THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE
PUBLIC SERVICE RECRUITMENT SECRETARIAT

RECRUITMENT PORTAL

USER TRAINING MANUAL - (Applicants/Experts)

Version Control

Version	Date	Author	Change description
1.0	28/08/2014	PSRS & eGA	Document created
1.1	01/03/2015	PSRS	Document updated
2.0	20/11/2019	PRRS	System and 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

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
URL   **-** Uniform Resource Locator
MDA   **-** Ministries, Independent Department and Agency
LGA   **-** Local Government Authorities
CV   **-** Curriculum Vitae

Table of Content

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.

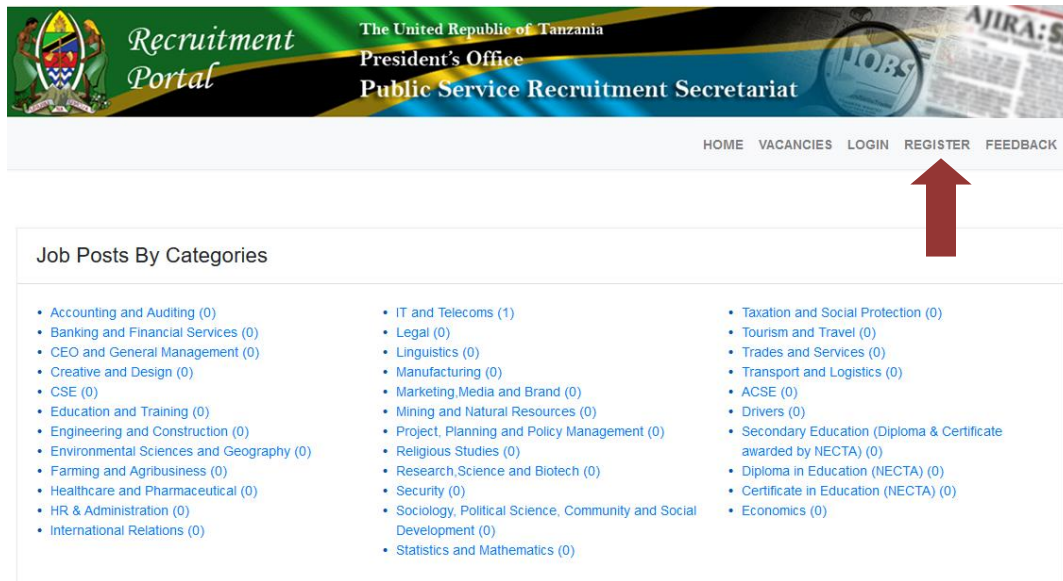# Home Page

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

The following features are found at the homepage.

- **Home** – Return you to the home page
- **Vacancies** – Displays the list of all vacancies, the list can be filtered based on job description, job category, opening date and closed date
- **Log in** – This allows user to log in to an existing account, complete profile make application(s) and subscribe to job alerts.
- **Register** – This is where a user register and create an account on the recruitment portal before apply for a vacancy
- **Feedback** – Users can use the *Feedback* link to communicate in case they encounter any issue/problem that need attention/clarifications from the administrator.

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

Creating an Account

Click on the '*Register'* button on the recruitment portal home page.

Enter your *email address* and *password* (which will be used as a username and password respectively during log in to the system). Click the '*Register'* button to continue with the registration process.

Important things to note:

1. 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. Make sure you open your inbox to see this email.

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

3. 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.

