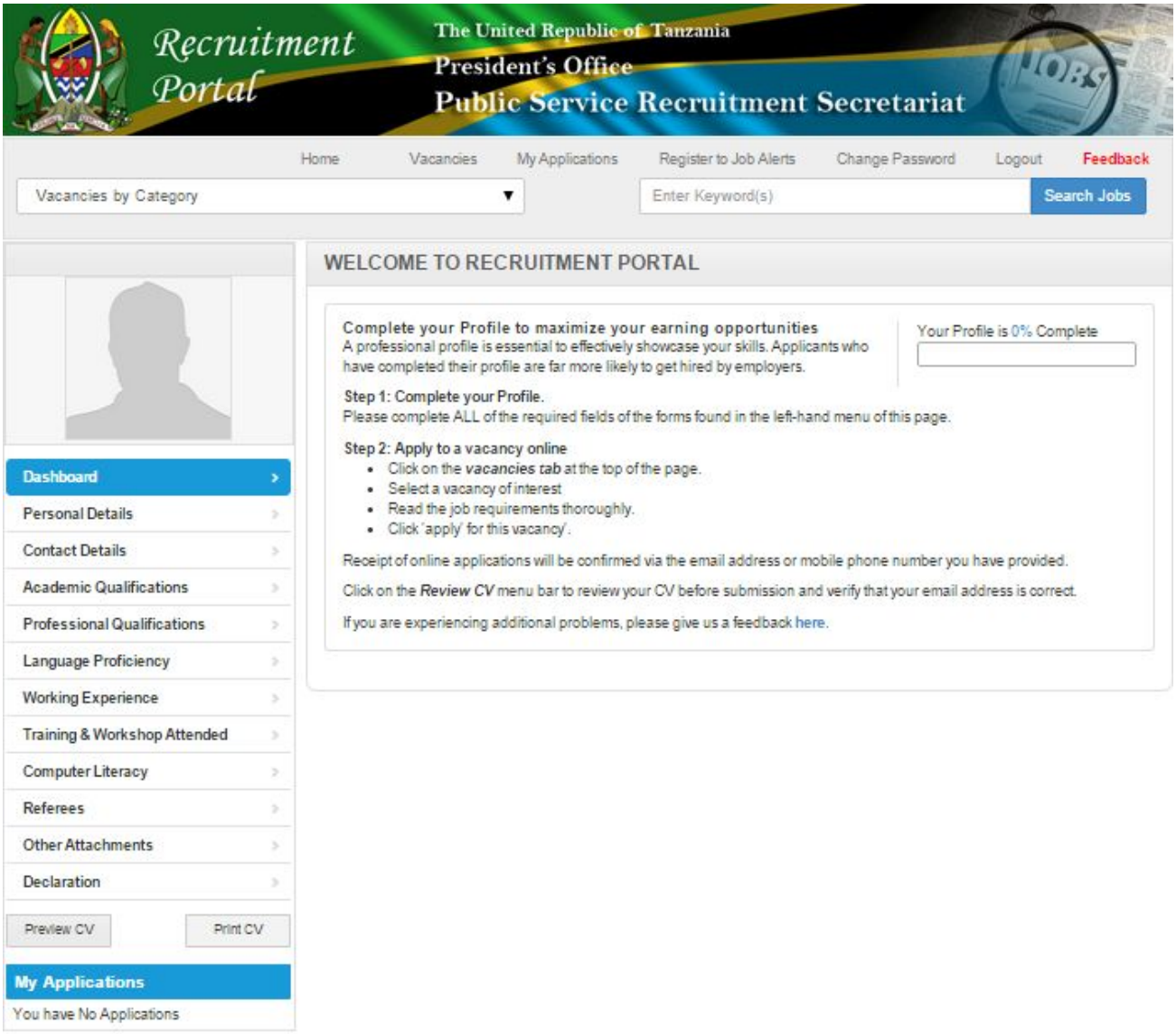
If you wish to change your password, please use the ***"Change Password"*** option from your Main menu.



Dashboard

After sign-in you will be taken to the applicant Dashboard. The top menu will contain the links to access the ***Home Page***, ***Vacancies***, ***My Applications, Register to Job Alerts***, ***Change Password***, ***log out and Feedback.***

You can return to the Dashboard at any point (provided you are signed in)



Applicant Profile

Profile information that will be used to form applicant CV and be used at the point of application incorporates the details filled in the following tabs: Personal details, Contact Details, Academic Qualification, Professional Qualification, Language Proficiency, Working Experience, Training &

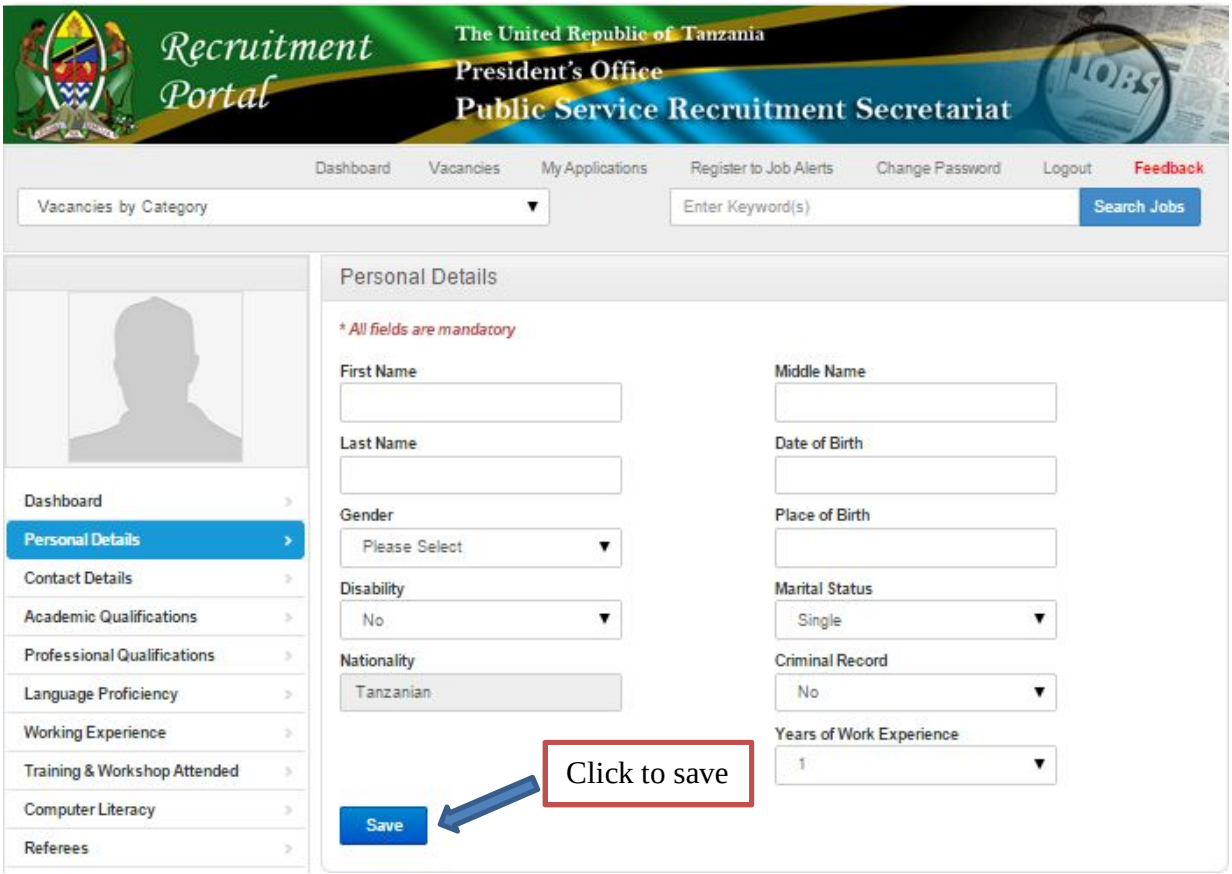
Workshop Attended, Computer Literacy, Referees, Other Attachments and Declaration.

The applicant completed their profile properly are far more likely to be considered to the next step (shortlisted), so make sure your profile is complete to increase your chance, system tracks your profile completion (percentage of completion) automatically while you fill the details in the mentioned tabs above, the details can be filled anytime regardless there are some vacancies or not, the percent of your profile completion can be seen on the Dashboard.

During the process of filling profile forms you may be asked to upload supporting document to be used on your applications. You are advised to convert all the documents to PDF format that is the widely supported format in the recruitment portal.

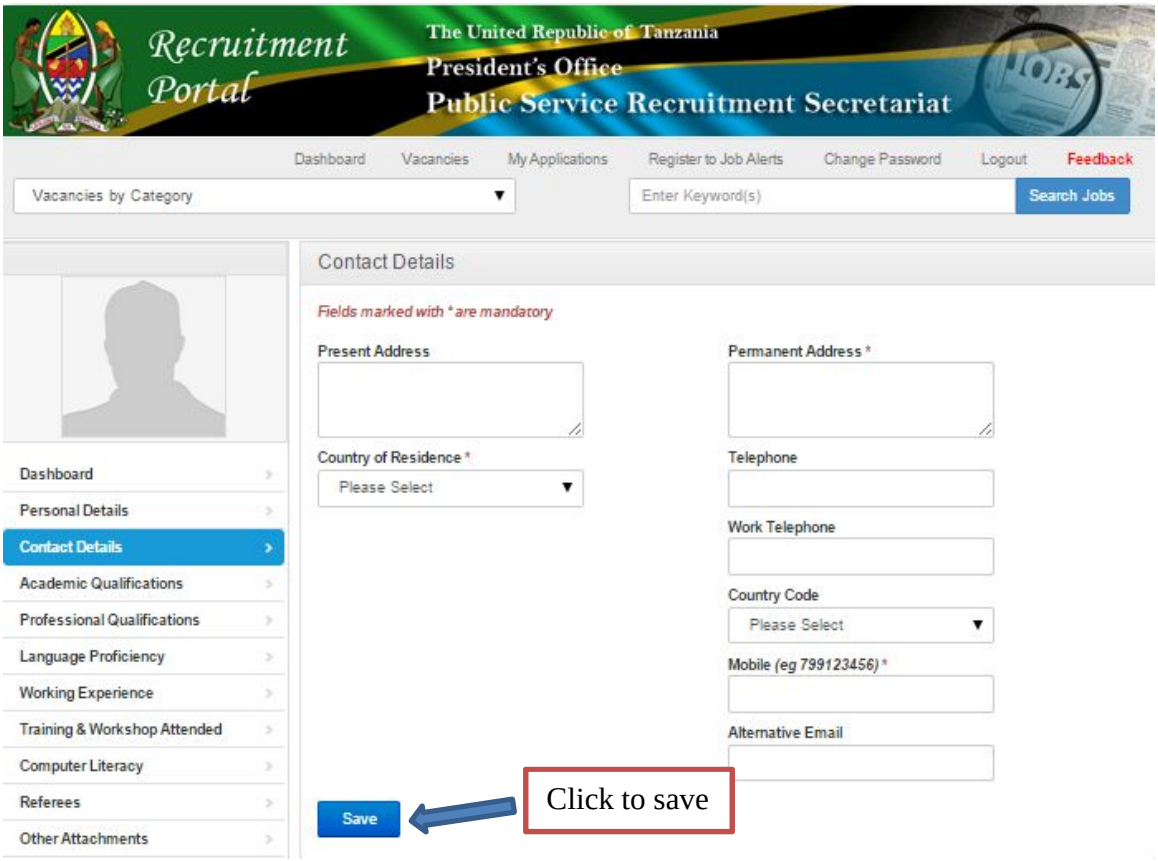
Personal Details

The personal details tab, as shown below will include the applicants names, gender, nationality, date and place of birth etc. The applicant has to fill in all of the fields so as to save the details.



