

New Jersey Government Employee Identification Number Inquiry System (NJGEID)

NEW JERSEY GOVERNMENT
EMPLOYEE IDENTIFICATION
NUMBER INQUIRY SYSTEM

User Manual

Civil Service Commission Division of Information Technology and Management

Introduction

The State of New Jersey recognizes the special risks associated with the collection, use and disclosure of social security numbers in information technology application systems and processes. Identity Theft has become increasingly more common and damaging to people across the nation. In proactively responding to this threat, the Civil Service Commission has established a unique identifier - Employee Identification Number (Employee ID) - on the Personnel Management Information System (PMIS). Every employee on PMIS is now assigned an Employee Identification Number.

The Civil Service Commission (CSC), Personnel Management Information System (PMIS) and County and Municipal Personnel System (CAMPS) currently provide employee job information for state and local Appointing Authority human resource staff respectively. In order to access these systems, each user will need their unique EID. The CSC's Division of Information Technology and Management (ITM) has developed the New Jersey Government Employee Identification Number Inquiry System (NJGEID) to provide all state and local employees (including inactive employees) access to view their own EID and current job information.

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Registration Procedure

If you are a NJ State or Local employee (active and inactive), you must register before you can access the system. Please follow the procedures shown below to register.

Open Internet Explorer and access the following web site:

<https://info.csc.state.nj.us/NJGEID/>

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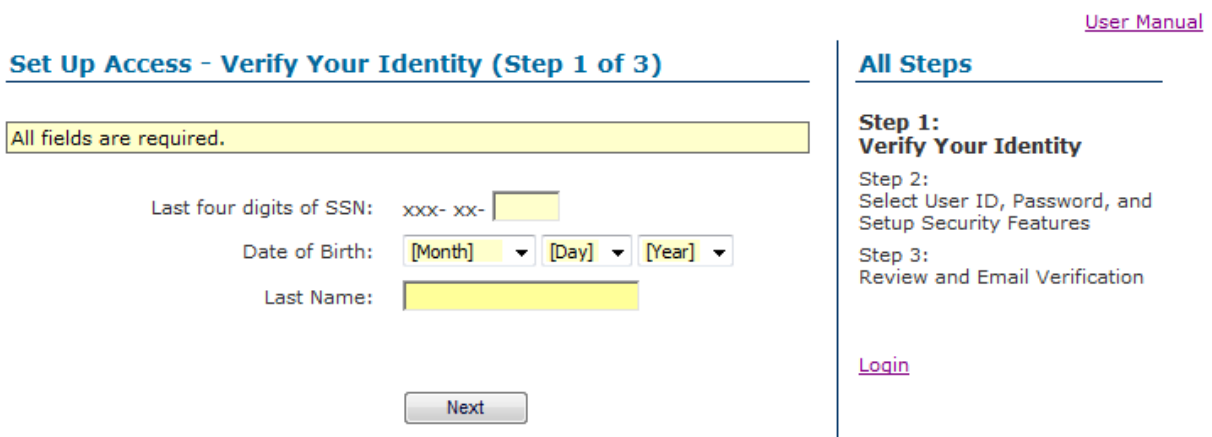
Or click on the icon  from the CSC homepage.

In the “User Login Page”, click on the Not registered? link below the Submit button.



The image shows the NJ CSC User Login Page. At the top left is the NJ CSC logo, which includes a silhouette of the state of New Jersey and the text "NJ CSC". Below the logo is the text "New Jersey Government Employee Identification Number Inquiry System". To the right of the logo is a link for "User Manual". In the center of the page are two input fields: "User Login:" and "Password:". Below these fields is a "Submit" button. Underneath the "Submit" button are three links: "Not registered?", "Forgot your Login ID or Password?", and "Trouble Shooting Tips".

You will be directed to the “Set Up Access” page. Please follow the instructions on the right (under “All Steps”). Add the last 4 digits of your SSN, your Date of Birth (mm/dd/yyyy) and your last name. Click the Next button.