4. Please ensure that you keep your password **safe and secure**
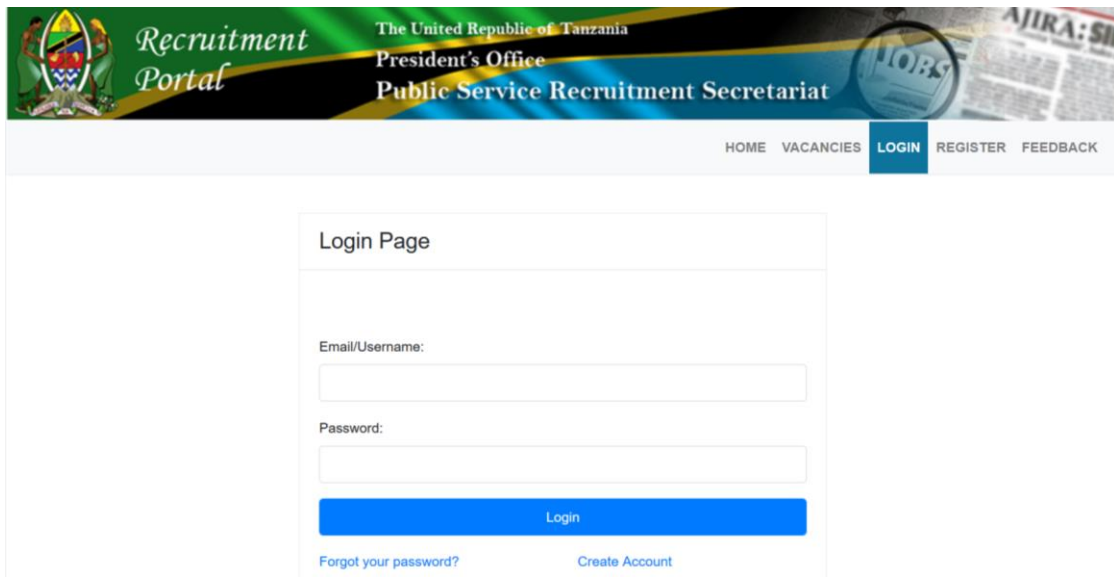
Registration Successful message
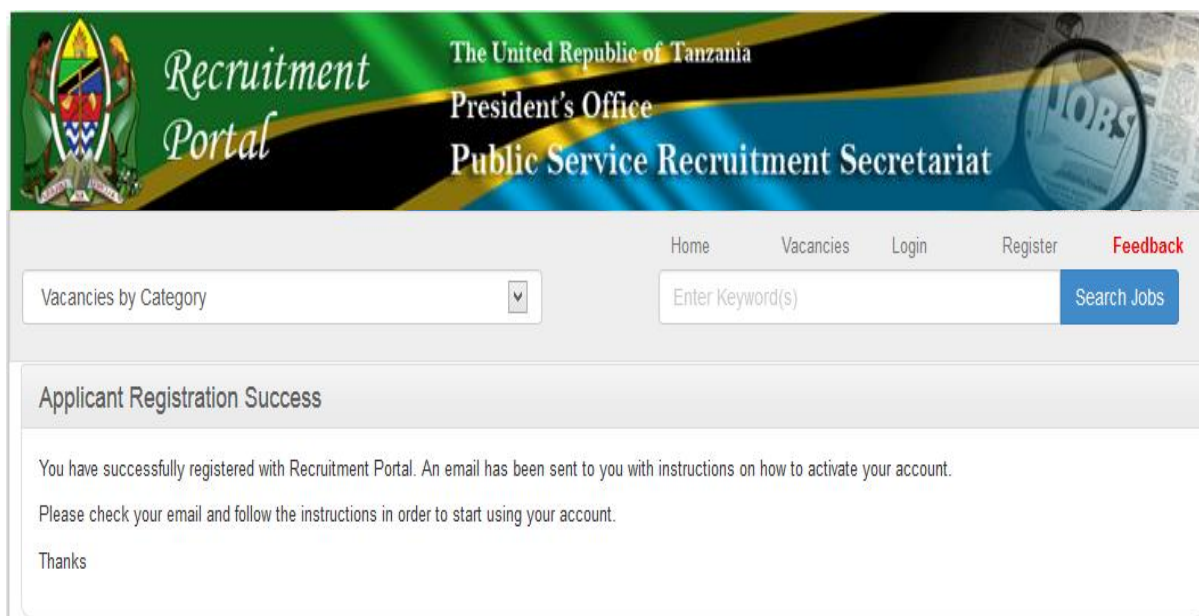
NOTE: Only activated account will be usable, if you don't find the email confirmation in your inbox, please try to check it in your junk folder (spam).

Login
Login using the email address and password entered during registration.

Dashboard

After login you will be taken to the applicant Dashboard. The top menu will contain the links to access the *Home*, *Vacancies*, *My Applications*, *Register to Job Alerts*, *Change Password*, *logout and Feedback.*

