



## 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**.

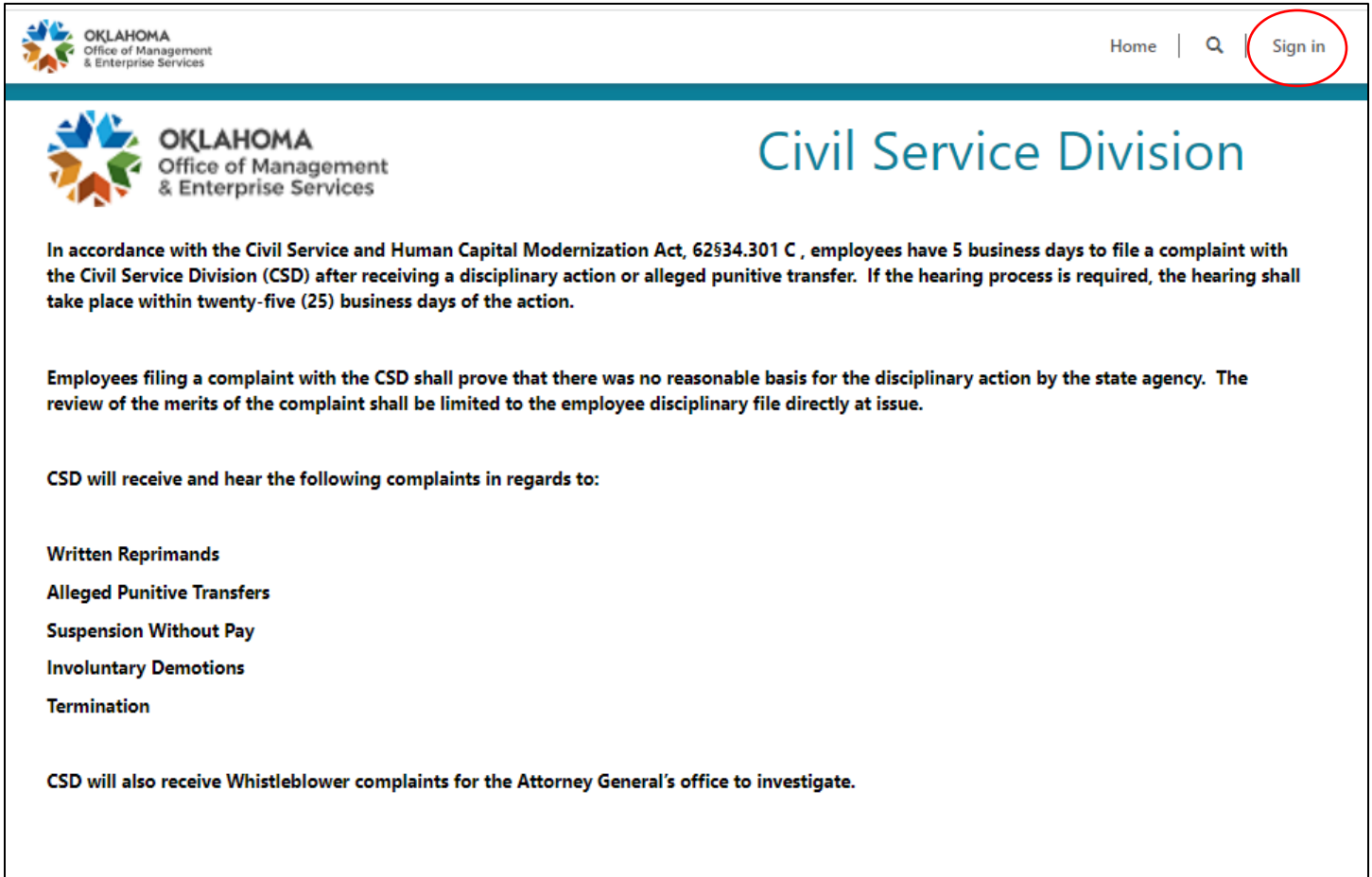
The screenshot shows the website's header with the logo and navigation menu. The main content area features a large orange arrow graphic pointing right, with the text "Civil Service Division" overlaid. Below this, there is a section titled "About Civil Service Division" with a brief description and a "Mission" statement. On the left side, a vertical sidebar contains several menu items: "About", "Documents & Forms", "Rules & Reports", "Online Filing System" (circled in red), and "FAQ".

