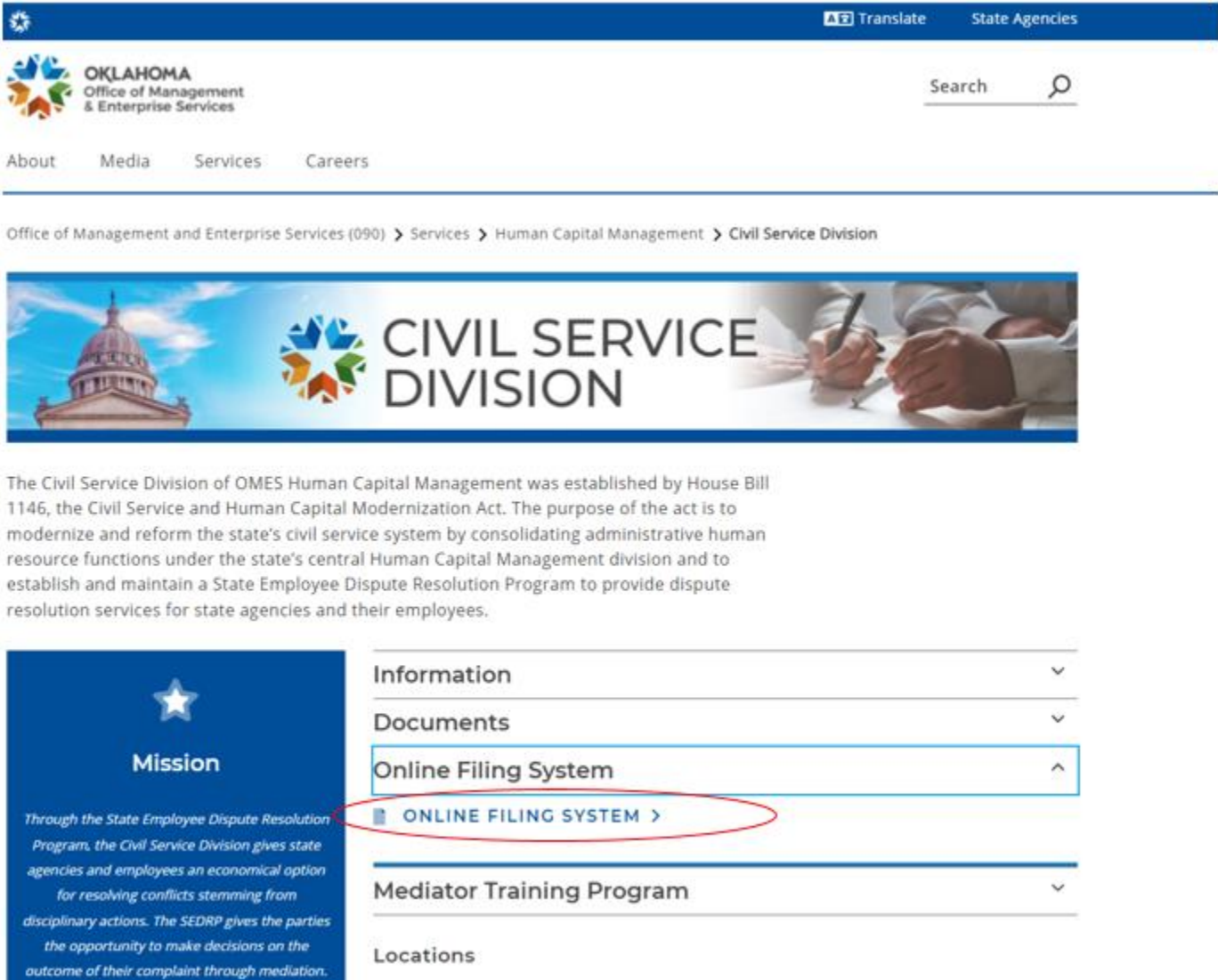


## Civil Service Division Online Tutorial

OMES CSD website: <https://oklahoma.gov/omes/services/human-capital-management/civil-service.html>

Step 1 – Select the **Online Filing System**.



The screenshot shows the Oklahoma Office of Management & Enterprise Services website. The header includes the logo, a search bar, and navigation links for About, Media, Services, and Careers. A breadcrumb trail indicates the current location: Office of Management and Enterprise Services (090) > Services > Human Capital Management > Civil Service Division. A banner image features the Oklahoma State Capitol and the text "CIVIL SERVICE DIVISION". Below the banner, a paragraph describes the division's establishment and purpose. A sidebar on the left contains a "Mission" section with a star icon and text describing the State Employee Dispute Resolution Program. The main content area has a dropdown menu with "Online Filing System" selected and highlighted with a red circle. Below it, a link for "ONLINE FILING SYSTEM >" is visible. Other menu items include "Information", "Documents", "Mediator Training Program", and "Locations".