- **Home** – Return you to the home page
- **Vacancies** – Displays the list of all vacancies, the list can be filtered based on job description, job category, opening date and closed date
- **My application** – This shows applicant's job applications history
- **Register to job alerts** – This allows the user to register to register to job alerts that can be received through SMS and email address.
- **Change password** - Allows the user to change their password
- **Log Out** – user quits from the system
- **Feedback** – User can use the *Feedback* link to communicate in case they encounter any issue/problem that need attention/clarifications from the administrator.
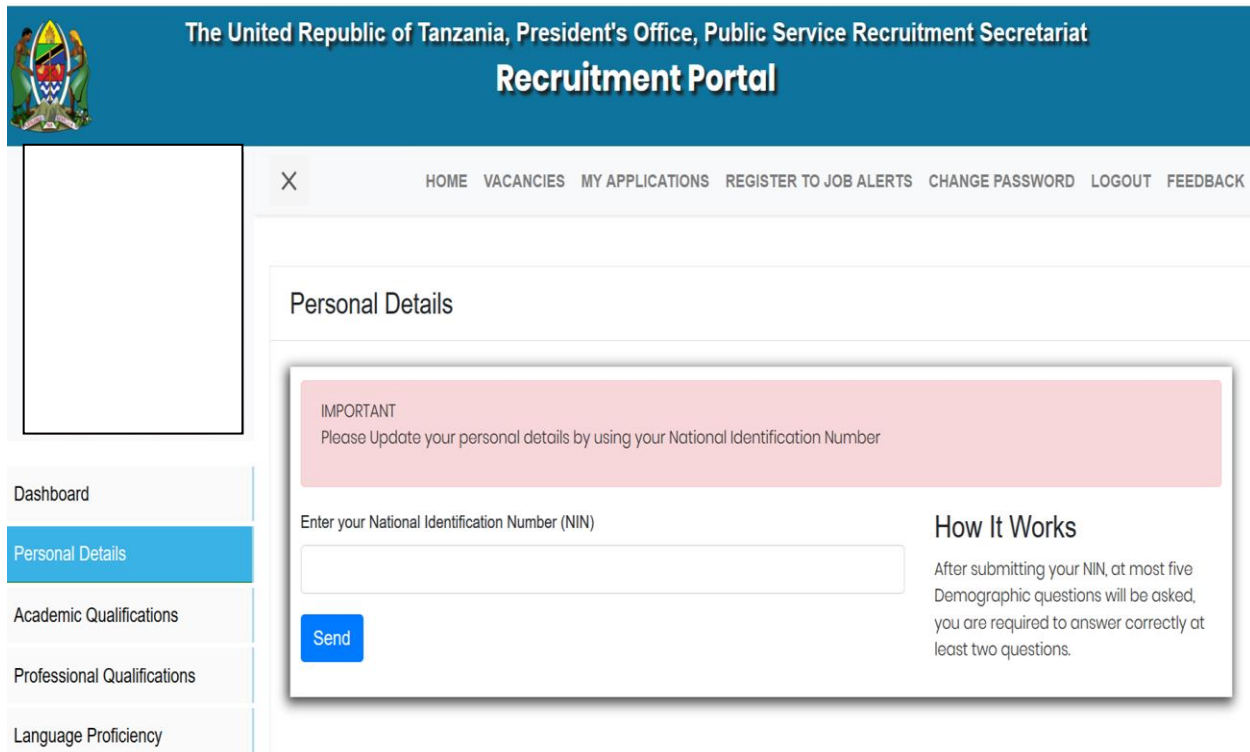
Applicant Profile

The applicant's information will be 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.

Applicants 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. Make sure that you scan each document separately and save them in 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 information will be fetched once the correct National Identification Number is entered and verified.

Once the correct information is fielded, the applicants information will be automatically filled. You will then be required to fill in the form below and click save to upload your information into the system.

Contact details

You will be required to fill in relevant contact information including your telephone number, postal and current adress, etc. Click save to upload your information into the system.

Single

Government Employee ?

Disability

No

Save Personal Details

Contact Details

Country of Residence *

Tanzania, United Republic of

Mobile *(eg 255799123456)* *

255713859600

Current Resident Region

Dar es Salaam

Current Resident District

Kinondoni

Current Postal Address

PO BOx	Region	District
Box Number	---Select---	---Select---

Save

Academic Qualification

This tab is used to save your academic certificates that you have scanned in PDF format. These academic qualifications include the following levels; certificate, full technician certificate, diploma, advanced diploma, degree, postgraduate diploma, masters and phd.

Fill in all the required information by following these steps:
1. Select education level
2. Select the country of study
3. Select the appropriate 'Programme Category' (choosing the correct category ensures that you will find the programme names associated with a specific category)

4. Select the appropriate 'Programme Name'. This should be the same as what is written on the specific certificate you are trying to upload. If you can not find your 'Programme Name' chances are you choose amn incorrect category, there for choose another more related programme category and search through the 'Programme Name' again to find the correct name.

5. Select or type in the institution name. If the institution name is not available, type in the full name, no abbreviations are allowed.

6. Input the start and finish date
7. Attach your certificate. Ensure that the cerificate you attach is not more than 2MB.
8. Click save to upload the changes into the system.