The image shows the "Set Up Access - Verify Your Identity (Step 1 of 3)" page. At the top right is a link for "User Manual". Below the title is a yellow box with the text "All fields are required.". The form contains three input fields: "Last four digits of SSN:" with a placeholder "xxx-xx- []", "Date of Birth:" with dropdown menus for "[Month]", "[Day]", and "[Year]", and "Last Name:" with a yellow input field. Below these fields is a "Next" button. On the right side of the page, under the heading "All Steps", there are three steps listed: "Step 1: Verify Your Identity", "Step 2: Select User ID, Password, and Setup Security Features", and "Step 3: Review and Email Verification". At the bottom of the "All Steps" section is a link for "Login".

You will be directed to Step 2 of the “Set Up Access” page. Select a Login ID (between 6-10 characters) and a password (also 6-10 characters). Provide your email address and retype it to confirm. The system also requires that you answer a security questions for future authentication. Click on the Create Account button, once all required information has been completed.

Set Up Access - Setup Login Information (Step 2 of 3)

Welcome

Important: After you create account, a confirmation email will be sent to the email address you provide below. You will need to follow the instructions in the email to continue. If you forget your Logon ID or password in the future, the system will send your Logon ID or password to the email address you provide below. All fields are required.

Logon ID: (between 6-10 characters)

Password: (between 6-10 characters)

Retype your Password:

Email Address:

Retype your Email Address:

Security Question:

Security Answer:

Take a moment to review your sign-up information and be sure it's correct before you click the Create Account button.

[Create Account](#)

All Steps

Step 1:
Verify Your Identity

Step 2:
Select User ID, Password,
and Setup Security
Features

Step 3:
Review and Email Verification

The following screen indicates that you will receive a confirmation email from NJGEID shortly. Please follow the instructions in the email to continue:

Set Up Access - Email Verification (Step 3 of 3)

You will receive a confirmation email shortly. Please follow the instructions in the email to continue.

If you do not receive a confirmation email, please check the following:

- check the Junk email folder for the email sent by NJGEID. Some email client programs automatically put the email sent by the address not listed in your contact in the junk mail folder. If the email is there, move it back to your Inbox and follow the instructions.
- If the email is not in the Junk email folder, it indicates that an invalid email address was entered. Contact your IT personnel to assist you in determining the correct address if needed. Once your email address is verified, please [Click here](#) to re-enter.

[Login](#)

[Troubleshooting Tips](#)

The sample email is shown below:

From: NJGEID
To: test123
Cc:
Subject: NJGEID Email Confirmation

Sent: Tue 2/3/2009 10:16 AM

This is an automatically generated email, please do not reply.

You have successfully created your account; please click the following link to login:

<http://doptest/NJGEID/UserLogin.aspx?Code=CUJZLBJM12>

If this link is not clickable, you can copy and paste this link into the web browser.

Once you click on the link in the email, you will be directed to the login page to logon to the system using the Login ID and password that you created during registration process.



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User Login:

Password:

[Not registered?](#)
[Forgot your Login ID or Password?](#)
[Troubleshooting Tips](#)

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In case you don't receive the confirmation email, you may go back to the Set Up Access – Email Verification (Step 3 of 3) page to re-enter your email by clicking [Click here](#):

Set Up Access - Email Verification (Step 3 of 3)

You will receive a confirmation email shortly. Please follow the instructions in the email to continue.

If you do not receive a confirmation email, please check the following:

- check the Junk email folder for the email sent by NJGEID. Some email client programs automatically put the email sent by the address not listed in your contact in the junk mail folder. If the email is there, move it back to your Inbox and follow the instructions.
- If the email is not in the Junk email folder, it indicates that an invalid email address was entered. Contact your IT personnel to assist you in determining the correct address if needed. Once your email address is verified, please [Click here](#) to re-enter.