Office of Management and Enterprise Services (090) > Services > Human Capital Management > Civil Service Division

**CIVIL SERVICE DIVISION**

The Civil Service Division of OMES Human Capital Management was established by House Bill 1146, the Civil Service and Human Capital Modernization Act. The purpose of the act is to modernize and reform the state's civil service system by consolidating administrative human resource functions under the state's central Human Capital Management division and to establish and maintain a State Employee Dispute Resolution Program to provide dispute resolution services for state agencies and their employees.

**Mission**

*Through the State Employee Dispute Resolution Program, the Civil Service Division gives state agencies and employees an economical option for resolving conflicts stemming from disciplinary actions. The SEDRP gives the parties the opportunity to make decisions on the outcome of their complaint through mediation.*

**Information** ▾

**Documents** ▾

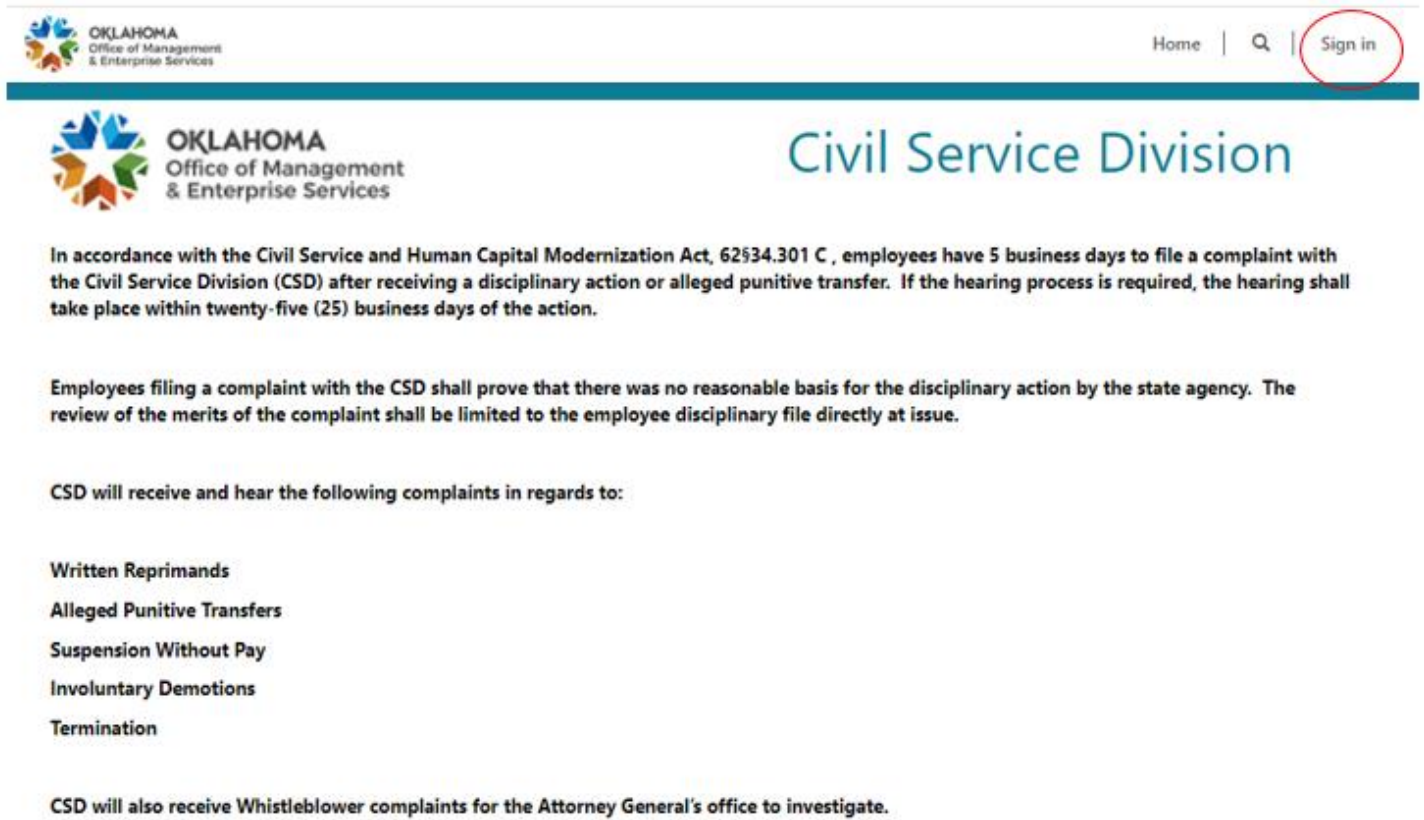
**Online Filing System** ▲

**ONLINE FILING SYSTEM >**

**Mediator Training Program** ▾

**Locations**

Step 2 – Select **Sign in** in the top right corner.



