Q: How do I reset my OHC password?
A: Your agency liaison resets your OHC password. If you are the liaison, you should contact your Staffing consultant.

Q: How do I reset my Insight password?
A: If you have forgotten your username or password, use the links listed in the Quick Help box on the log-in page. You will be sent an email with your user name or with a link to use to reset your password. After five failed attempts, you will be locked out of the system and should contact your Agency Relationship Manager. Therefore to save yourself time, after a couple of tries it is best to use the Quick Help links before you are locked out.

Q: Who do we contact if an applicant has a technical problem?
A: If an agency is contacted by an applicant needing help with a technical problem relating to their application, please refer the applicant to NeoGov at 1-877-204-4442.

Q: Who do we contact if an applicant has questions concerning the application process?
A: The Testing and Recruiting Centers is available to answer applicant questions concerning the application process at 1-866-783-5462.

Q: Are all file types accepted in the LA Careers system?
A: No. The following file types will be allowed when uploading attachments to the Requisition, Hire Form, or Application/Master Profile: .pdf (Adobe Acrobat Portable Document Format); .xls (Microsoft Excel Spreadsheet); and .doc (Microsoft Word Document).