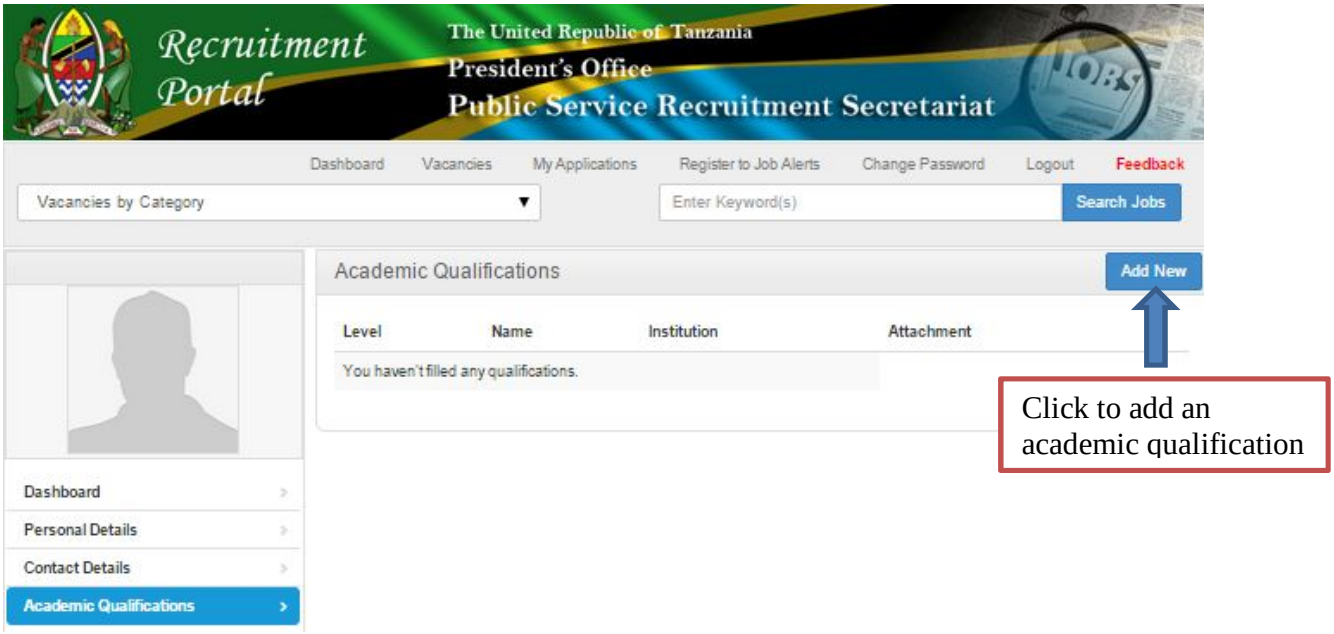
Contact Details

The applicant must fill in their contact information which includes their permanent address, present address (which is not necessarily the same as the permanent address), current telephone numbers, etc. In order to save, all the fields that have been marked with * need to be filled so as to save the contact details.

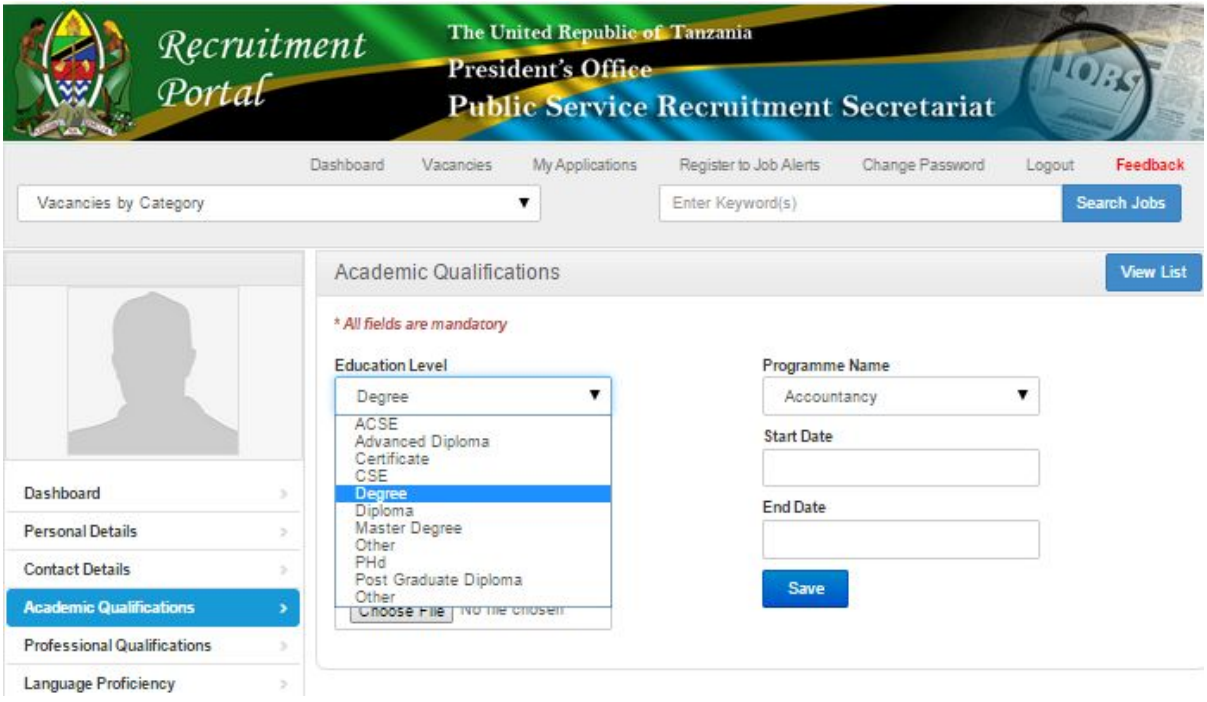


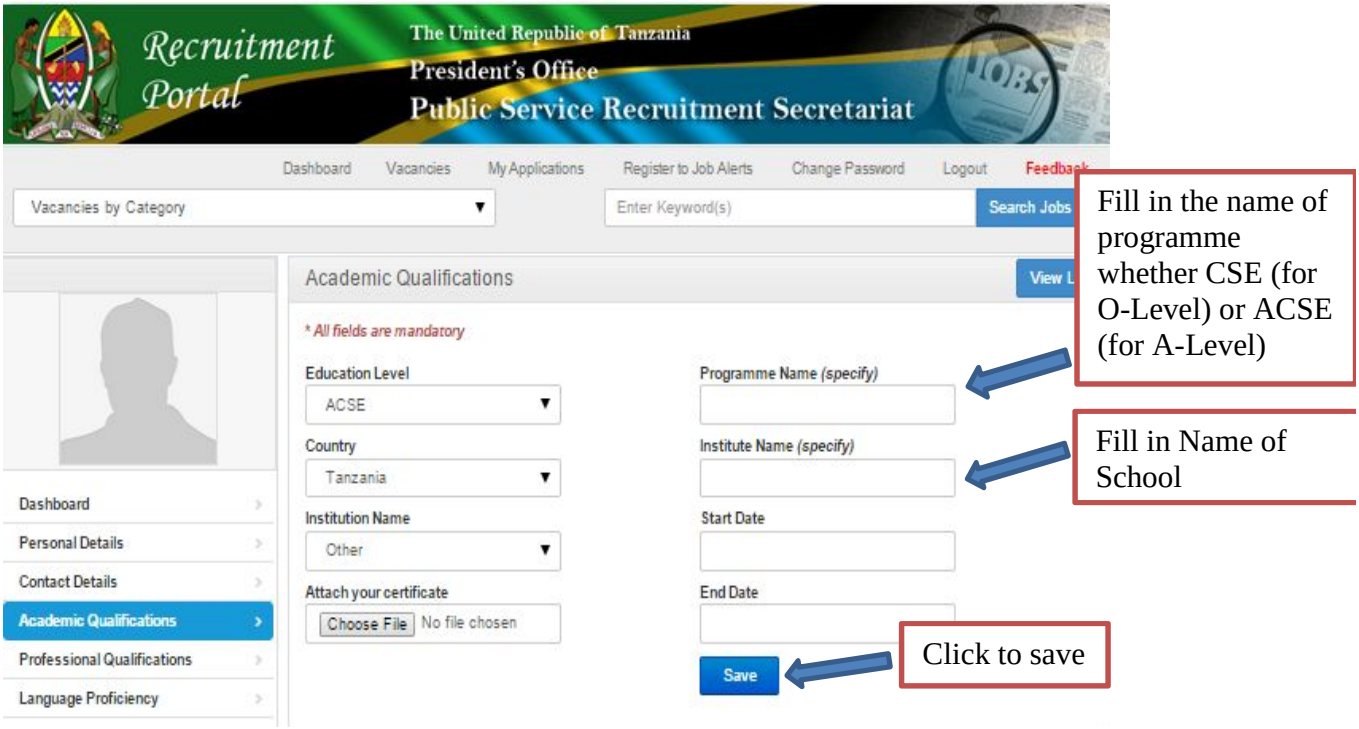
Academic Qualifications

In this tab, the applicant is required to fill in their academic qualifications which includes the different academic levels that they have attained and the particulars associated with each levels.



The below window will open, giving the applicant the option of filling in the different education levels as appropriate.

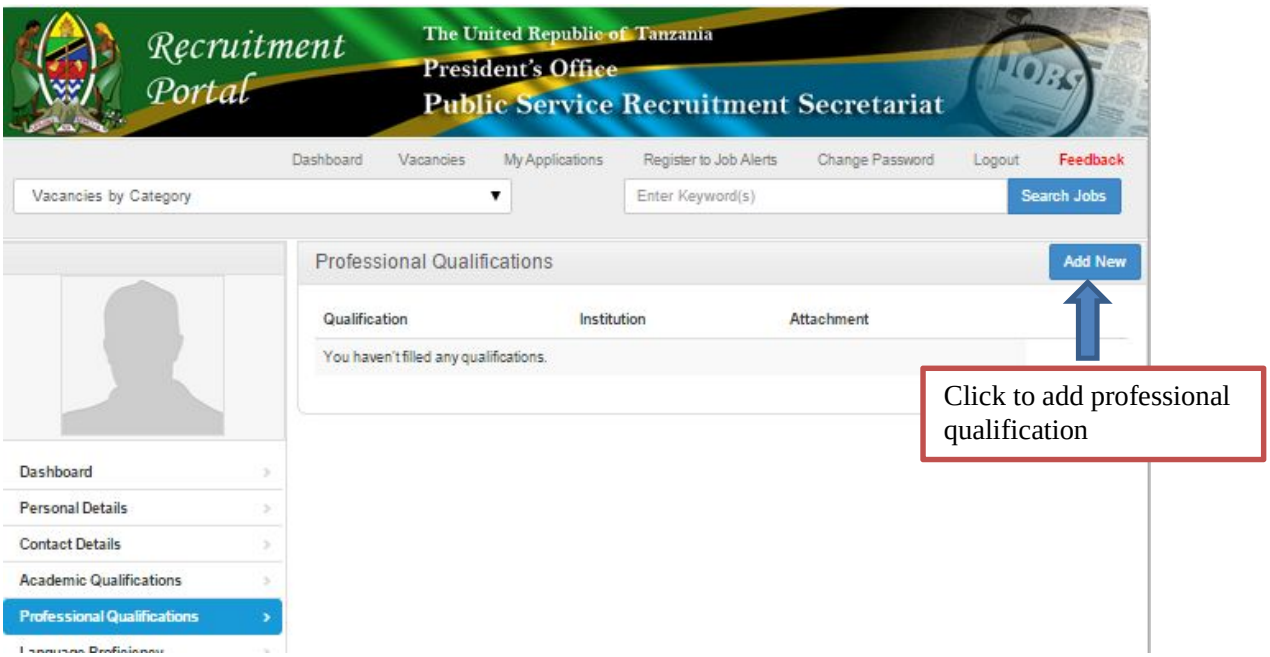


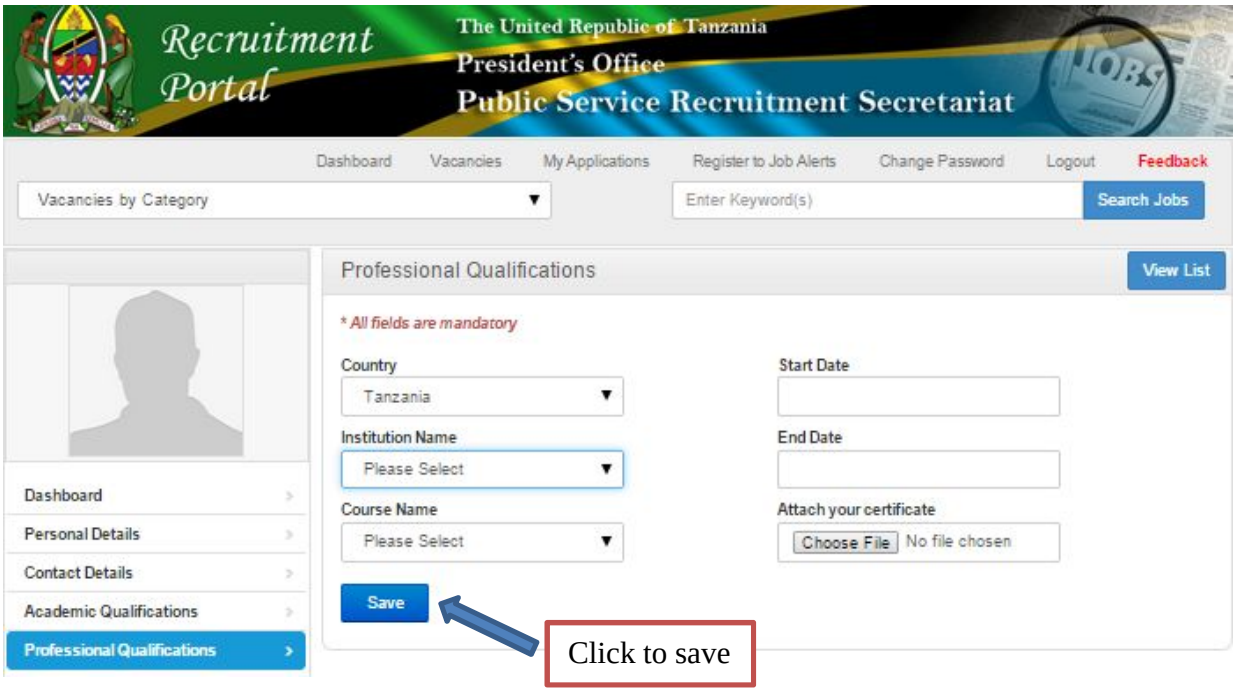


N.b.: The attached certificates must be of pdf format.