Step 2- Click the Link for Online Filing System (circled below in red)


The screenshot shows the "Online Filing System" page. The left sidebar now has "Online Filing System" selected. The main content area features a large orange arrow graphic pointing right, with the text "Online Filing System" overlaid. Below this, there is a table with two columns: "Description" and "File Type". The table contains two rows: "Online Filing System" with a "Link" button (circled in red) and "Online System Tutorial" with a "PDF" button. At the bottom of the page, it says "Last Modified on Aug 30, 2023".

Description	File Type
Online Filing System	<a href="#">Link</a>
Online System Tutorial	<a href="#">PDF</a>

Step 3 – Select **Sign in** in the top right corner.



OKLAHOMA  
Office of Management  
& Enterprise Services

Home |  **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.

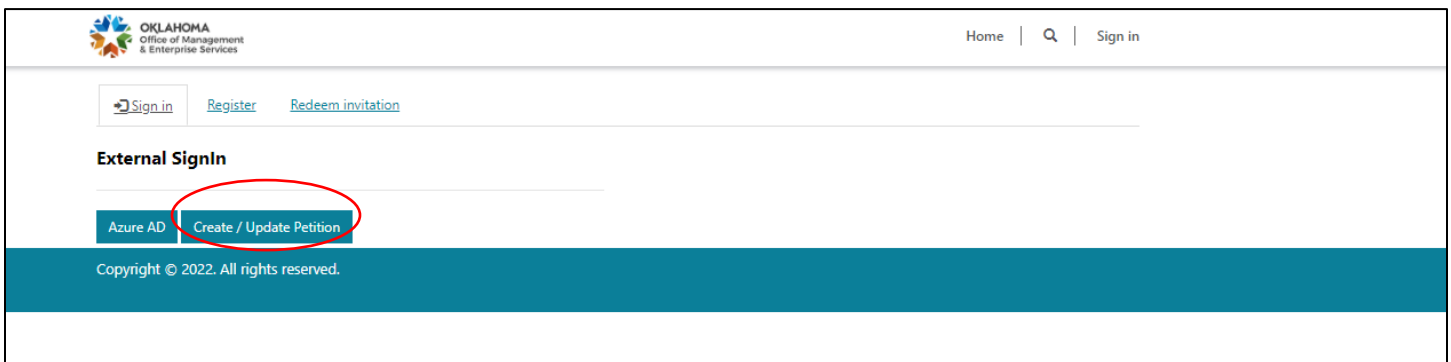
Employees filing a complaint with the CSD shall prove that there was no reasonable basis for the disciplinary action by the state agency. The review of the merits of the complaint shall be limited to the employee disciplinary file directly at issue.

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 4 – Select **Create/Update Petition**.



OKLAHOMA  
Office of Management  
& Enterprise Services

Home |  | Sign in

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

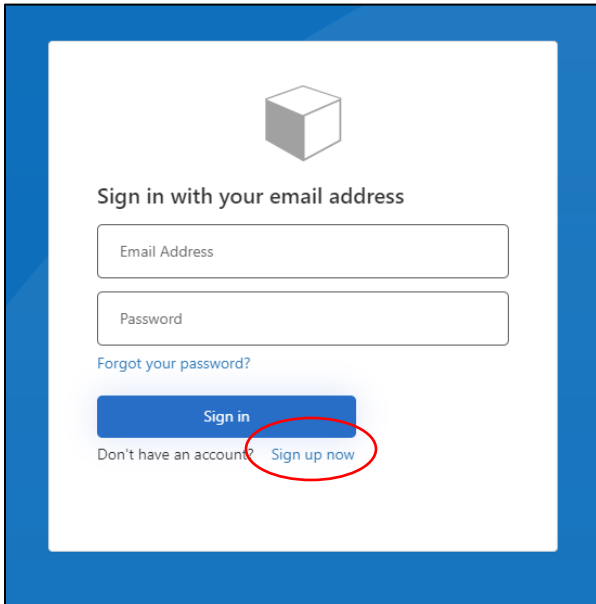
### External SignIn

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

Copyright © 2022. All rights reserved.

