

## Helpful Tips on Completing the Online RIF (Layoff) Application

**Q1: Where can I find the online RIF Application and Work Force Placement Questionnaire?**

A1: <http://agency.governmentjobs.com/hawaii/default.cfm?auxjl=other>

**Q2: How do I submit the online application RIF forms?**

A2: You will need your own NEOGOV account to submit the RIF application forms. Please see the "[Users' Guide on How to Submit the Online RIF Application](#)" if you do not have an account. **Do not use another person's NEOGOV account.**

**Q3: What happens if I forget my NEOGOV account username or password?**

A3: Go to: [www.governmentjobs.com](http://www.governmentjobs.com). Under the username and password box, click on the link "I Forgot My Password" and follow the instructions. Your username and password will be emailed to you shortly thereafter.

You may also contact NEOGOV's customer support desk at 1-888-636-4681 Monday – Friday, from 6:00 a.m. – 6:00 p.m. (Pacific Standard Time).

**Q4: My daughter applied for a State job recently. Can I use my daughter's NEOGOV account to submit my RIF application?**

A4: No. You must have your own NEOGOV account in order to submit your RIF application forms. Using your daughter's account will affect her application and may affect your RIF job search.

**Q5: Can my daughter use my NEOGOV account to apply for State or county jobs?**

A5: No. If your daughter uses your account, it may affect your RIF job search.

**Q6: What are the steps to complete the online RIF application process?**

A6: There are five (5) steps to complete the RIF application process. They are:

- Step 1 Job Application
- Step 2 Agency-wide Questions
- Step 3 Supplemental Questions
- Step 4 Confirm Application
- Step 5 Certify & Submit

**Q7: What can I do to make the RIF application process easier?**

A7: Before you begin your online RIF application:

1. Download and print the "[Users' Guide on How to Submit the Online RIF Application](#)" and review it before you begin.
2. Be organized and have the necessary documents handy for your immediate reference. For example, present and past employer(s) address(es), phone number(s), month and year of all jobs, duties, etc.
3. If you have a lot of information to provide, you should type it in a word processing document. Then, copy the information from the word processing document and paste it into the blocks on the RIF application.
4. The online application has a timeout feature which will automatically log you out after one (1) hour of inactivity. If you are "timed out," you will lose all information that was not saved. To avoid being timed out, we advise that you click on the '**SAVE WORK IN PROGRESS**' button every 15 minutes to ensure that you do not lose any information if you get disconnected from your browser.

**Q8: Will I receive a notice that my application was received by DHRD?**

A8: Yes. An electronic notification will be sent to the email address that you used to create your NEOGOV account.

**Q9: Can I get a copy of my online RIF application that was sent to DHRD?**

A9: Yes. Go to: [www.governmentjobs.com](http://www.governmentjobs.com) and enter your username and password to access your account. Click on the application status link for a copy of your RIF Application. You may print a copy for your records.