Professional qualifications

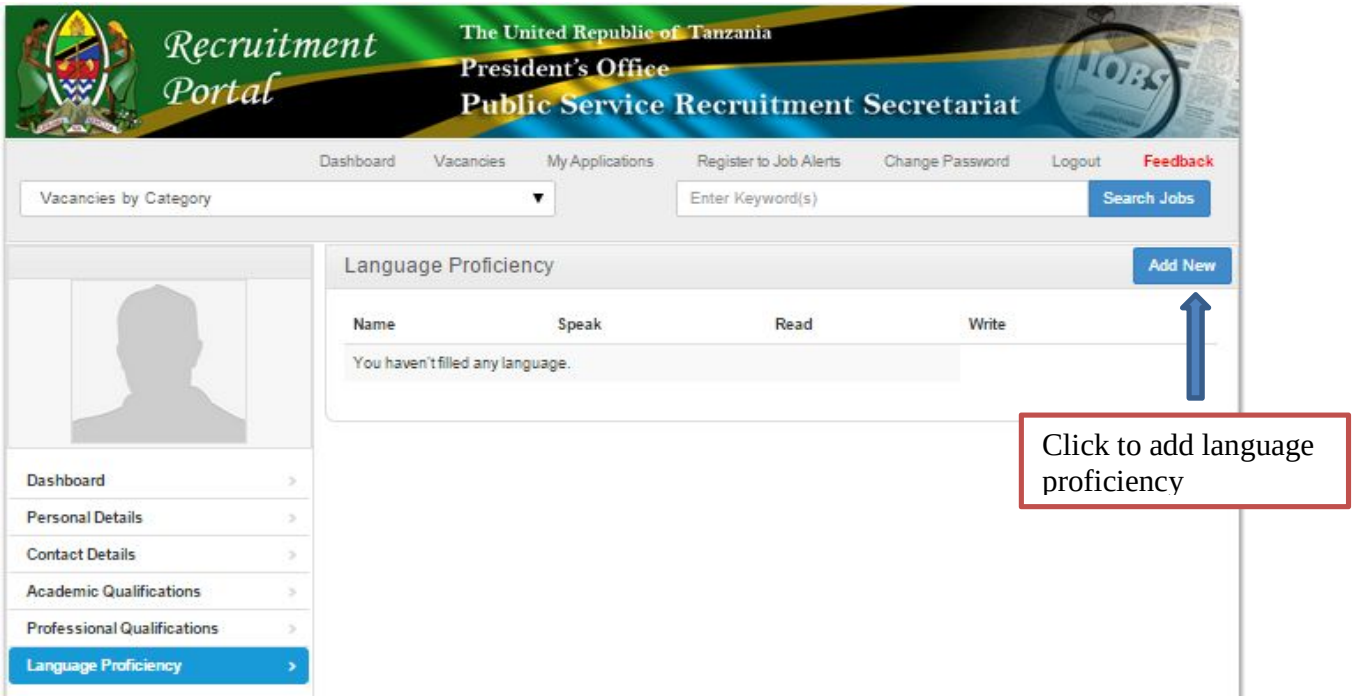
In this tab, applicants with professional qualifications (such as CPA, CCNA, CISA, CISM, etc) will be required to fill in the information associated to the said qualifications including its name, the name of the institution that issued it and attach scanned copy of the certificate in pdf format.





Language Proficiency

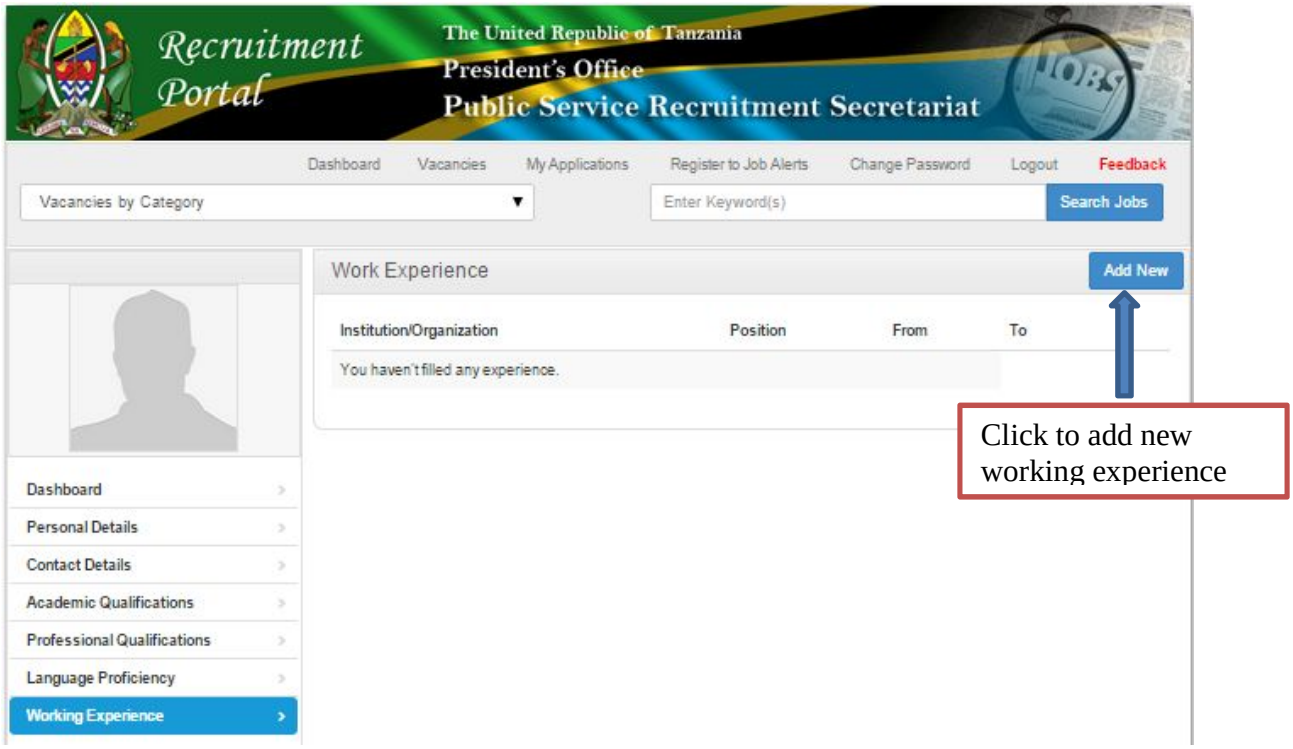
The applicant is required to fill in the languages that they know and indicate the different level of proficiency in each.



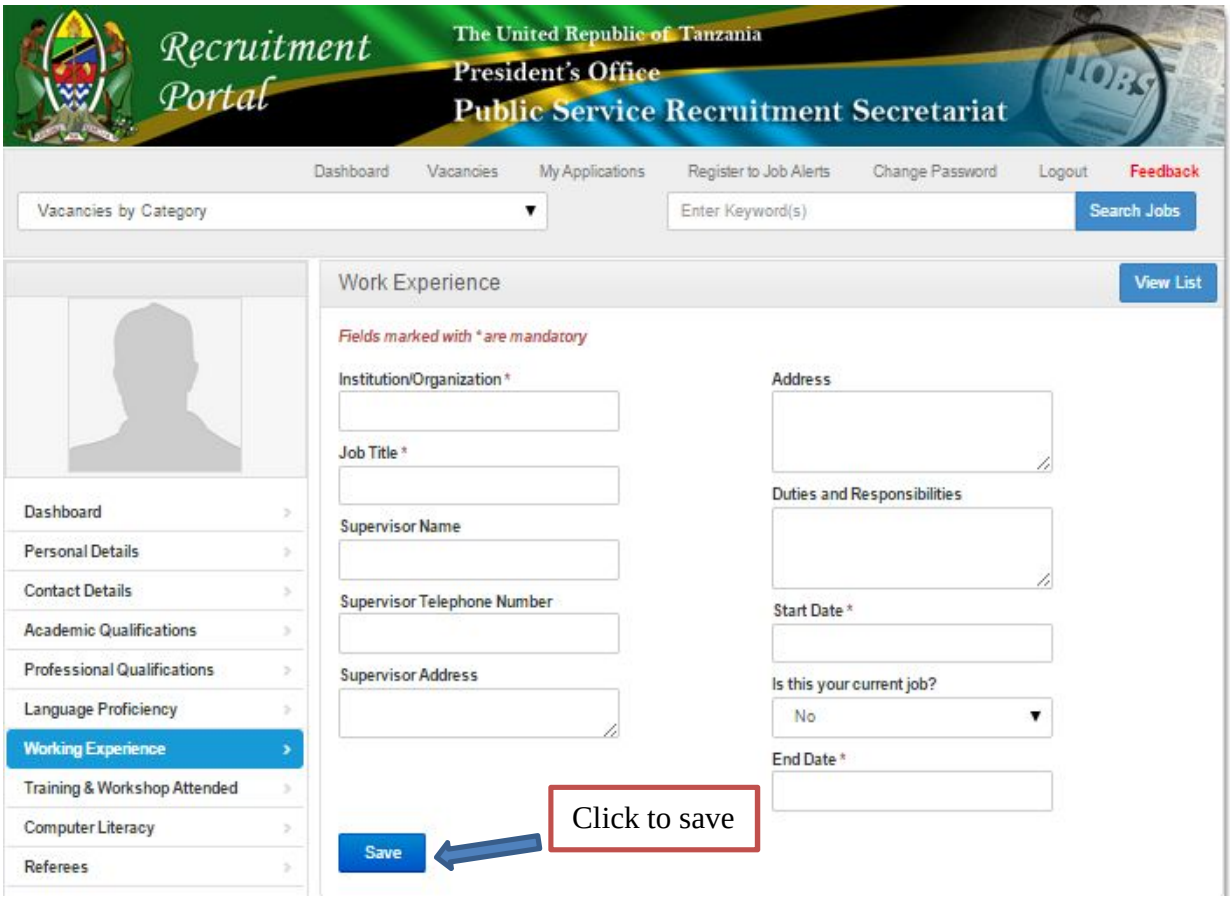


Working experience

Here the applicant will fill in the different experiences they have in the working. The name of the position, the name of the organization and duration must be clearly indicated.



Fill in all the fields as they have been indicated, making sure to fill all those marked * so that you can save working experience.