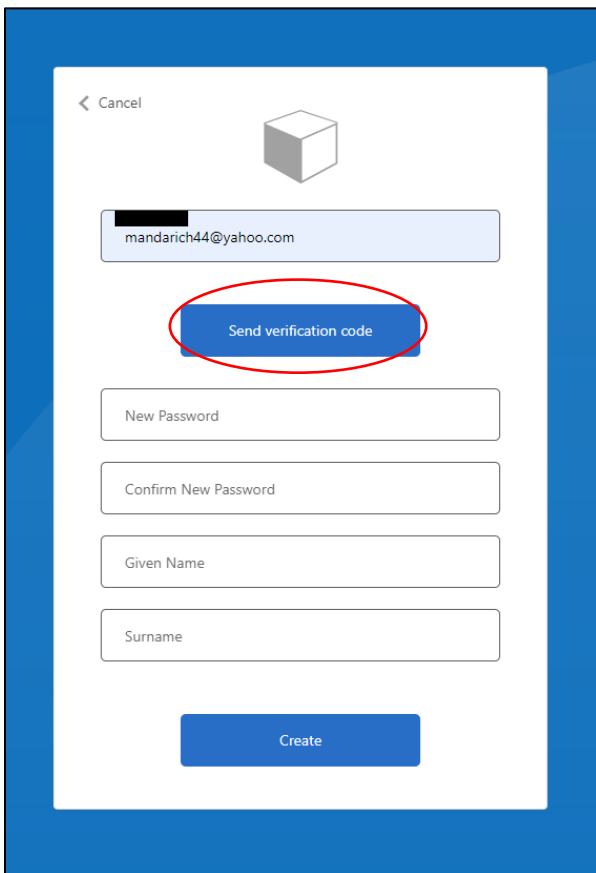
Step 5 – If you have never filed a complaint with CSD, select **Sign up now**.

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.



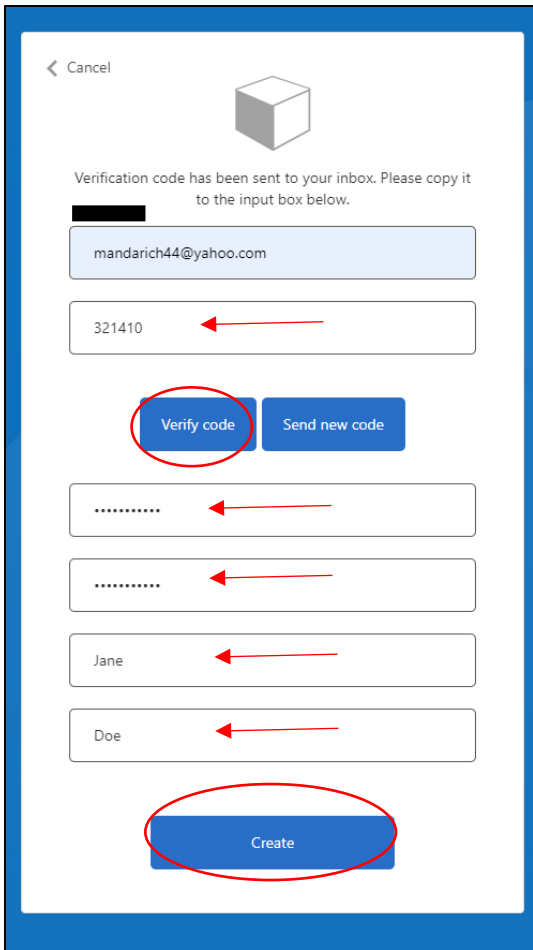
The screenshot shows a sign-in/sign-up interface. At the top is a 3D cube icon. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". Below the "Password" field is a link "Forgot your password?". At the bottom, there is a blue "Sign in" button and a link "Don't have an account? Sign up now". The "Sign up now" link is circled in red.

Step 6 – Provide the email address at which you would like to receive email notifications from CSD. Select **Send Verification Code**.