The screenshot shows the top navigation bar of the Oklahoma Office of Management & Enterprise Services website. The logo is on the left, and the text 'Home | Search | Sign in' is on the right. The 'Sign in' link is circled in red. Below the navigation bar is the 'Civil Service Division' header. The main content area contains a paragraph about filing a complaint within 5 business days, a paragraph about proving no reasonable basis for disciplinary action, and a list of complaint types: Written Reprimands, Alleged Punitive Transfers, Suspension Without Pay, Involuntary Demotions, and Termination. A final paragraph states that CSD will also receive Whistleblower complaints for the Attorney General's office to investigate.

OKLAHOMA  
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Home | Search | **Sign in**

## Civil Service Division

In accordance with the Civil Service and Human Capital Modernization Act, 62§34.301 C , employees have 5 business days to file a complaint with the Civil Service Division (CSD) after receiving a disciplinary action or alleged punitive transfer. If the hearing process is required, the hearing shall take place within twenty-five (25) business days of the action.

Employees filing a complaint with the CSD shall prove that there was no reasonable basis for the disciplinary action by the state agency. The review of the merits of the complaint shall be limited to the employee disciplinary file directly at issue.

CSD will receive and hear the following complaints in regards to:

- Written Reprimands
- Alleged Punitive Transfers
- Suspension Without Pay
- Involuntary Demotions
- Termination

CSD will also receive Whistleblower complaints for the Attorney General's office to investigate.

Step 3 – Select **Create/Update Petition**.



The screenshot shows the 'External SignIn' section of the website. It features a navigation bar with 'Home | Search | Sign in'. Below the navigation bar are links for 'Sign in', 'Register', and 'Redeem invitation'. The 'External SignIn' section contains two buttons: 'Azure AD' and 'Create / Update Petition'. The 'Create / Update Petition' button is circled in red. The footer contains the text 'Copyright © 2022. All rights reserved.'

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& Enterprise Services

Home | Search | Sign in

[Sign in](#) [Register](#) [Redeem invitation](#)

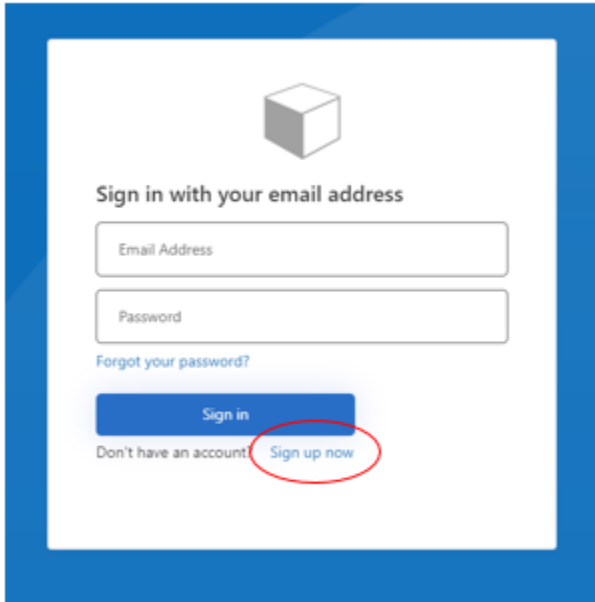
### External SignIn

[Azure AD](#) [Create / Update Petition](#)