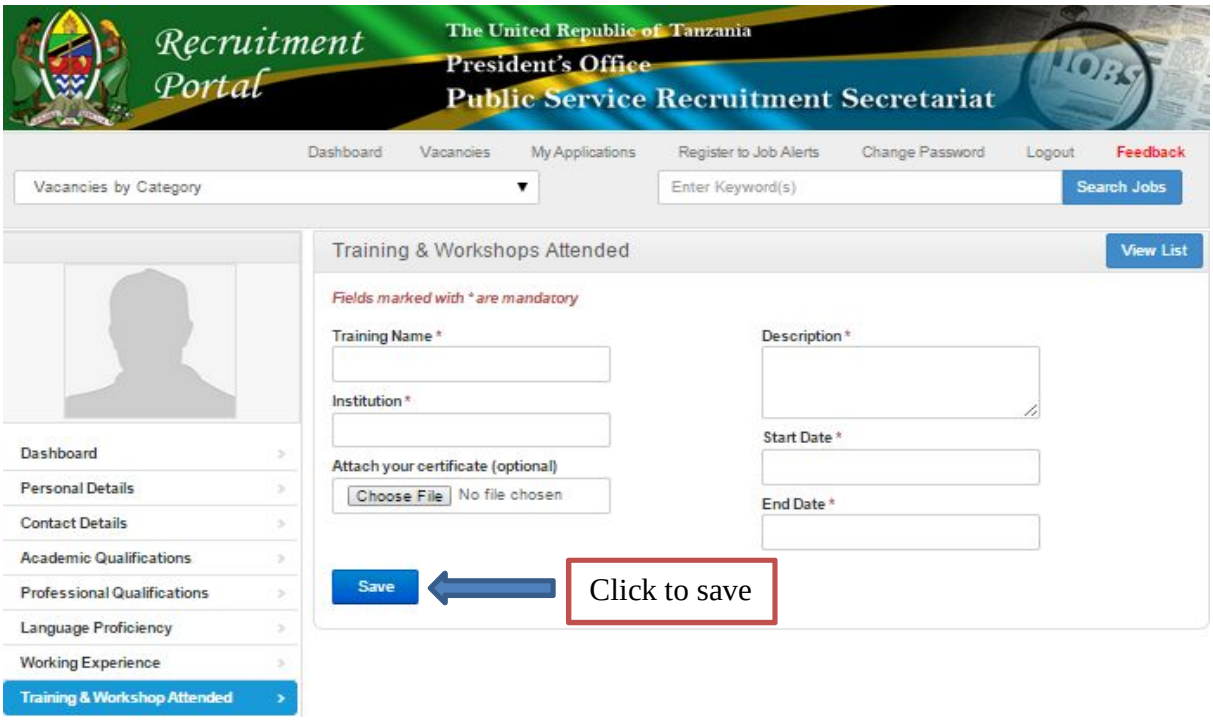


Training & Workshop Attended

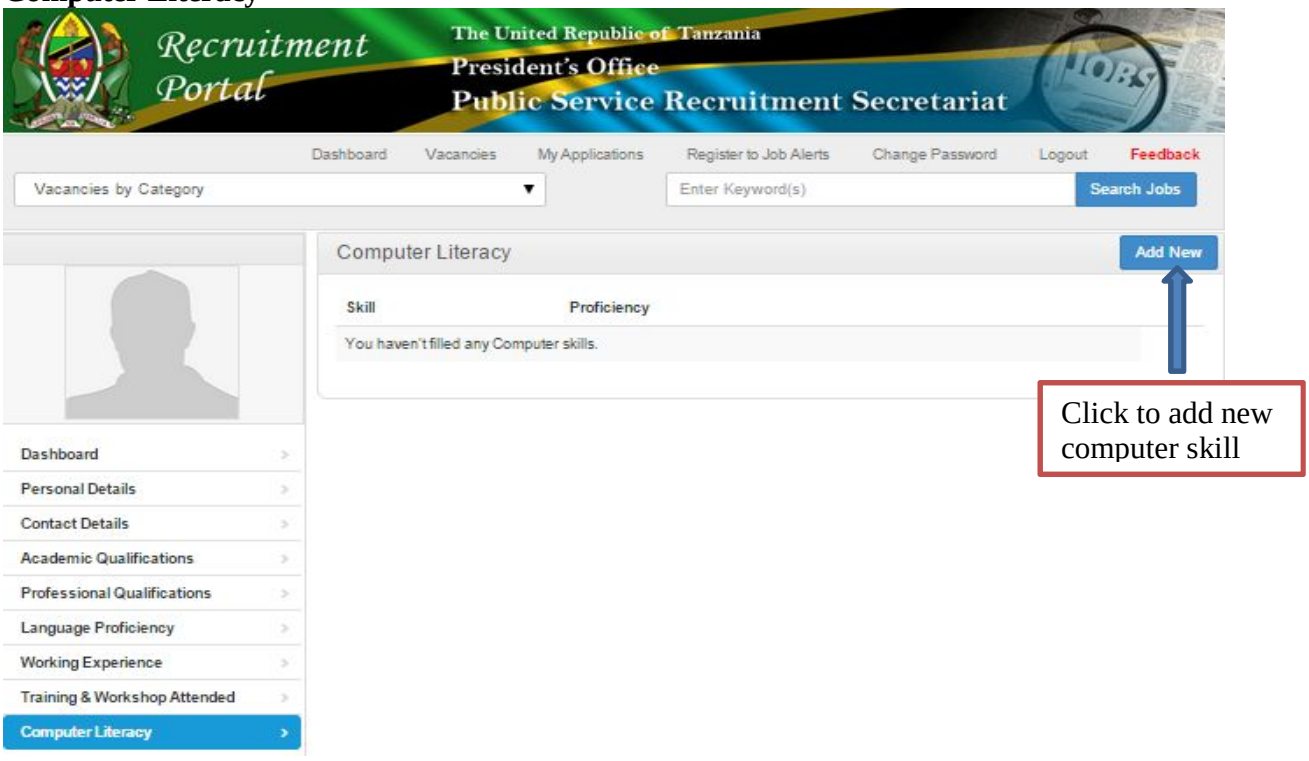
Applicants that have attended training, workshops and/or seminars will fill in information related to them in this tab.



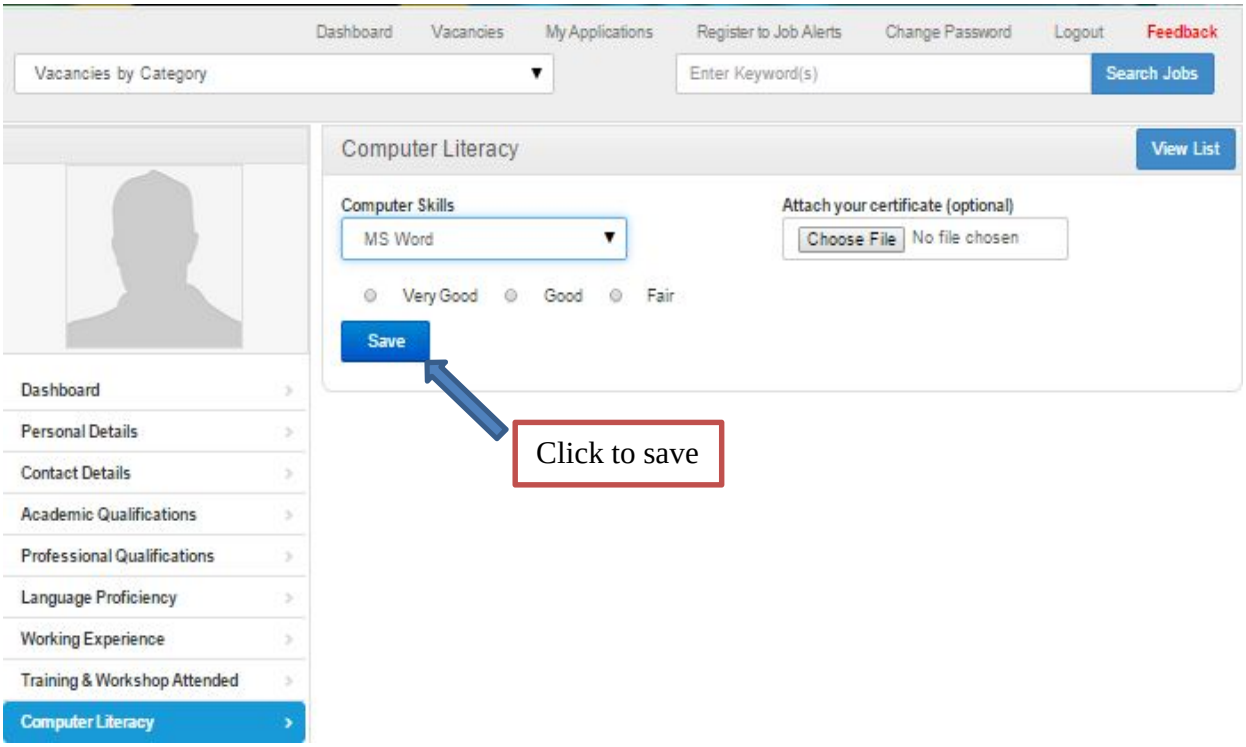
Fill in all the fields as they have been indicated, making sure to fill all those marked * so that you can save the training and workshops attended. Also make sure that the certificate to be uploaded is in pdf format.



Computer Literacy



In this tab, the applicant will need to indicate their computer literacy in particular in the areas of Ms Word, Ms Excel and Ms PowerPoint. This can also be supported by the attachment of certificate of training.

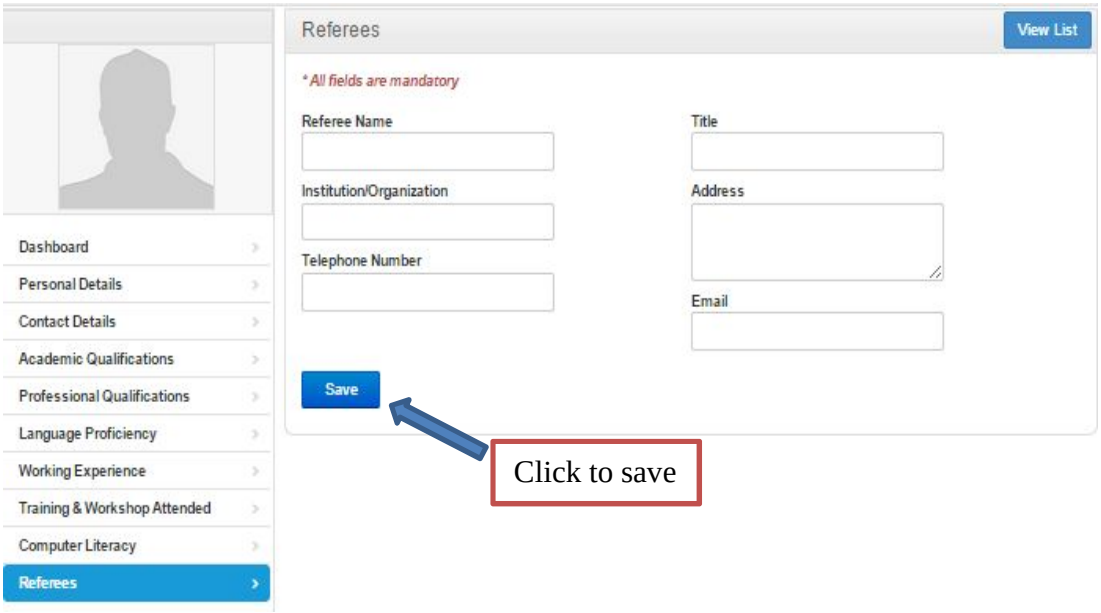


Referees

The applicant needs to identify and fill out information of referees that can verify information given by applicant as well as behaviour of the applicant.

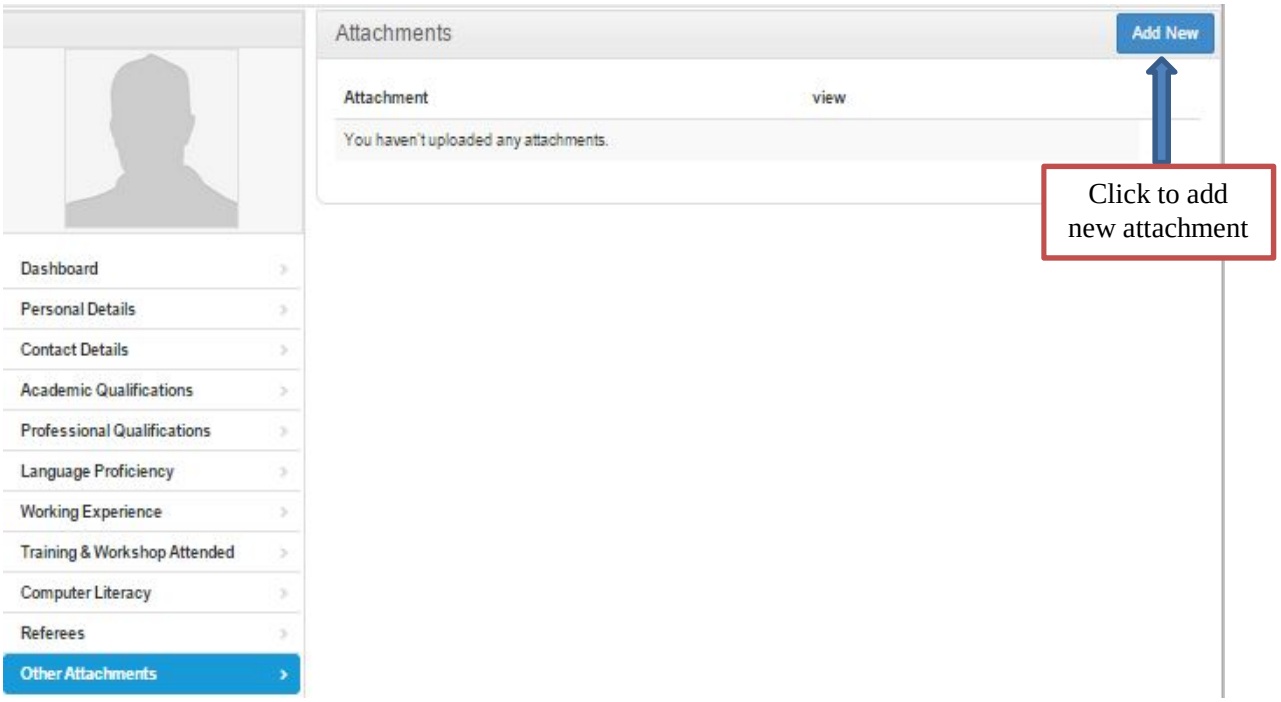


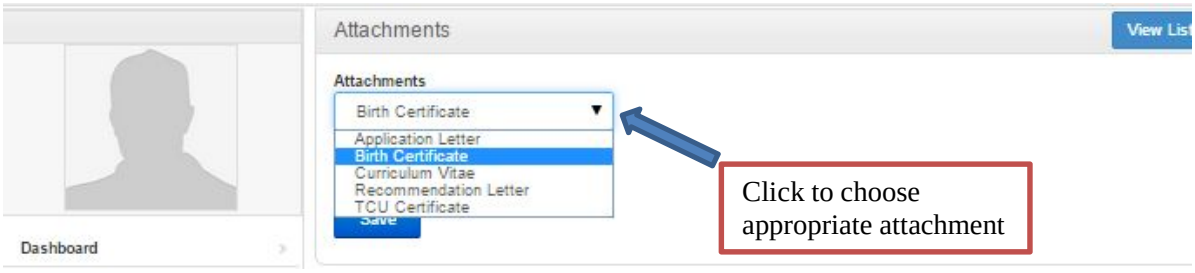
Fill in all the fields as they have been indicated, making sure to fill all those marked * so that you can save the new referee.