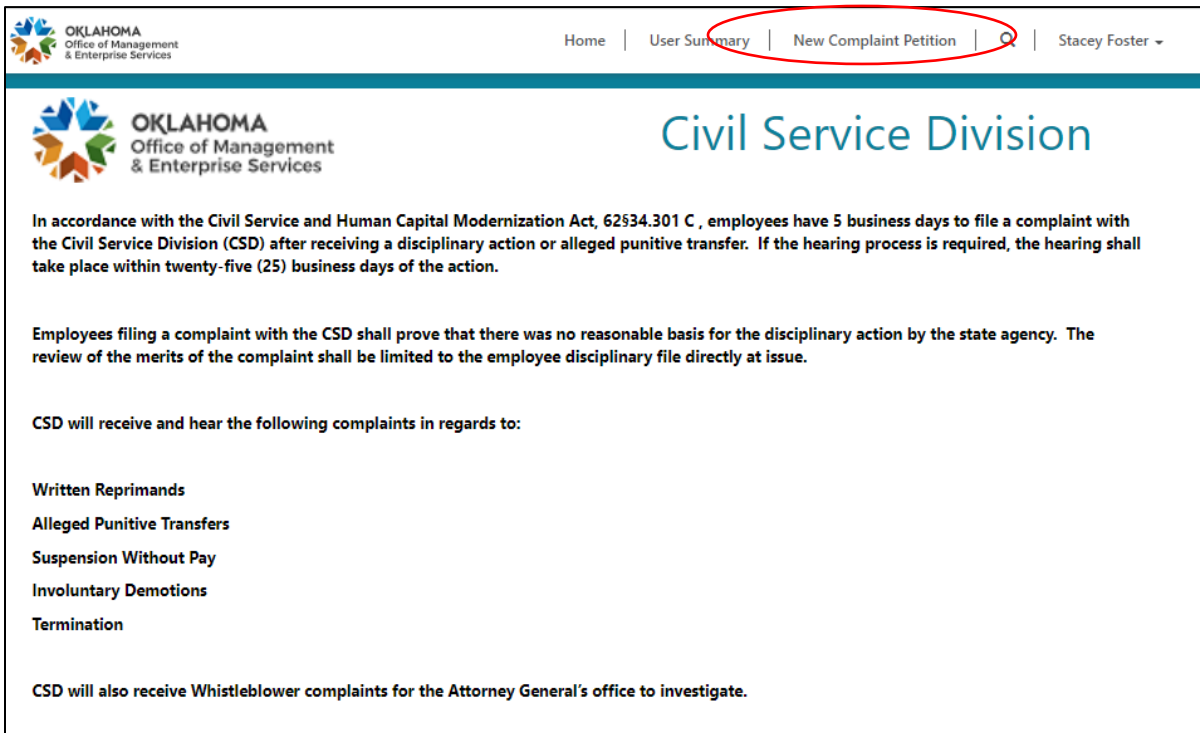
The screenshot shows an account creation screen. At the top left is a "< Cancel" link. In the center is a 3D cube icon. Below it is an input field containing the email address "mandarich44@yahoo.com". Below this field is a blue button labeled "Send verification code", which is circled in red. Below the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

Step 7 – Retrieve verification code from your email and select **Verify Code**. After you enter a password, select **Create**.



A mobile application interface for account verification. At the top left is a back arrow and the word "Cancel". Below is a 3D cube icon. The text reads: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: the first contains the email "mandarich44@yahoo.com" and the second contains the code "321410", with a red arrow pointing to the code. Below these are two buttons: "Verify code" (circled in red) and "Send new code". There are four more input fields, each with a red arrow pointing to it: the first contains ".....", the second contains ".....", the third contains "Jane", and the fourth contains "Doe". At the bottom is a large blue "Create" button (circled in red).

Step 8 – Now that you have created an account, you can start your **New Complaint Petition**.



The header of the Oklahoma Civil Service Division website. The top navigation bar includes "Home", "User Summary", "New Complaint Petition" (circled in red), a search icon, and "Stacey Foster". The main header features the Oklahoma logo and "Civil Service Division". Below the header is a paragraph: "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." This is followed by another paragraph: "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." Below that is a section titled "CSD will receive and hear the following complaints in regards to:" followed by a list: "Written Reprimands", "Alleged Punitive Transfers", "Suspension Without Pay", "Involuntary Demotions", and "Termination". The final paragraph states: "CSD will also receive Whistleblower complaints for the Attorney General's office to investigate."

## Step 9 – 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]	[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 [dropdown arrow] and select edit. Once the information has been modified, select "Submit" at the bottom of the page.

