Helpful Tips for NEOGOV Applicants

1. What process do I need to follow to apply for a job at the Chino Valley Fire District?

    All applications must be submitted online. The online process is instrumental in providing applicants and departments more timely communication on the status of the selection process. This process also allows applicants to attach resumes, transcripts, letters of reference and other important documents for review by the Human Resources Department.

2. An email address is required to complete the online application form; how do I get an email address?

    If you do not have any email address, free email is available through a number of providers.

3. How do I check the status of my application?

    You can check the status of your application by following these steps:

    -   Go to the applicant login page and enter your username and password.
    -   Click the 'Application Status' link in the center of the webpage. A status will be displayed for each position that you have applied for.

4. The position I'm interested in isn't listed. How can I know when there is an opening?

    Complete a Job Interest Card. Select as many job categories as you'd like, fill in your contact information and you will receive an email as positions in those categories become available.

5. I have already submitted an application. How can I update my application if needed?

    With the exception of applicant contact information (name, address, phone number and email address), submitted applications cannot be updated.

    In order for the applicant to provide other updated information after an application has already been submitted, they must submit a new, separate application to the particular posting.

6. Will you hold my application on file for future vacancies?

    No, your application becomes part of the records for the hiring process in which you have applied.

7. What if I want to submit a resume/cover letter, licenses, certificates or other materials?

    You may upload and attach additional documents to your application. Please note, submitting additional documents will not substitute for completing an application.

8. I have already created an account, how do I log back into the system?

   Once you have established your account, you may access your account at the Applicant Login Webpage.

9. What if I can't remember my username and/or password?

   From the Applicant Login Webpage, click the 'I forgot my username and/or password' link. If you know your username, input that information, then simply answer three previously answered security questions and instantly reset your password, or,

   From the Applicant Login Webpage, click the 'I forgot my username and/or password' link, input your email address and an email containing the requested information will be sent to the email address associated with the account. Please make sure to check your spam/junk mail folders and also add info@governmentjobs.com and info@neogov.com to your 'safe sender' list. If you still do not receive the email notice, then contact NEOGOV Toll-Free Applicant Support at (855) 524-5627.