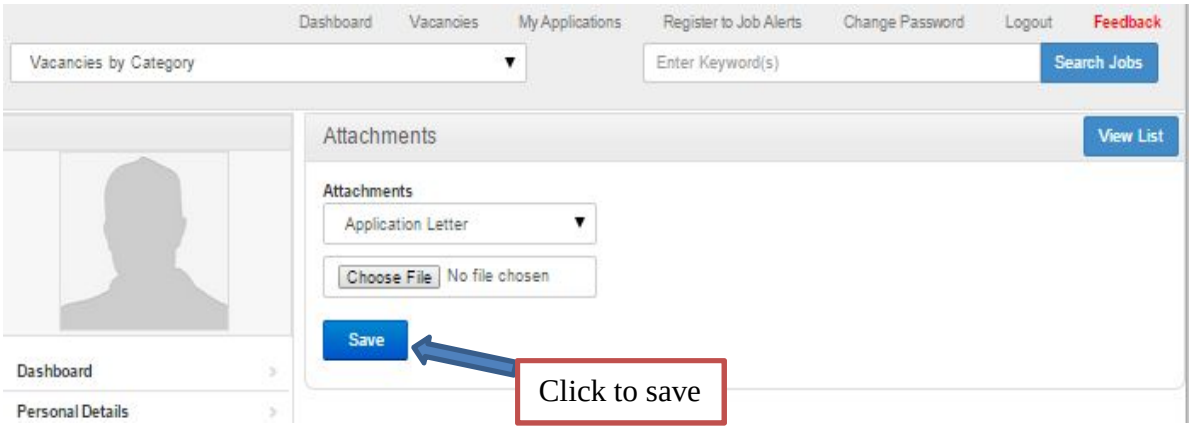
Other attachments

The applicant will need to attach other documents that are relevant to the job application but have not been accommodated in other tabs in this tab. This includes also the application letter, birth certificate, CV, recommendation letters and TCU certificate.



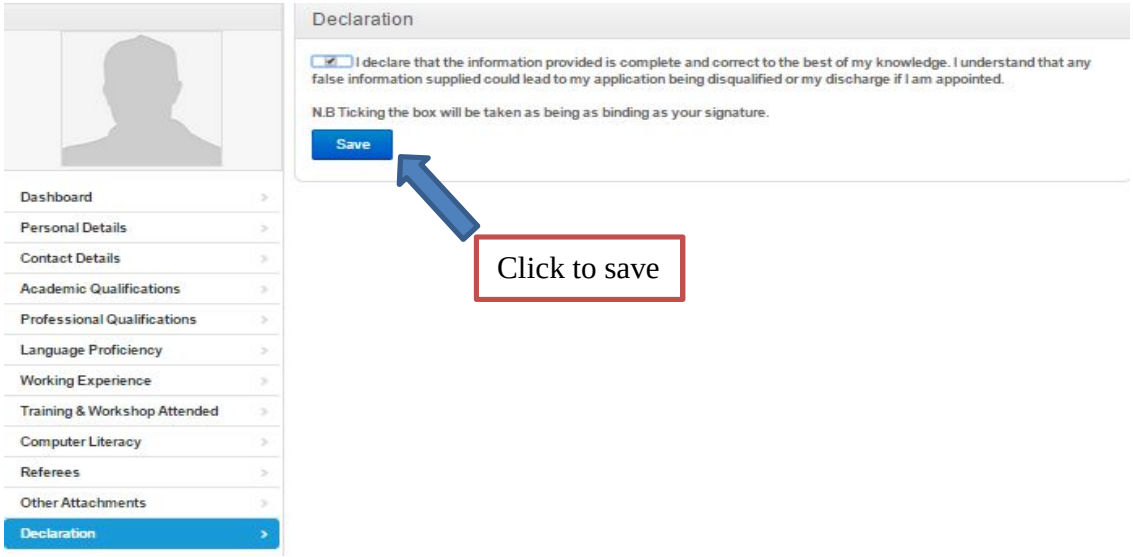


Please note that the attachments should be in pdf or Ms word format.



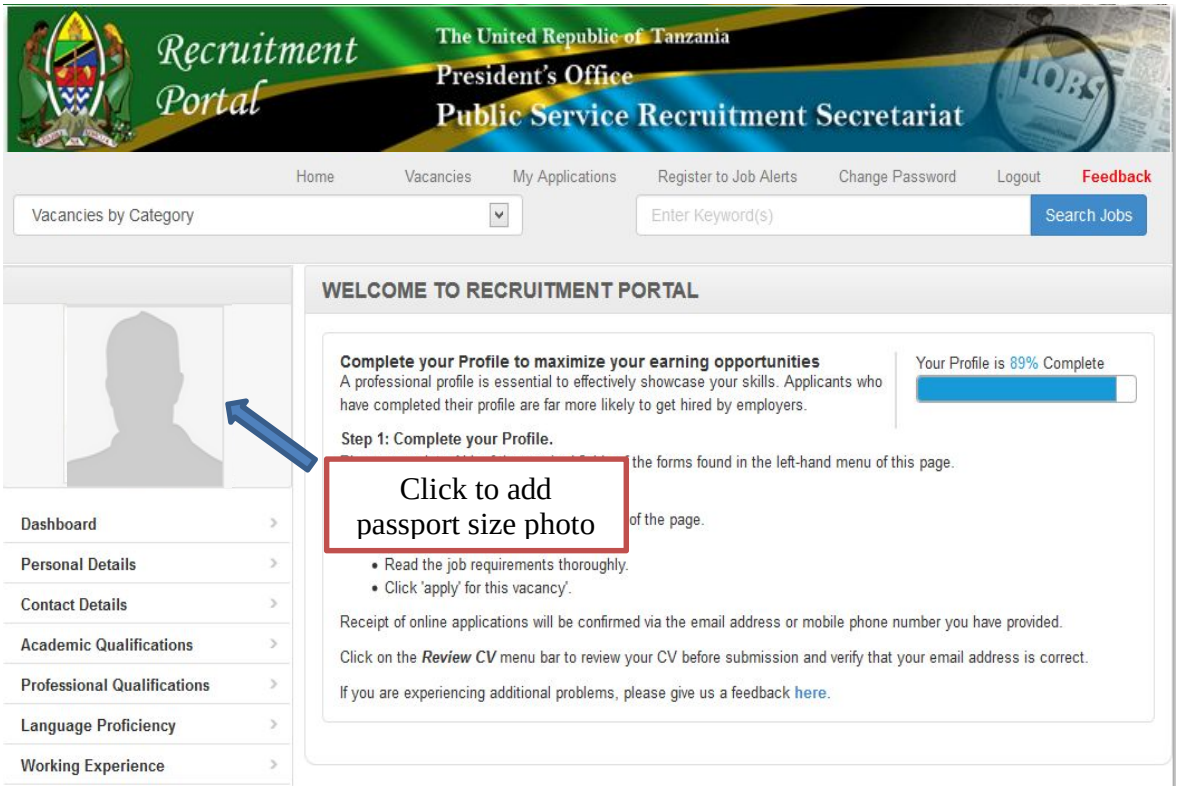
Declaration

After filling out all the necesarry information in the profile, the applicant needs to declare that the information that has been provided is correct.

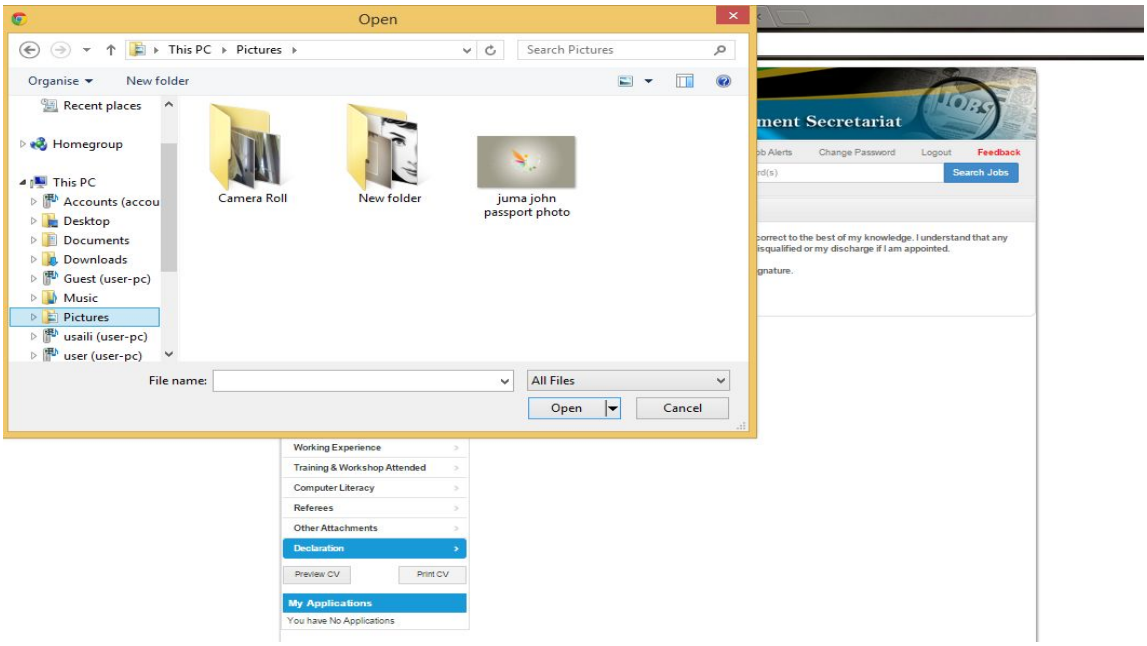


Add passport photograph

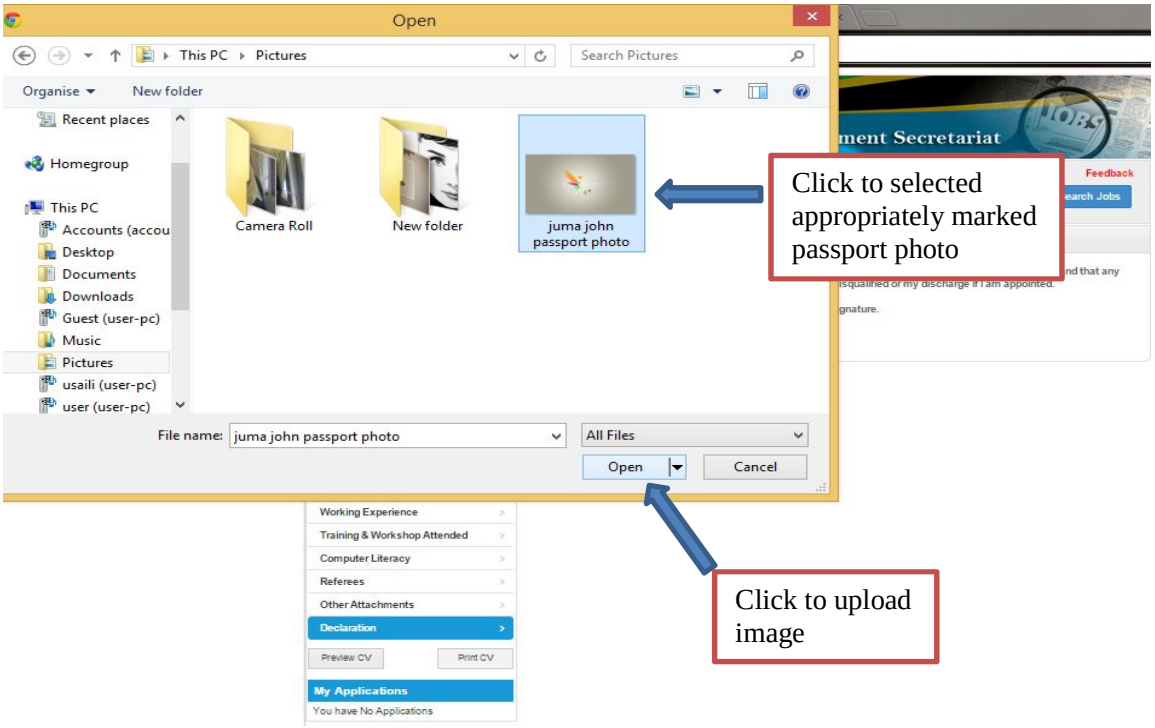
After filling out the various tabs of the profile, the applicant must now attach a passport size photograph of themselves.