**Start New Petition**

## Step 10 – Complete the details of your complaint.

OKLAHOMA  
Office of Management & 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.

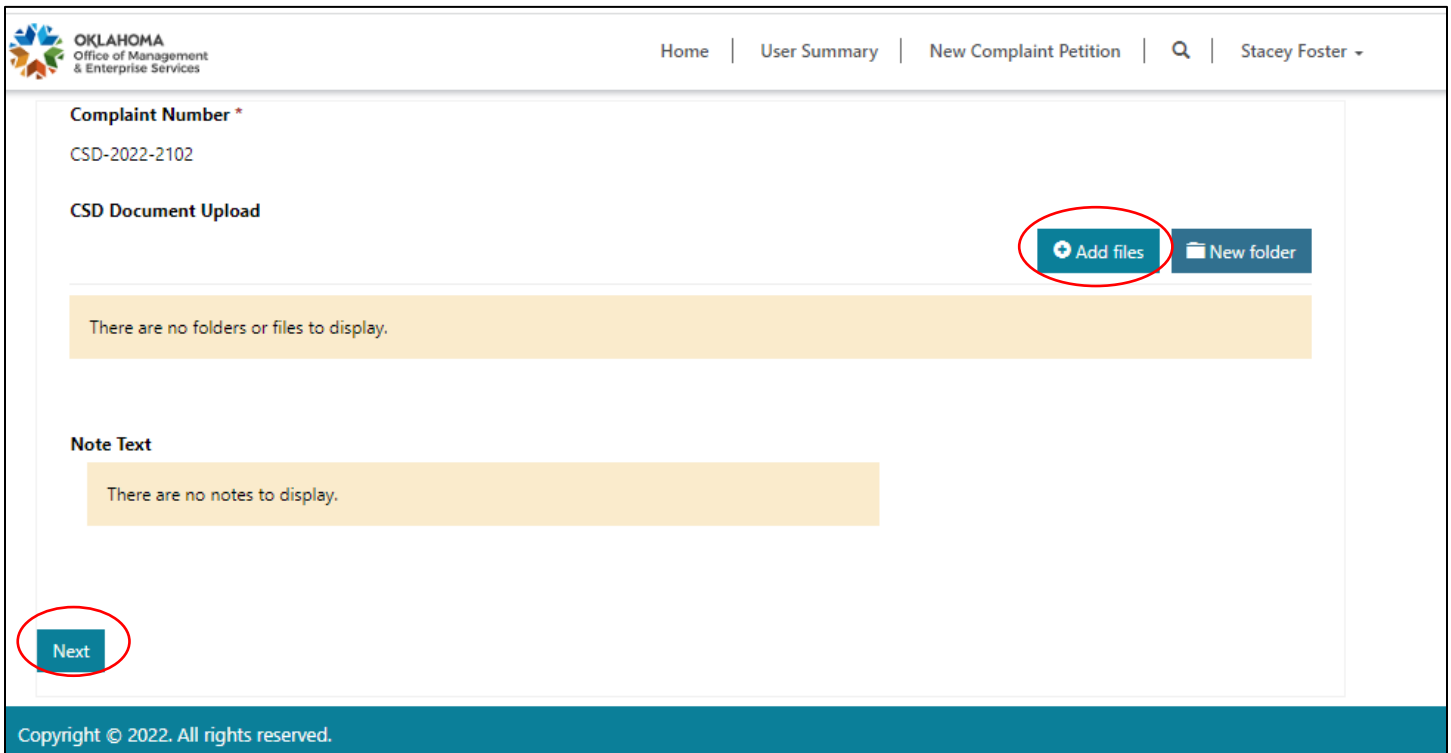
Please provide the basis for the complaint stating all the facts. \*

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 11– 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.