Note:
1. You are required to enter each certificate individually.
2. While entering information about CSE and ACSE, ensure that you enter the correct index number.
3. Those who have studied outside Tanzania are required to have certificate verification letter or cerificate from NECTA (for secondary education), NACTE (for diploma and certificates) and TCU (for university education).

Lost certificates (ACSE or CSE)

Candidates with lost certificate are required to indicate that their certificates have been lost and fill in the required information. Once this information is filled, the system will be able to fill in other relevant information for them.
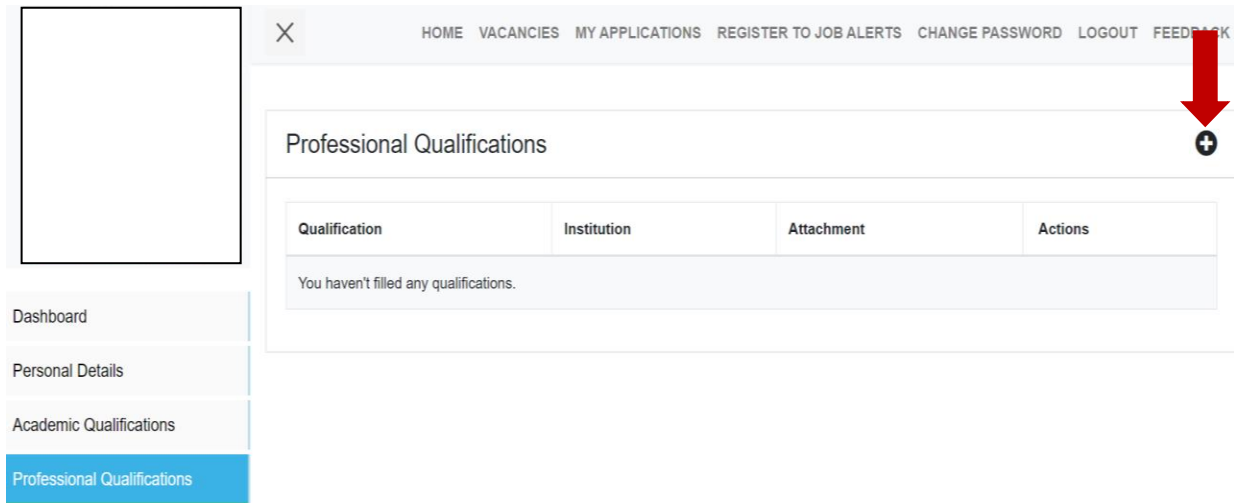

Click on the 'click here if you have lost your certificate' button as shown above.

Make sure that you enter your examination index number and year of completion correctly.

A window will appear showing the information of your certificate, if this information is correct then click the 'confirm & save' button so as to upload the changes into the system.
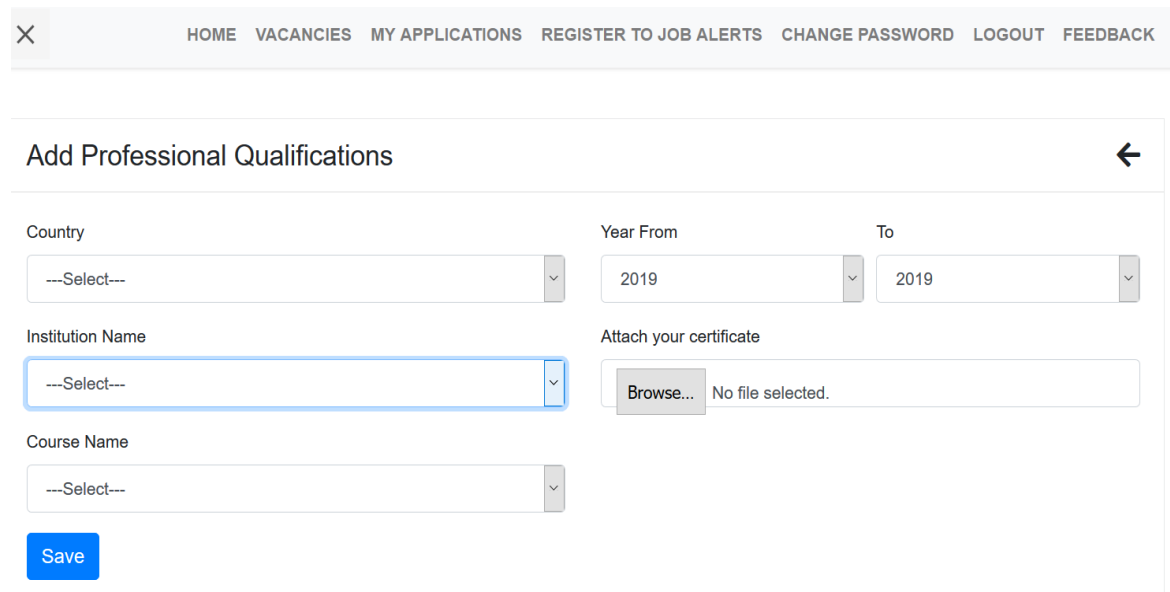
Professional qualifications

In this tab, applicants with professional qualifications such as CPA, ERB, CCNA, CISA, CISM, Medical Practising licences, Driving license (for drivers), Advocate Practising Licences, 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.