The window below will open, find the location of the passport size through the navigation bar.

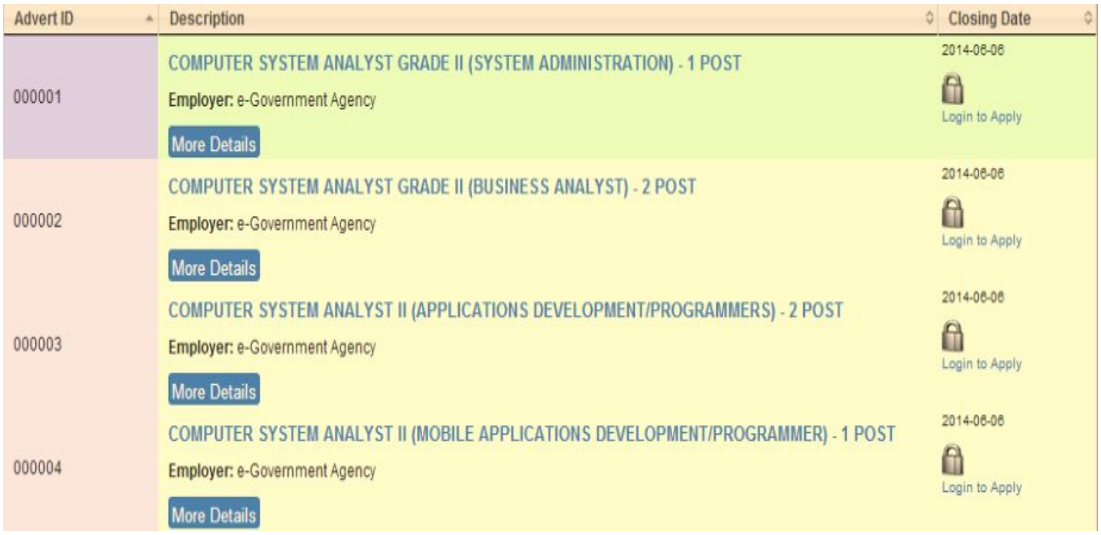


Once the location has been found, select the image by clicking it and the clicking open.

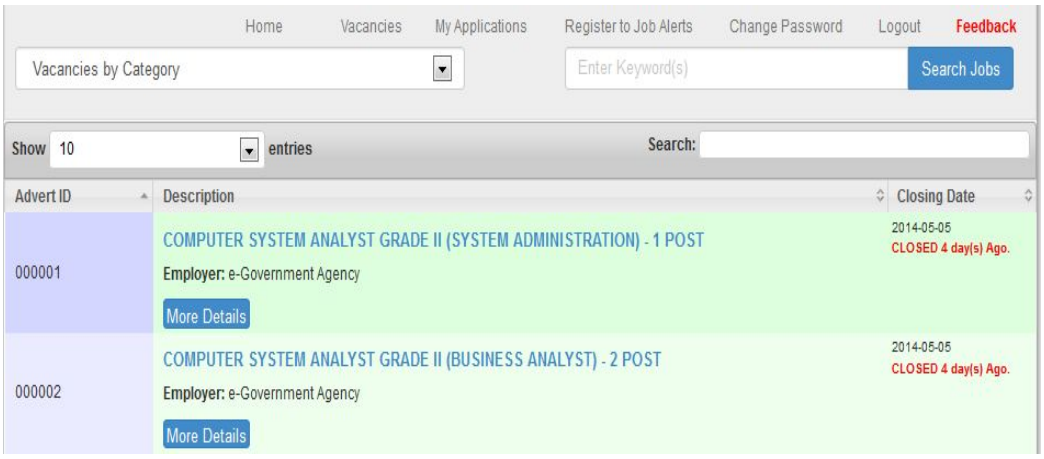


How to Apply

1. From the main menu, select ‘Vacancies’.
2. Search for a specific vacancy using any combination of the search keyword or Category filters, if you are not logged in, you will be required to log in first then apply for chosen post.
3. On ***more details*** tab you will find all the details concerning a particular post, these details include, Qualifications, Duties and Responsibilities, Salary Scale and all other relevant information.
4. Click on a chosen vacancy to view full vacancy details and apply, following the on screen instructions displayed.



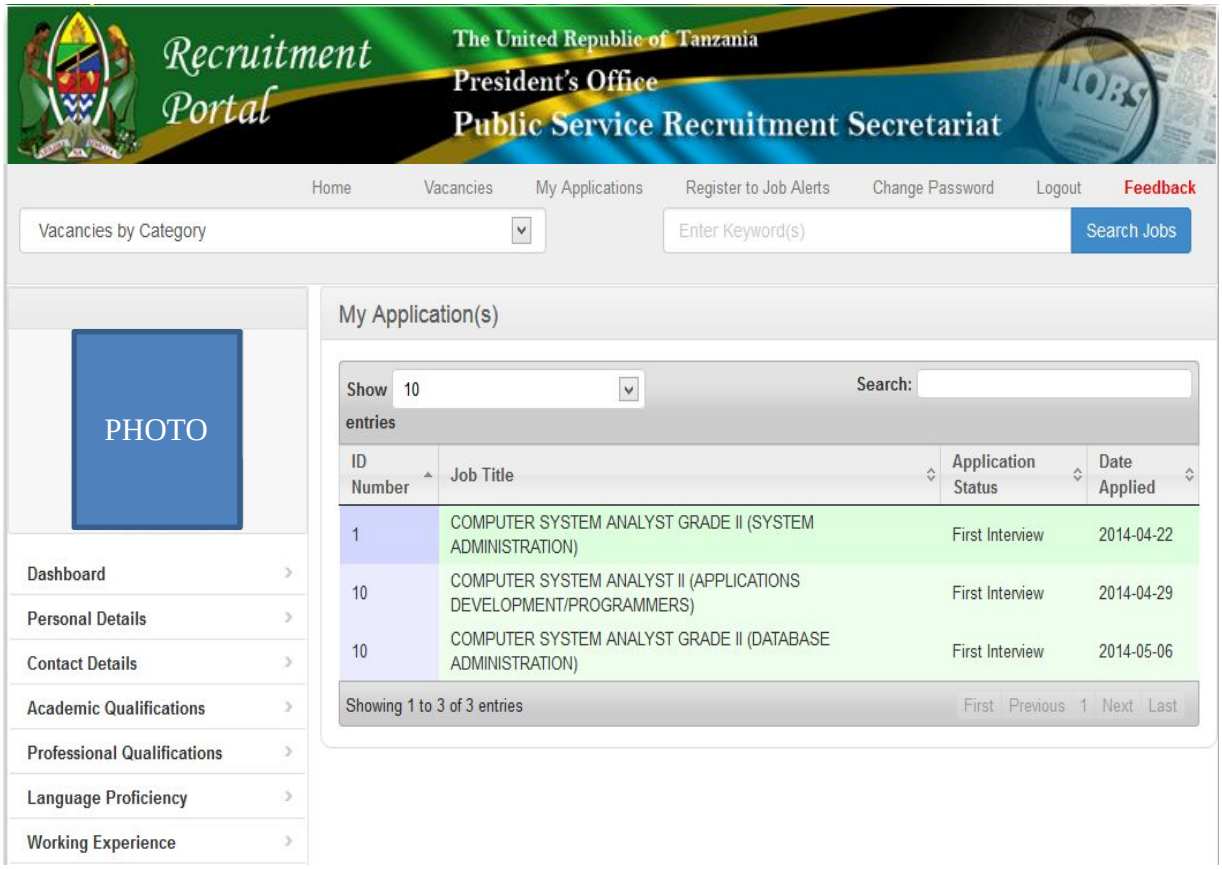
After the deadline, the job will remain visible for the period of seven (7) days but the applicant will not be able to apply for a job.



Please note, the system will mark ***'CLOSED'*** for vacancies that have already closed and applicants will not be able to apply.

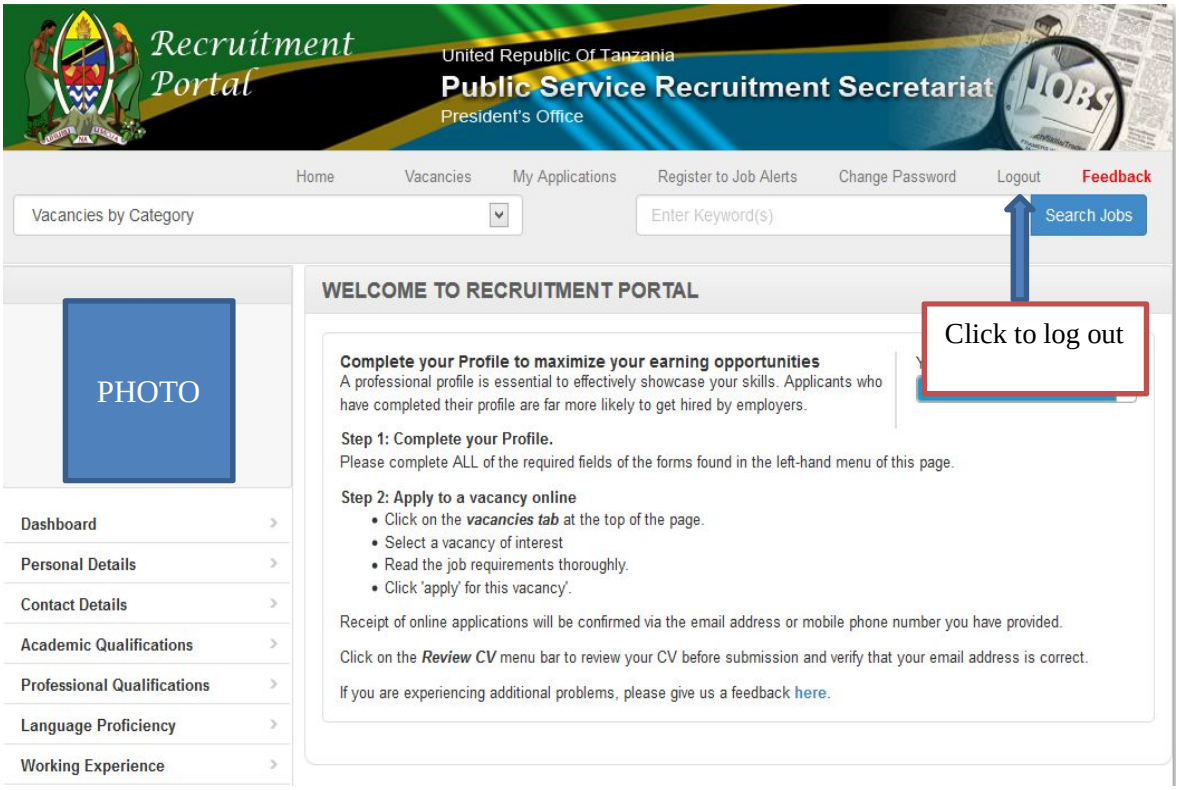
My Applications

"***My Applications***" This tab displays all applications activity associated with applicant's account. Options are provided to filter your list of applications.



Logging out

Once the applicant is done with using their profile, it is advised to log out of the system so as to ensure that no one else can access their account.



Guest

The guest is a user who is able to subscribe to job alerts and to view all vacancies by categories on *home page* without the need of register or login.