OKLAHOMA  
Office of Management  
& Enterprise Services

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

**Complaint Number \***  
CSD-2022-2102

**CSD Document Upload**

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

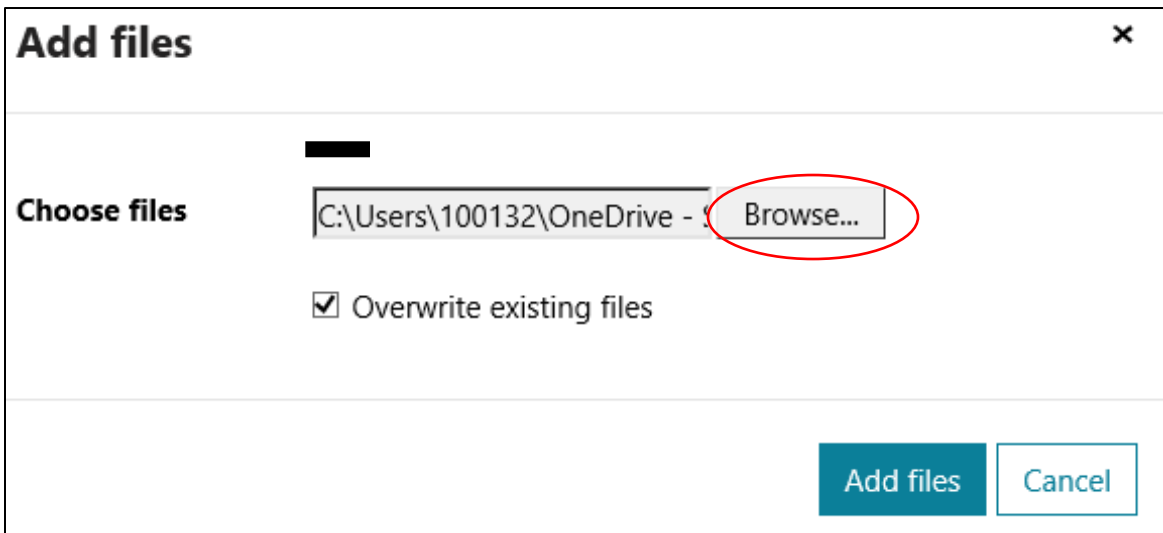
There are no folders or files to display.

**Note Text**

There are no notes to display.

**Next**

Copyright © 2022. All rights reserved.



**Add files** ×

**Choose files** C:\Users\100132\OneDrive - S... **Browse...**

Overwrite existing files

**Add files** **Cancel**

Step 12 – 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**.

OKLAHOMA  
Office of Management  
& Enterprise Services

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

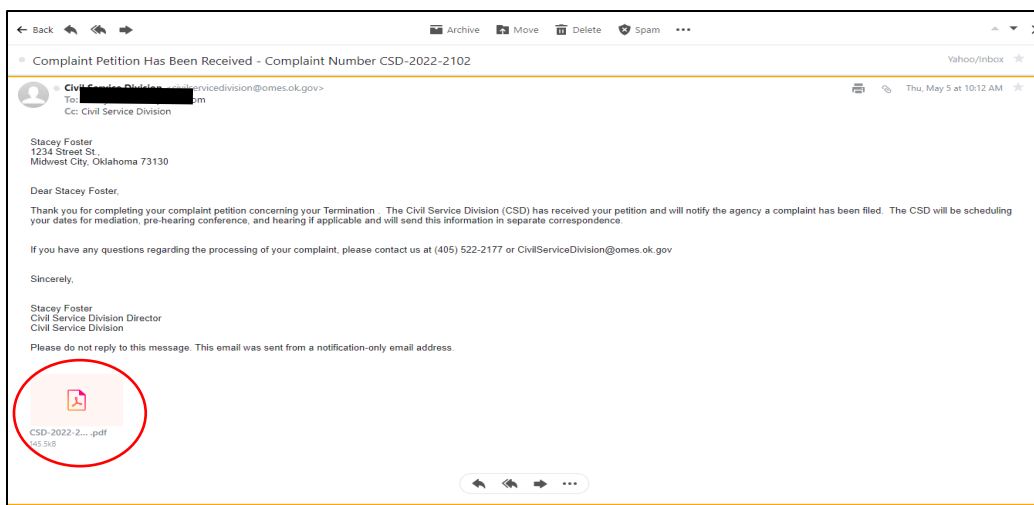
Representative Signature Date  
Representative Email

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

Submit

Step 13 – 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

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.

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.

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.

OKLAHOMA Office of Management & 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 [dropdown] and select edit. Modify the incorrect information and then select "Submit" at the bottom of the page.

Search [input] [button]

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).