Fill in all the necessary information and click 'save' button to upload changes to the system.

Language Proficiency

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

Select the language you wand to fill in then click at level of competency for speaking, readind and writing. Click 'save' button to upload changes to the system.

Language Proficiency ←

Language

English ⌄

Speak
◯ Very Good   ◯ Good   ◯ Fair

Read
◯ Very Good   ◯ Good   ◯ Fair

Write
◯ Very Good   ◯ Good   ◯ Fair

Save

The United Republic of Tanzania, President's Office, Public Service Recruitment Secretariat
Recruitment Portal

Dashboard

Personal Details
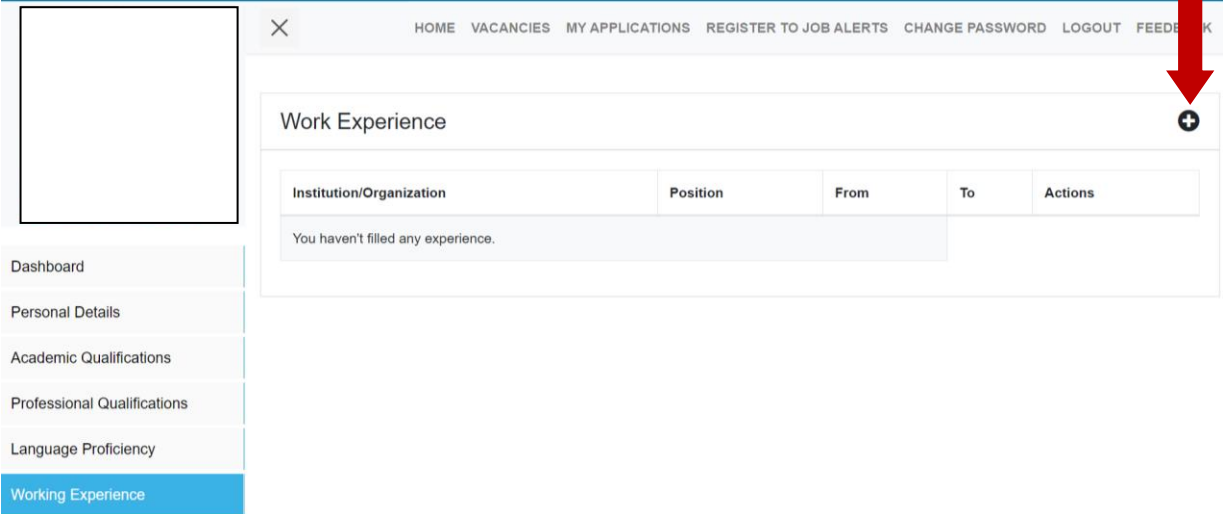
Academic Qualifications