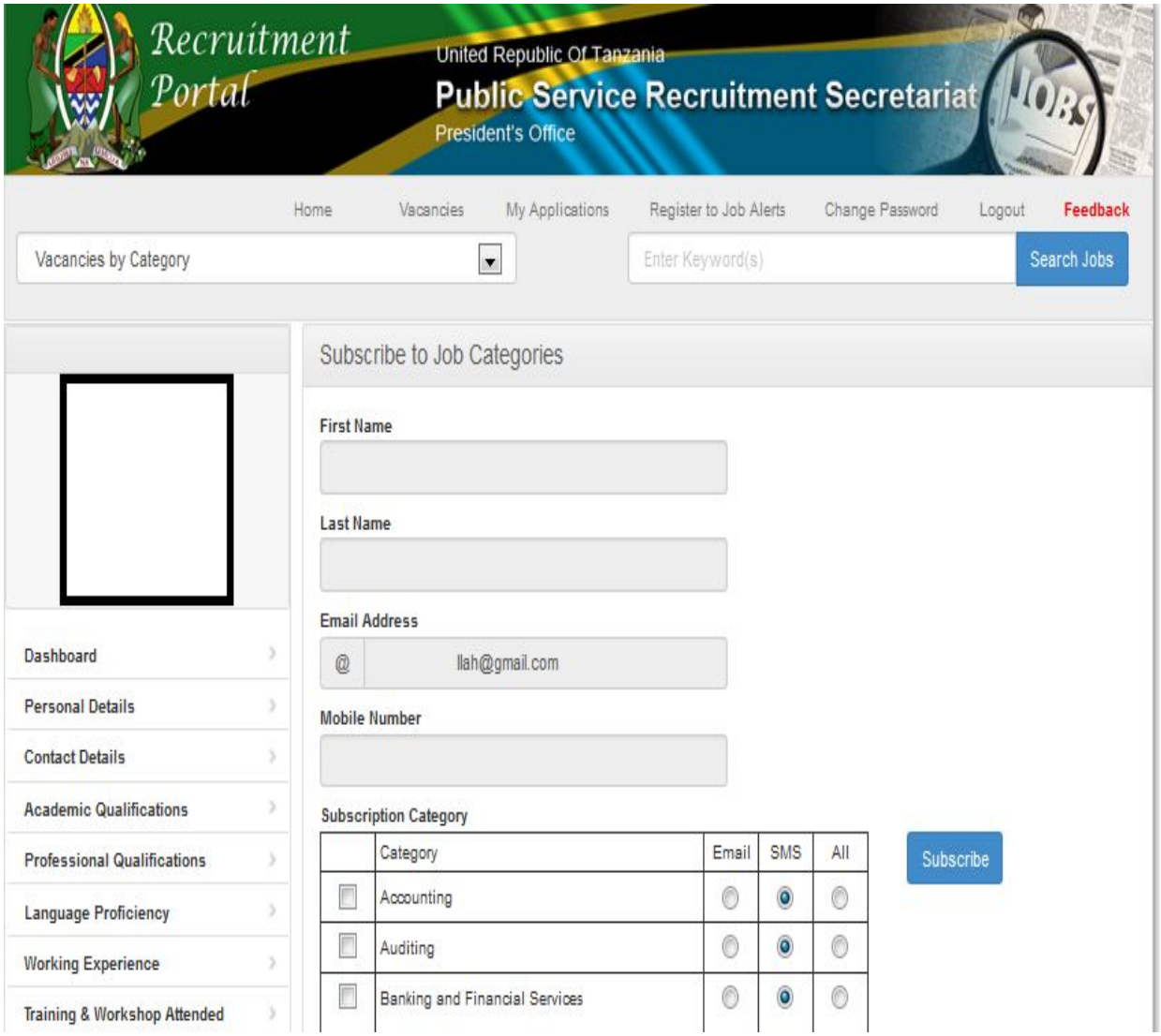
Note: To apply for a job he or she must register and login.

Jobs Alert

The system sends Email and SMS notification/alerts to applicants when there are new vacancies posted, call for interview, placements or any other reasons that prompt the administration to do so.

Note: Alerts for a new available vacancy requires applicant to subscribe.
The email address and Mobile number provided during registration process will be used to send email and SMS notification to applicant.

To register to job alerts use the ***'Register to Job Alerts'*** link in the main menu, select job category that you wish to subscribe and method of alerts delivery (SMS, Email or Both) then click subscribe .



Expert
A person who has special skill or knowledge in some particular field or specialist.

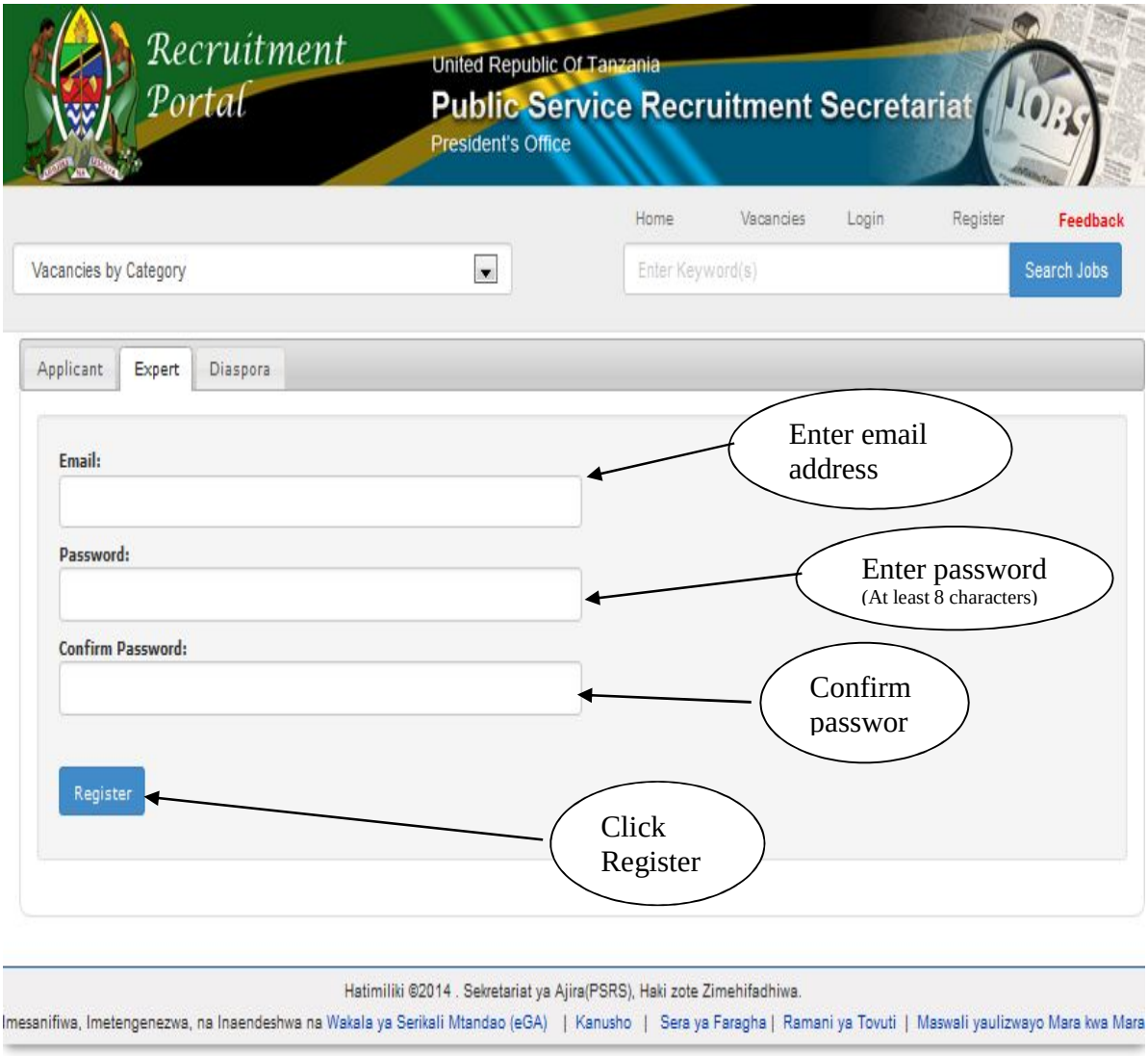
The Recruitment portal home page is the starting point of your application journey.
The following features are found at the homepage.

- **Vacancy** – Displays the list of all vacancies, the list can be filtered based on job description, job category, opening date and closed date
- **Application general conditions** – This shows all the conditions which expert should comply with.
- **Register** – This is where a user register and create an account on the recruitment portal before apply for a vacancy
- **Log in** – This allows user to log in to an existing account, complete profile make application(s) and subscribe to job alerts.
- **Home** – Return you to the home page
- **My Profile** – allows user to get back to Dashboard from the Home page
- **Log Out** – user quits from the system
- **My application** – This shows expert's applications history
- **Feedback** – Users can use the ***Feedback*** link to communicate in case they encounter any issue/problem that need attention/clarifications from the administrator.

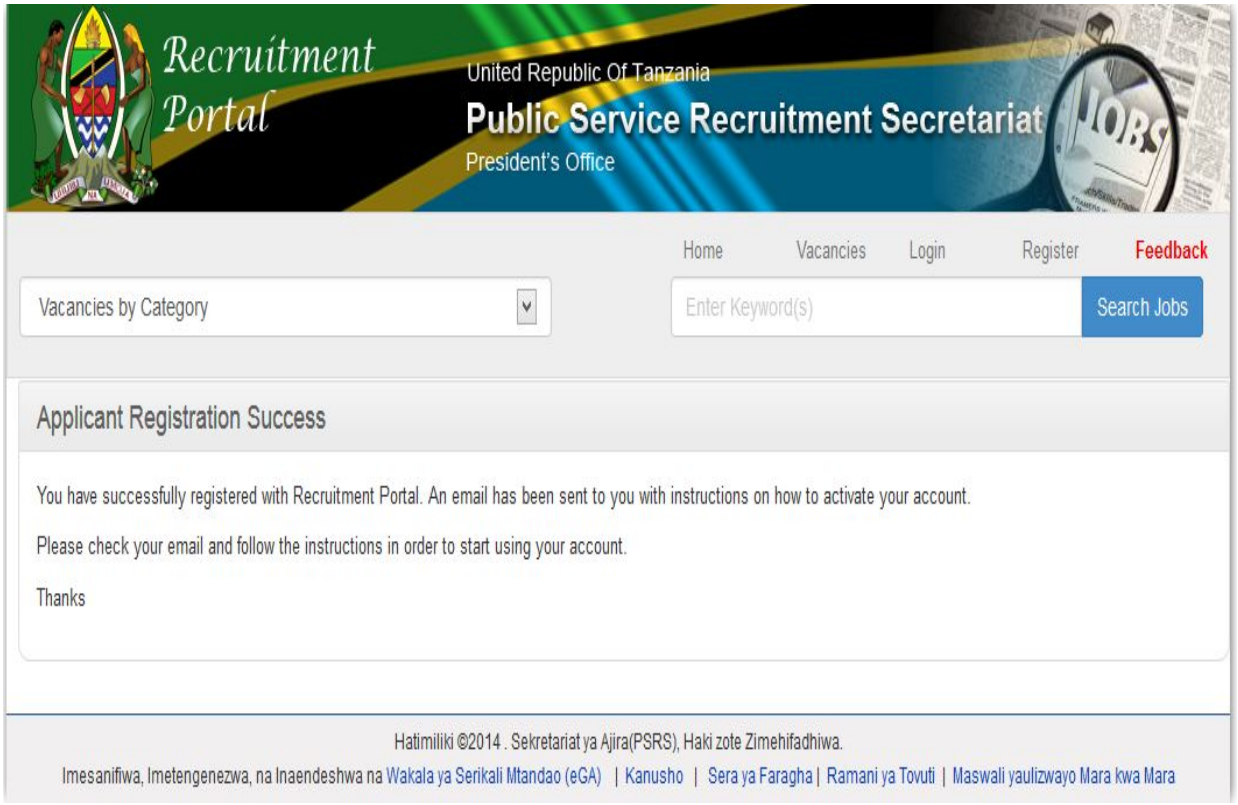
Creating an Account

1. Click on the '***Register'*** link on the recruitment portal home page.
2. You will be asked to provide your ***email address*** and ***password***. (which will be used as a username and password during log in to the system)
3. Click the tab '***Register'*** to continue with the process.

4. Confirm the password to make sure it entered correctly. Upon successful creation of an account, you will receive a confirmation email through the email address you have provided with a link to activate your account.