Important: Please re-enter your email address and click 'Send'.

Email Address:

[Login](#)

[Troubleshooting Tips](#)

You will see the following screen after you click on Send button:

Set Up Access - Email Verification (Step 3 of 3)

You will receive a confirmation email shortly. Please follow the instructions in the email to continue.

If you do not receive a confirmation email, please check the following:

- Check the Junk email folder for the email sent by NJGEID. Some email client programs automatically put the email sent by the address not listed in your contact in the junk mail folder. If the email is there, move it back to your Inbox and follow the instructions.
- If the email is not in the Junk email folder, please [Click here](#) to get assistance from NJGEID staff.

[Login](#)

[Troubleshooting Tips](#)

If you still don't receive a confirmation email, you can click [Click here](#) from the Email Verification page (as shown above). Please complete the information required in the form and then click the Submit button. The information will be sent to CSC.

Please fill out the form below and click the Submit button. The required fields are marked with *. The more information you provide, the better we can assist you.

*First Name:

*Last Name:

*Your e-mail Address:

Phone Number:

Your Last 4 Digits of SSN:

Your Birth Date:

* Please provide as much information as possible regarding the problem you are having in accessing the system. List any errors or messages that you receive so that we can better assist you. Refer to the Troubleshooting Tips to guide you through the common access issues.

Once CSC receives this information, the sender will be contacted and assisted on how to access the system.

If confirmation email is received but link not clicked and the email is deleted, you may go back to the login page and login to the system using the ID and password you created during the registration. You will receive the following page:

Continue Registration

You need to follow the instructions in the NJGEID email sent to you shortly after you entered the registration information. Please check your mailbox to complete the process.

If you do not see the confirmation email sent by NJGEID, please [Click here](#) to re-enter your email address. We will resend a confirmation email shortly.

[Login](#)
[Troubleshooting Tips](#)

Simply click on [Click here](#) to re-enter your email address and click send:

Important: Please re-enter your email address and click 'Send'.

Email Address:

Follow the instruction when you receive the confirmation email as shown above in page 4.

Information Review

Once you logon, you will be able to view your Employee Identification Number and your Job Information.

EMPLOYEE IDENTIFICATION NUMBER: SAMPLE-EID

Employee Job Information

Personal Information

Employee ID:	SAMPLE-EID	Essential Employee:
Employee SSN:	XXX-XX-5397	Education Code:
Employee Name:	SAMPLE NAME	License Code:
Birth Date:		Veteran Status:
Ethnic Code:		Residency Code:
Gender:		Employee Status:
Location Code:		

An employee that has held both State and Local Government jobs will be prompted with selection option buttons for either Local or State employment record viewing.

EMPLOYEE IDENTIFICATION NUMBER: SAMPLE-EID
EMPLOYEE NAME: SAMPLE NAME

Select Employee Job Information

Select	State or Local Employee	Employee Status
<input type="checkbox"/>	Local	Inactive
<input type="checkbox"/>	State	Inactive

An employee with multiple Local Government jobs will be prompted with selection option buttons to choose the appropriate Local position.

EMPLOYEE IDENTIFICATION NUMBER: SAMPLE-EID

Employee Job Information

Select	Job	Title Code	Title Name	Perm Status	Appt Type	Appt Date	Department Name	Job Status
<input type="checkbox"/>	1	SAMPLE	SAMPLE	Y	RAP			A
<input type="checkbox"/>	2	SAMPLE	SAMPLE	Y	RAO			A
<input type="checkbox"/>	3	SAMPLE	SAMPLE	N	RAO			I

When you've finished reviewing your information, please logoff of the system.

Access Issues

If the system cannot find a match with the information you provided with our database records, you will receive an error message. Please review if the information that you typed is correct.