Professional Qualifications

Language Proficiency

Language Proficiency ⊕

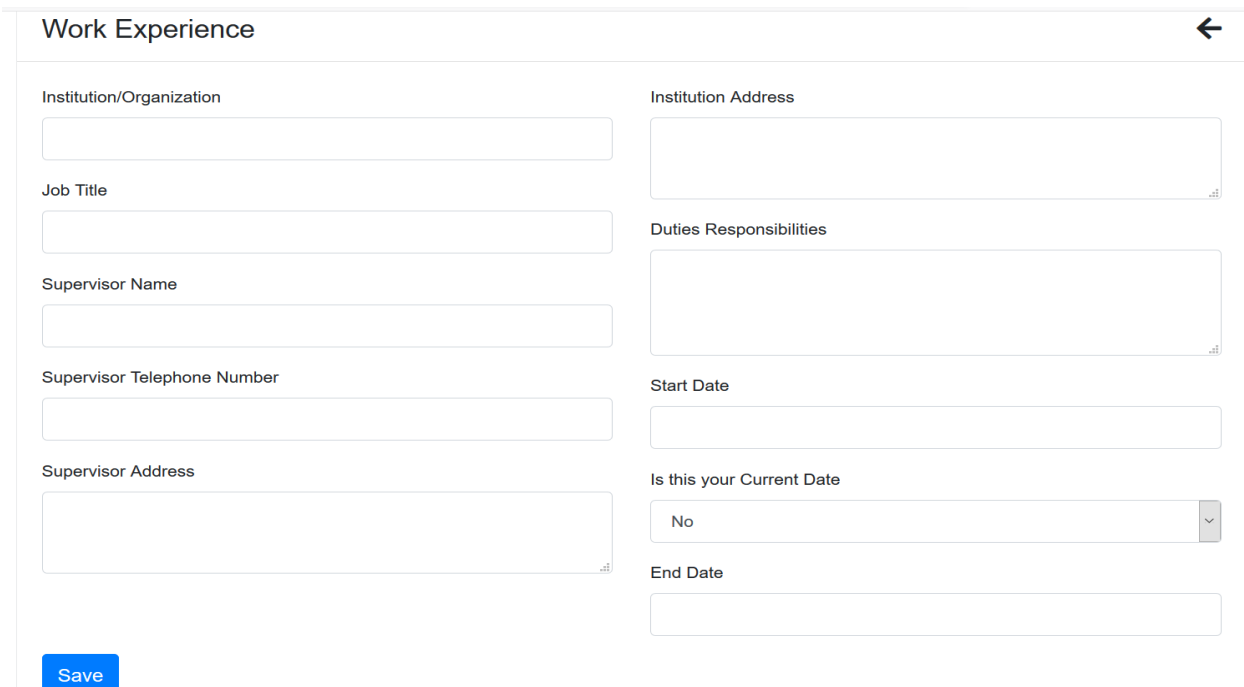| Name	Speak	Read	Write	Actions	
Kiswahili	Very Good	Fair	Fair	view	delete
English	Good	Good	Good	view	delete

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 necessary information and click 'save' button to upload changes to the system.

Training and workshops

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

Fill in all the necessary information and click 'save' button to upload changes to the system.

Computer Literacy

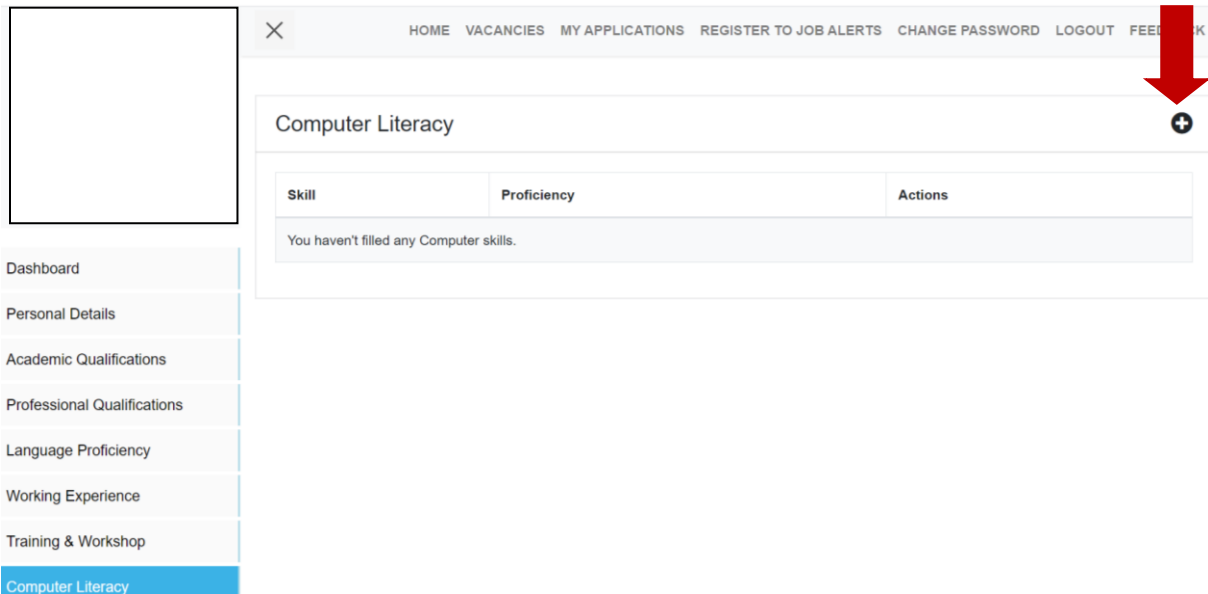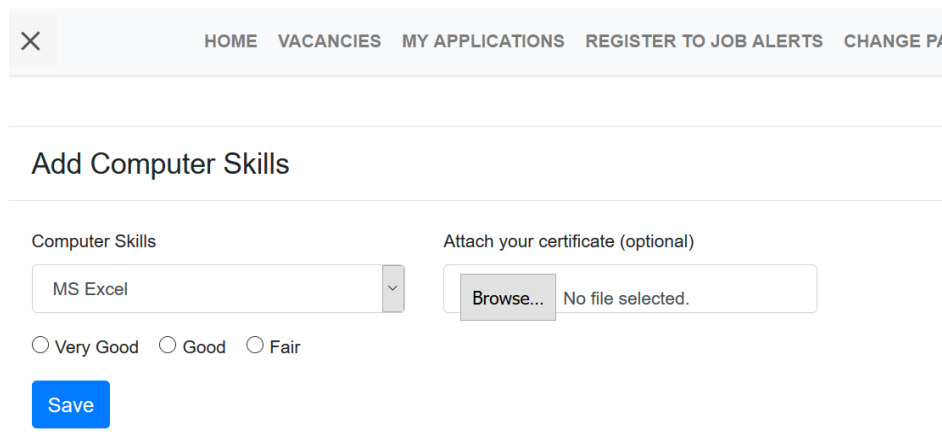In this tab, the applicant will need to indicate their computer literacy in particular in the areas of Ms Word, Ms Excel and Ms PowerPoint. This can also be supported by the attachment of certificate of training.