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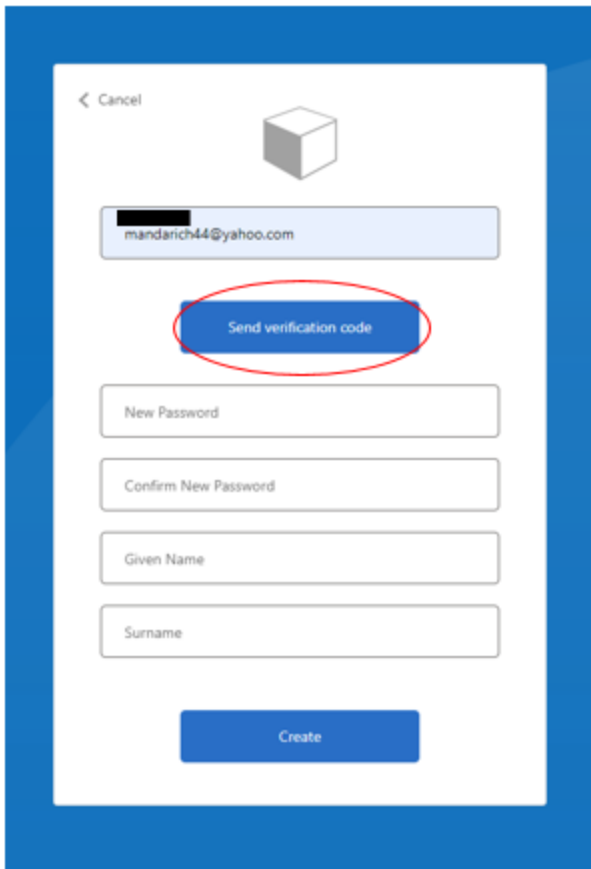
Step 4 – If you have never filed a complaint with CSD, select **Sign up now**.

If you have filed a complaint before, enter your **Email Address** and **Password** and skip to Step 8 to edit personal information or Step 9 to complete the complaint details.



The image shows a sign-in screen with a blue border. At the top center is a 3D cube icon. Below it, the text "Sign in with your email address" is displayed. There are two input fields: "Email Address" and "Password". Below the "Password" field is a link that says "Forgot your password?". At the bottom left, there is a blue button labeled "Sign in". To the right of the "Sign in" button is the text "Don't have an account" followed by a link "Sign up now" which is circled in red.

Step 5 – Provide the email address at which you would like to receive email notifications from CSD. Select **Send Verification Code**.



The image shows a registration screen with a blue border. At the top left is a back arrow and the word "Cancel". At the top center is a 3D cube icon. Below it is an input field containing the email address "mandarich44@yahoo.com". Below this field is a blue button labeled "Send verification code" which is circled in red. Below the button are four more input fields: "New Password", "Confirm New Password", "Given Name", and "Surname". At the bottom center is a blue button labeled "Create".

Step 6 – Retrieve verification code from your email and select **Verify Code**. After you enter a password, select **Create**.

Verification code has been sent to your inbox. Please copy it to the input box below.

mandarich44@yahoo.com

321410

Verify code Send new code

.....

.....

Jane

Doe

Create

Step 7 – Now that you have created an account, you can start your **New Complaint Petition**.

OKLAHOMA Office of Management & Enterprise Services

Home | User Summary | **New Complaint Petition** | Search | Stacey Foster

## OKLAHOMA Office of Management & Enterprise Services Civil Service Division

In accordance with the Civil Service and Human Capital Modernization Act, 62534.301 C , employees have 5 business days to file a complaint with the Civil Service Division (CSD) after receiving a disciplinary action or alleged punitive transfer. If the hearing process is required, the hearing shall take place within twenty-five (25) business days of the action.

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## Step 8 – Select **Start New Petition**.

OKLAHOMA  
Office of Management  
& Enterprise Services

Home | User Summary | New Complaint Petition | Stacey Foster

Last Name (Parent)	First Name (Parent)	Street 1	City	State/Province	ZIP/Postal Code	Primary Phone (Parent)	Email (Parent)
Foster	Stacey	1234 Street St.	Midwest City	Oklahoma	73130		[REDACTED]@yahoo.com

Please review the above information. This information will be used to contact the Complainant regarding the claim. To modify the information, click the  and select edit. Once the information has been modified, select "Submit" at the bottom of the page.

**Start New Petition**

## Step 9 – Complete the details of your complaint.

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& Enterprise Services

Home | User Summary | New Complaint Petition | Stacey Foster

### COMPLAINT DETAILS

What type of disciplinary action are you filing your complaint about? \*

Termination

Employee ID Number

123456

Agency against whom the complaint is filed \*

Test Agency

Are you requesting mediation? \*

No  Yes

Are you requesting a Hearing?

If you do not elect to go through the hearing process, your complaint petition and your disciplinary file will be sent to an administrative law judge to review the merits of your case and will make a ruling without going through the hearing process. Are you requesting a hearing?

No  Yes

Date disciplinary action was taken \*

5/3/2022

Please provide the basis for the complaint stating all the facts. \*

I was wrongfully terminated because I followed my supervisor's directions

If the action was not taken in person, please provide a description of how the employee was provided notice of the action.

Online meeting through Microsoft Teams

What remedy are you seeking? \*

Reinstatement of my employment

**Next**

You can make the fields bigger by selecting and dragging the bottom right corner of the entry field.

Please provide the basis for the complaint stating all the facts. \*

I was wrongfully terminated because I followed my supervisor's directions

If the action was not taken in person, please provide a description of how the employee was provided notice of the action.