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Set Up Access - Verify Your Identity (Step 1 of 3)

There is no match found in our database. It is possible that the database contains incorrect information. Check with your department's HR office to verify your employment record. Your department's HR personnel needs to make corrections in PMIS on any incorrect information (such as SSN, date of birth, or last name).

All fields are required.

Last four digits of SSN: xxx- xx- 1111
Date of Birth: January 01 1982
Last Name: test

Next

All Steps

Step 1: Verify Your Identity

Step 2:
Select User ID, Password, and
Setup Security Features

Step 3:
Review and Email Verification

[Login](#)

If there is duplicate information or the DOB is not found in our database, the user needs to contact CSC by clicking [here](#):

Set Up Access - Verify Your Identity (Step 1 of 3)

Verification cannot be confirmed. Please contact CSC, click [here](#).

All fields are required.

Last four digits of SSN: xxx- xx- 1111
Date of Birth: January 04 1982
Last Name: test

Next

All Steps


Step 1: Verify Your Identity

Step 2:
Select User ID, Password, and
Setup Security Features

Step 3:
Review and Email Verification

[Login](#)

You will be directed to a request form. Please complete the information required in the form and then click the “Submit” button. The information will be sent to CSC.



NJ CSC

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All fields are Required.

First Name:

Last Name:

Your e-mail Address:

Your Last 4 Digits of SSN:

Date of Birth:

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Once CSC receives this information, the database will be corrected and the user will be informed by email on how to access the system. Users may need to re-register for the ID to be activated.

Troubleshooting Tips

1. **Issue:** During registration, I did not receive the confirmation email.

Answer:

- Check the **Junk E-mail** folder for the email sent by **NJGEID**. Some email client programs automatically put the email sent by the address not listed in your contact in the junk mail folder. If the email is there, move it back to your Inbox and follow the instructions.
- It is possible that you did not enter a valid email address. **Please verify your email address. Ask your department's IT personnel to help** you to determine whether you entered a valid email address if needed.
- Once you verify your email address, go to the login page and enter your user ID and password that you created during the registration, and click on [Click here](#) to re-enter your email address. Once the confirmation email is received follow the instruction to complete your registration.

2. **Issue:** During registration, I received the Confirmation email but there was **no clickable link** in the email.

Answer:

- Copy and paste the web address starting with <http://.../userlogin.aspx> into the web browser.

3. **Issue:** During registration, I received the Confirmation email but I got a **Page Not Found** message page when I clicked the web link in the email.

Answer:

- Copy and paste the web address link starting with <http://.../userlogin.aspx> into the web browser.

4. **Issue:** I cannot login. Error message shows: "**Invalid User Login**"

Answer:

- Error message indicates that an incorrect Logon ID and/or password were entered. Please verify that the correct Logon ID and password were entered.
- The **password** is **case sensitive**.
- Make sure you have completed the registration process.
- Click the "Forgot your Login ID or Password?" link. Enter the requested information, and then select "Via Email" as password reset method. Both Login ID and password will be sent to your email.

5. **Issue:** I attempted to register and entered correct SSN, date of birth and my last name. Error message shows: "**There is no match found in our database.**"

Answer:

- The database contains incorrect information. Check with your department's HR office to verify your employment record. Your department's HR personnel need to make corrections in PMIS or CAMPS on any incorrect information (such as SSN, date of birth, or last name).

6. **Issue:** I use the **portal** to access my email. The **confirmation email** that I received **is blank**.

Answer:

- This is likely caused by your email client software or PC. Please contact your department's IT support.

7. **Issue:** I received the **confirmation email** but didn't get a chance to continue and email was deleted.

Answer:

- you may go back to the login page and login to the system using the ID and password you created during the registration and click on [Click here](#) to re-enter your email address. Once the confirmation email is received follow the instruction to complete your registration.

8. **Issue:** After following all of the troubleshooting tips, I am still unable to access the application.

Answer:

- Contact the NJGEID custodian: [Click here](#).