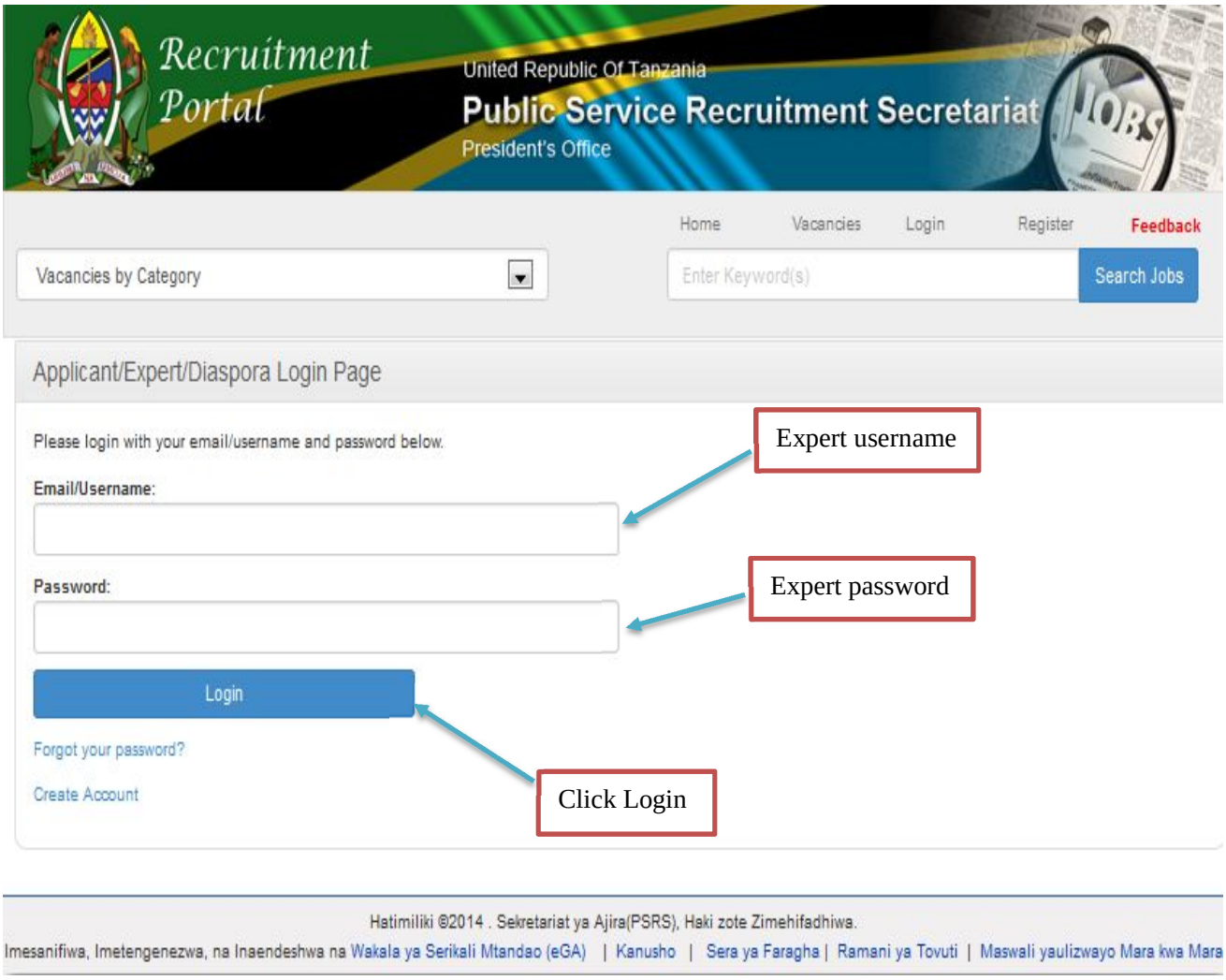
Registration Successful message



NOTE: Only activated account will be usable, if you don't find the email confirmation in your inbox, please try to check it in your junk folder (spam)

Signing In

Sign-in using the email address and password entered during registration.



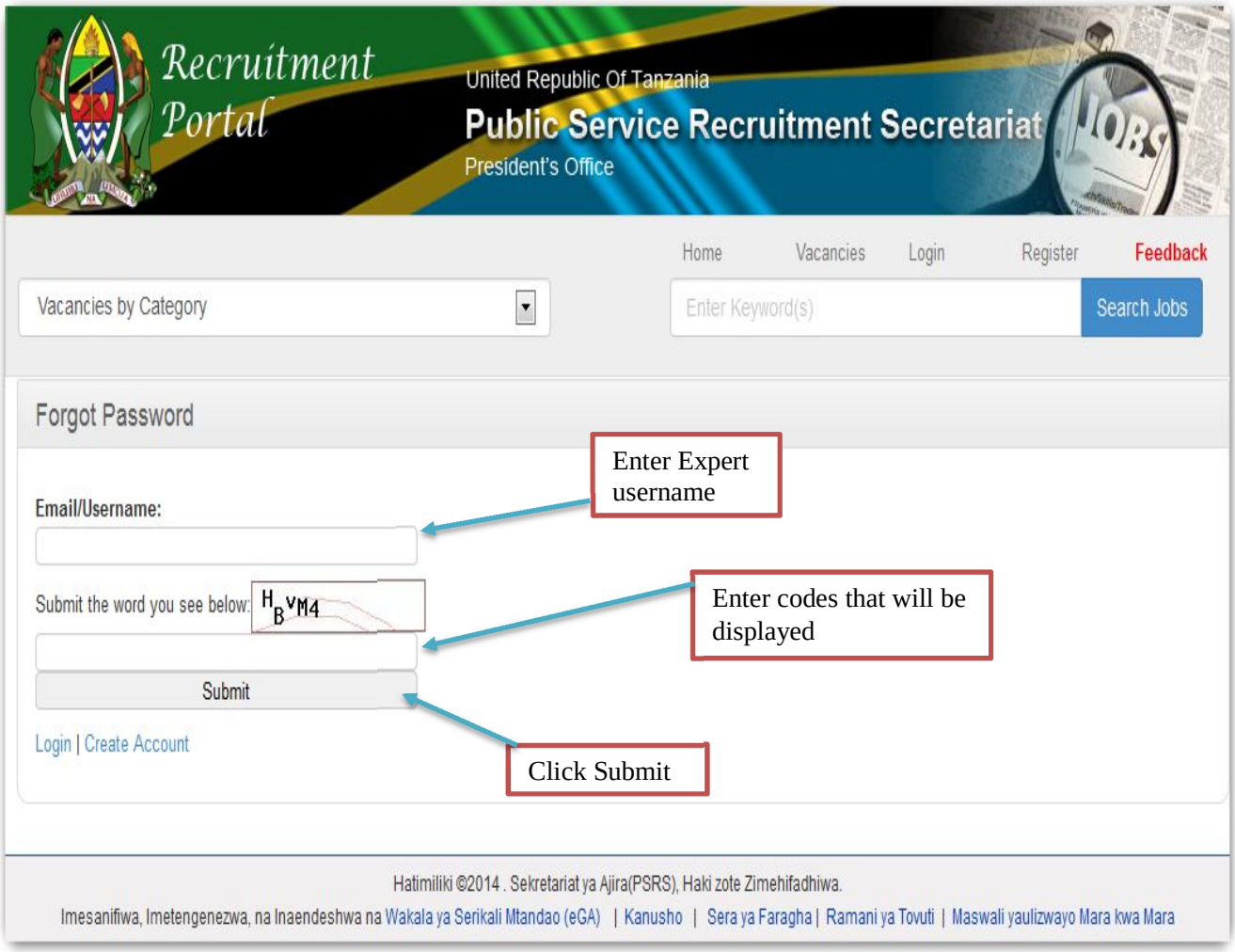
Forgot password

If you have forgotten your password, use the ***'Forgotten your password?'*** function.
Enter your email address and press ***'Submit'***. If that email address has been registered on the system then an email will be sent with a temporary password that you can use to log in to the system.

Enter your email address and the temporary password into the sign-in fields and, if successful, the system will ask you to update the password.
Please note that, passwords stored in recruitment portal are encrypted and cannot be retrieved

directly. If you are requesting password information the password will be **reset** and then emailed.

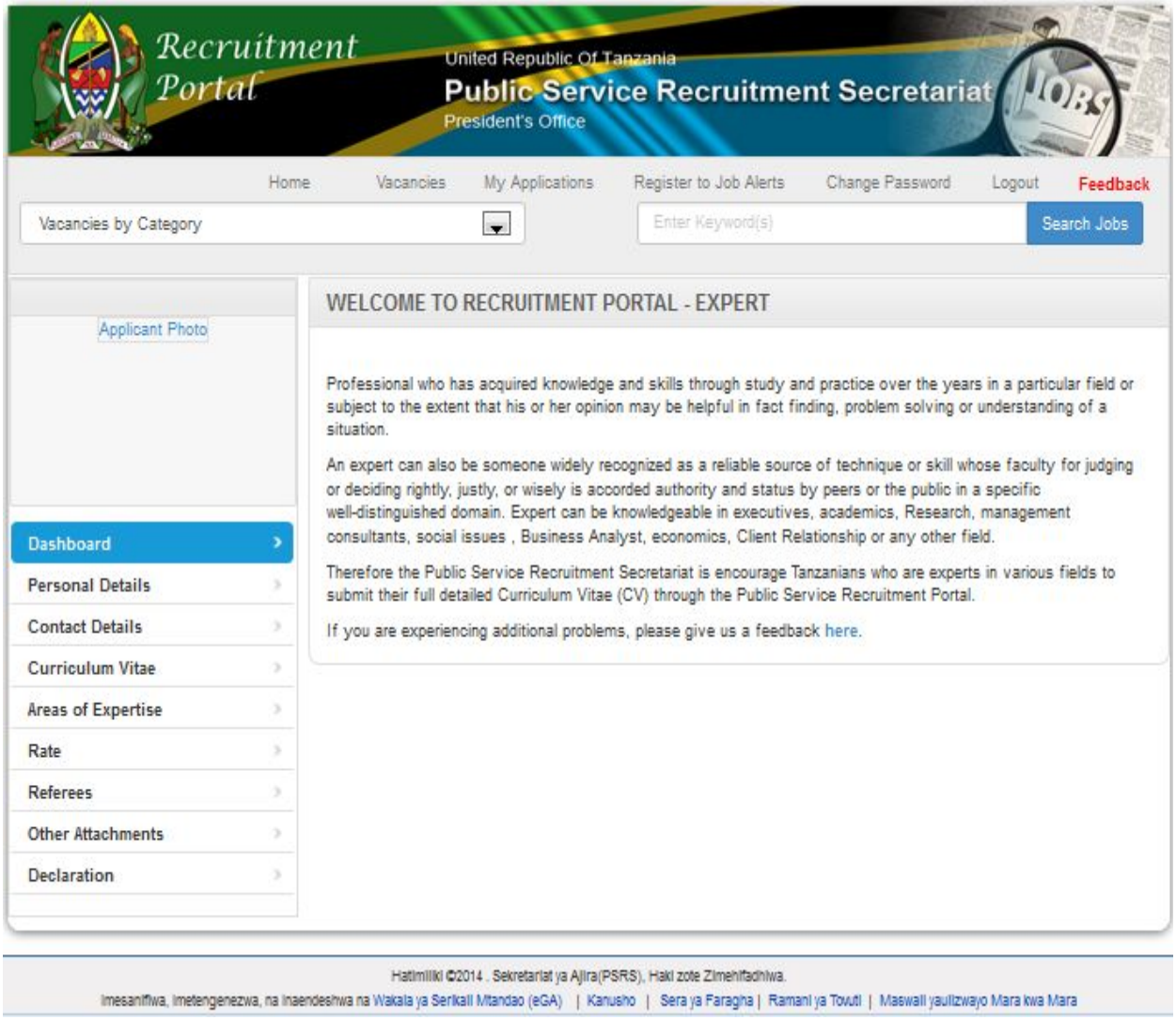
If you have not received your password within 60 minutes, please check your spam/junk folders.



Dashboard

After sign-in you will be taken to the Expert Dashboard. The top menu will contain the links to access the ***Home Page***, ***Vacancies***, ***My Applications, Register to Job Alerts***, ***Change Password***, ***log out and Feedback.***

You can return to the Dashboard at any point (provided you are signed in)



From the Dashboard, you will find 8 tab options: *Dashboard*; *Personal Details*; *Contact Details*, *Curriculum Vitae*, *Areas of Expertise*, Rate, *Referees*, *Other Attachments*, and *Declaration*

Expert should attach

- Curriculum Vitae (CV)
- Research/Project/Activities

Curriculum vitae (CV)

A short document that describes expert personal details, education, work experience and referee

Research/Project/Activities

An expert must had written a certain Research/Project/Activities that shows how his or her experience.