Online meeting through Microsoft Teams

Step 10 – Add files if needed by selecting **Add files** and then **Browse**. No need to upload a complaint petition form because a system-generated form will be created when you finish filing your complaint. The files you add should support your case. If you did not have enough room to provide the basis for your complaint on the previous screen, you can upload a document with your full explanation here.



**Complaint Number \***

CSD-2022-2102

**CSD Document Upload**

**Add files** **New folder**

There are no folders or files to display.

**Note Text**

There are no notes to display.

**Next**

## Add files



**Choose files**

C:\Users\100132\OneDrive - **Browse...**

Overwrite existing files

**Add files** **Cancel**

Step 11 – If you have an attorney or someone who will be assisting you with the process and we can speak with them regarding your case, fill in the **Representative** information. You must provide your digital signature in the **Complainant Signature** field. Your petition will not be complete until you provide your digital signature. Complete fields and select **Submit**.

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Home | User Summary | New Complaint Petition | Stacey Foster -

**\*\*Optional section if you have someone assisting you with your complaint process.**

Representative Name  
Representative Address1  
Representative City  
Representative State  
Representative Postal Code

Representative Signature  
Representative Telephone

Representative Signature Date  
M/D/YYYY

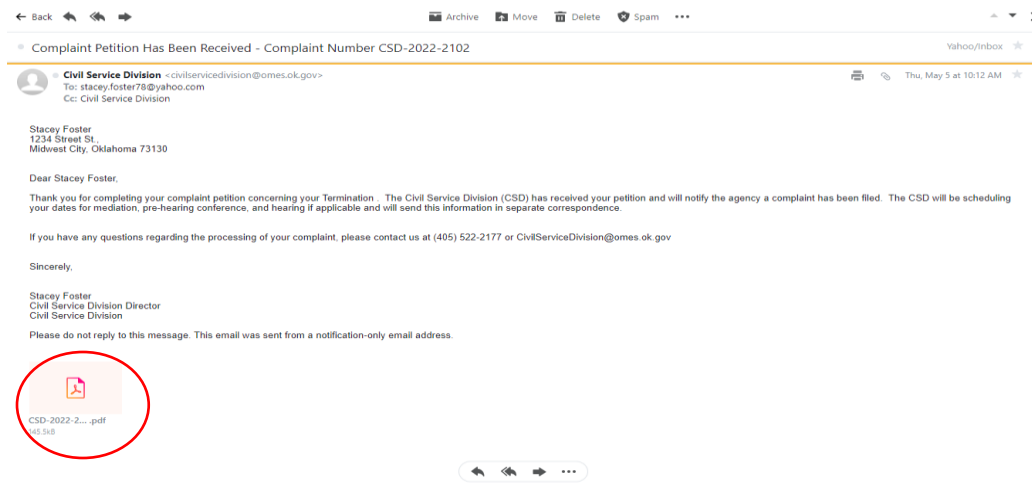
Representative Email

Complainant Signature \*  
I attest that the information I submit in this complaint and in any required accompanying or subsequent documentation is true and accurate to the best of my knowledge.

Complainant Signature Date  
5/5/2022

Submit

Step 12 – You will receive an email with a system-generated complaint petition for your records.



Any time new documents are uploaded to your complaint, you will receive a notification email. You can review your complaint and documents by selecting the **User Summary** page.

OKLAHOMA  
Office of Management  
& Enterprise Services

Home | **User Summary** | New Complaint Petition | Search | Stacey Foster -

## Civil Service Division

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The **User Summary** screen will show you all the complaints you have filed. Selecting the **Complaint Number** will allow you to edit the complaint details and view your documents.

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& Enterprise Services

Home | **User Summary** | New Complaint Petition | Search | Stacey Foster -

Last Name (Parent)	First Name (Parent)	Street 1	City	State/Province	ZIP/Postal Code	Primary Phone (Parent)	Email (Parent)
Foster	Stacey	1234 Street St.	Midwest City	Oklahoma	73130	[REDACTED]	[REDACTED]@yahoo.com

Please review the above information. If any information needs to be updated, click the  and select edit. Modify the incorrect information and then select "Submit" at the bottom of the page.

Complaint Number ↑	Last Name (Complainant)	Combined (Petition Status)	Agency	Disciplinary Action Date	Created On
<b>CSD-2022-2102</b>	Foster	New-	Test Agency	5/3/2022	5/5/2022 9:54 AM

If you have any questions, please email [CivilServiceDivision@omes.ok.gov](mailto:CivilServiceDivision@omes.ok.gov).