Fill in all the necessary information and click 'save' button to upload changes to the system.

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 necessary information and click 'save' button to upload changes to the system.

Note: make sure that all information entered is correct so that the referree can be reached.

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 and recommendation letters.

Select the type of you want to attach and then upload the relevant attachment and click 'save' button to upload changes to the system.

Declaration

After filling out all the necessary, you are required to declare that all the information is correct and truthful. By clicking this, you have agreed that the information is correct. Entering incorrect or/and false information is grounds for disqualification at any stage of the recruitment process.

HOME   VACANCIES   MY APPLICATIONS   REGISTER TO JOB ALERTS   CHANGE PASSWORD   LOGOUT   FEEDBACK

Declaration

☑ I declare that the information provided is complete and correct to the best of my knowledge. I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.

N.B Ticking the box will be taken as being as binding as your signature
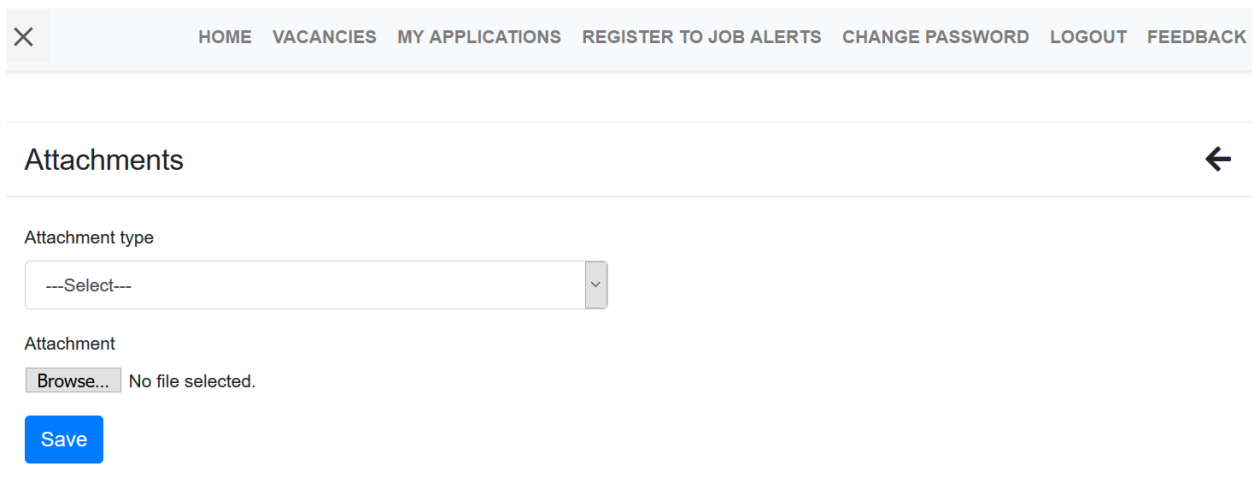
How to apply for jobs

As soon as you have completed your profile to at least 70%, you will now be able to apply for any job vacancies that are open at the time.

1. Click on the 'Vacancies' button in the main menu

HOME   **VACANCIES**   MY APPLICATIONS   REGISTER TO JOB ALERTS   CHANGE PASSWORD   LOGOUT   FEEDBACK

Available Job Vacancies

Show
10
entries

Search:

Description	Closing Date
POST: ADMINISTRATIVE OFFICER II - 5 POST **Employer:** Tanzania Revenue Authority (TRA) More Details	2019-08-20 Apply
POST: ADMINISTRATIVE OFFICER-SSM - 3 POST **Employer:** Tanzania Revenue Authority (TRA) More Details	2019-06-04 Apply

2. You can then search for a specific vacancy using any combination of the search keyword or Category filters. Note: if you are not logged in, you will be required to login 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 the 'apply' button.
5. Read the information displayed and if you agree with said information, attach a **signed** application letter and click 'confirm' button to finalize your application process.

Note:
1. The system will mark *'CLOSED'* vacancies that have already closed and applicants will not be able to apply.
2. You will not be able to apply for a job vacancy if you have not updated your NIDA information in the portal.
3. Ensure that your application letter has been signed by you.

My Applications

Through the '*My Applications*' you will be able to see all the job applications you have completed. You will be able to see the status of all your application from start of the process to finish.

Through the application status you will be able to see the following:-

1. Whether you application has been received or not. If the job vacancy you have applied for is not visible in this list, it means you did not complete the application process hence you need to repeat it.
2. Whether you have been shortlisted or not shortlisted. If not shortlisted, the reason will be specified.
3. Call for interview (these can be written, practical and oral interviews).
4. If you have been successful, the status will show your placement as well.

Editing your application letter

If you realise that you have made a mistake in attaching your application letter, you can edit the letter that you have attached and add a new correct application letter. Note: this can only be done while the application process is still open

After clicking the edit button you will be required to attach the correct application letter and click 'update' button to save the changes into the system.

Edit Application Letter

Edit Application for administrative officer ii

I declare that the information provided in my profile is complete and correct to the best of my knowledge and matches the criteria for this Post (administrative officer ii).

I understand that any false information supplied could lead to my application being disqualified or my discharge if I am appointed.

Please attach your Appliation letter Here.

(File size Max. 2MB)

| Browse... | No file selected. |

[Update]

Register to Jobs Alert

You can register to receive Email and SMS notification/alerts to job vacancies immediately after they are posted. In order to get this service click on the 'Register to Job Alerts' and choose the categories which you would like to get job alerts in. As the job vacancies will be posted per category, once your subscribed category has a vacancy an alert will be sent to you. You can choose to either receive email/SMS notification or both.

Subscribe to Job Categories

CATEGORY	Email	SMS	Both
Accounting and Auditing	○	○	○
Banking, Economics and Financial Services	○	○	○
Creative and Design	○	○	○
CSE	○	○	○
Education and Training	○	○	○
Engineering and Construction	○	○	○
Environmental Sciences and Geography	○	○	○
Farming and Agribusiness	○	○	○
Healthcare and Pharmaceutical	○	○	○
HR & Administration	○	○	○
Security	○	○	○
Sociology, Political Science, Community and Social Development	○	○	○
Statistics and Mathematics	○	○	○
Taxation and Social Protection	○	○	○
Trades and Services	○	○	○
Transport and Logistics	○	○	○
ACSE	○	○	○
Drivers	○	○	○
Secondary Education (Diploma & Certificate awarded by NECTA)	○	○	○
Diploma in Education (NECTA)	○	○	○
Certificate in Education (NECTA)	○	○	○

Subscribe

Select the categories you would like and choose mode of alerts, then click the 'subscribe' button.

You are able to unsubscribe to any of the services at any point in time by clicking the 'unsubscribe' button.

Subscribed Categories

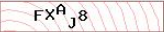|		
IT and Telecoms	Both	Unsubscribe
CEO and General Management	Both	Unsubscribe
Tourism and Travel	Both	Unsubscribe

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. The SMS notifications will be charged.

Forgot password

If you have forgotten your password, use the *'Forgotten your password?'* button in the Login window.

Enter your email address and the letters and numbers that you see then press *'Submit'* button. If that email address has been registered on the system then an email will be sent with a link to reset your password. If you have not received your password within 15 minutes, please check your spam/junk folders.

Change password

In order to change your password, click on the 'CHANGE PASSWORD' button on the top right of your screen. Fill in the old password and the new password twice. Click 'submit' button to save changes

HOME   VACANCIES   MY APPLICATIONS   REGISTER TO JOB ALERTS   **CHANGE PASSWORD**   LOGOUT   FEEDBACK

Change Password

Old Password:

New Password (at least 8 characters long)

Confirm New Password:

Submit