



## TALENT EXCHANGE FAQs

### 1. What is Talent Exchange?

At the first Public Service Leaders summit in 2017, the Head of State Services put out a call to action for the Public Service Leaders Group to sign up to a system-wide view of leadership and support a [Spirit of Service](#) and Better Public Services 2.0 (BPS 2.0).

As part of this, following the summit, all members of the Public Service Leaders group have been invited to sign up and register on Talent Exchange, an online tool and gateway to opportunities across the public service. This centralised database operates like an exclusive LinkedIn platform for senior leaders across the NZ Public Service.

The leadership data held on the system enables leaders to share their contributions as a system leader, proactively drive their own leadership development, and engage with their peers in the wider sector. The information captured will be used to support system-wide development of leaders and talented public servants. Talent Exchange has also been previously known as the Talent Management Information System (TMIS).

### 2. Who can sign up for Talent Exchange?

Access to Talent exchange is currently by invitation only and all eligible users will be receive a personal RealMe email with registration details.

You will be eligible for Talent Exchange access if you are:

- a Public Service Chief Executive
- part of the Public Service Leaders Group
- a nominated Career Board support person or privileged user within a Public Service agency
- internal staff where the Public Service agency has chosen to use Talent Exchange as their own talent management information system.

If you fall into the any of the above categories but haven't yet received your invite to Talent Exchange, please email us at [TalentExchangeSupport@ssc.govt.nz](mailto:TalentExchangeSupport@ssc.govt.nz) so that this can be organised for you.

### 3. What's the criteria for being part of the Public Service Leaders Group?

Public Service Chief Executives nominate leaders to be part of this group based on the criteria below:

- being a member of an Executive team
- running a public service business for New Zealand or a significant region
- heading a corporate function in a medium or large agency

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- creating high strategic impact, working across larger agencies and in concert with other agencies.

#### 4. I'm part of the Public Service Leaders Group but why should I register on Talent Exchange?

As a member of this group, you have been invited by the Head of State Services to sign up and register to Talent Exchange to support the wider Spirit of Service and additionally, to drive forward your own leadership brand and development journey.

Registering as a user on Talent Exchange is a gateway to opportunities. Keeping your profile updated provides greater visibility across the system to help match to potential suitable opportunities. With access to public profiles similar to LinkedIn, Talent Exchange provides a networking platform to connect with other leaders across the system that share a '*Spirit of Service*'. The advantage of Talent Exchange over LinkedIn is that it applies a specific public service lens for senior leaders across the sector. In the latter half of 2017, we will be introducing more online collaboration tools on the system making it easier to engage with others.

#### 5. How do I register?

You should have received an email from [noreply@realme.govt.nz](mailto:noreply@realme.govt.nz) inviting you to register your RealMe account with Talent Exchange. Click on the activation link within the email to start the process to generate a six digit code sent to your mobile. Enter this code to authenticate your details and access the system. Here's a [step-by-step guide on how to register](#).

If you can't find the email inviting you to register, contact [TalentExchangeSupport@ssc.govt.nz](mailto:TalentExchangeSupport@ssc.govt.nz) so that we can organise a new invite for you.

#### 6. Why does the system use RealMe and need my mobile number?

The New Zealand Government has chosen to use RealMe as the preferred secure online gateway for users to manage their identities online. Talent Exchange is also accessed via Real Me and each time you log in, in addition to your password, a six digit code is texted to your mobile which you need to enter for access to the system. As an alternative option to texts, you can choose to download the Google Authenticator app on your smartphone which works in a similar way by providing a passcode. [Click here to learn about the Google Authenticator app and how to set it up.](#)

With either the text or Google Authenticator option, RealMe provides a two stage authentication process which safeguards your information and prevents unauthorised access. With the recent heightened levels of cyber threat activity, this type of practical security measure becomes particularly relevant.

#### 7. I'm having trouble registering. What do I do?

##### I haven't received my six digit code

Please ensure that you click on the unique activation link in your invitation email from [noreply@realme.govt.nz](mailto:noreply@realme.govt.nz) which will start the registration process and generate the six digit code for you. If you are having trouble, contact [TalentExchangeSupport@ssc.govt.nz](mailto:TalentExchangeSupport@ssc.govt.nz) in the first instance.

**It's saying that my mobile is already in use for another login**

It is likely that you already have an existing login. Choose the "I forgot my username" link and request for this to be resent. You can then opt for "I forgot my password" if you need a password reset. If you are unable to complete a password reset, the RealMe helpdesk can assist you on 0800 664 774.

Once you have your correct username and password ready, you would need to restart the registration process by using the original RealMe invitation you received.

**I get the message "You may already have a RealMe login" when I enter my email address**

You can have more than one RealMe login against an email address (e.g. if you share an email address with a family member you can both have a RealMe login). It is recommended that you retrieve an existing login if you can, rather than create a new one.

**The six digit authentication code isn't working**

Codes are one-time, so don't try to re-use a code you have already used.

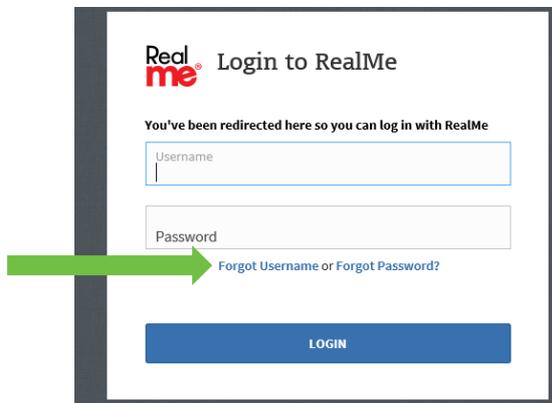
Check that the MSG\_ID on the TXT message matches the MSG\_ID on screen. You can request a new code if required. If you are using Google Authenticator, please note that each code only lasts for 30 seconds. Try using the next code that's generated.

**8. How long does it take to register and complete my profile?**

This can vary from person to person but allow for an hour in the first instance. It might be helpful to grab a coffee, schedule in some quiet time and have handy your CV and linked in details. You don't have to complete the whole thing in one go if you don't want to as once you start the process, you can always log back in and pick up where you left off.

**9. I've forgotten my password, what do I do?**

Reset your password using the 'Forgot password' link on the [RealMe login page](#).



For any further issues, contact the RealMe helpdesk on 0800 664 774.

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Once you've reset your password, you can access Talent Exchange by using the [main login page](#) or by typing in talentexchange.ssc.govt.nz into your web browser.

### 10. How do I login again?

Once you've registered using the unique RealMe login, you can access Talent Exchange by using the [main login page](#) or by typing in talentexchange.ssc.govt.nz into your web browser. Save [this page](#) down to your favourites for easy access.

*I'm trying to log in but haven't received the six digit authentication code*

If you have an existing RealMe login, the authentication code will be sent to the mobile number linked to your RealMe login, or come from the device you have Google Authenticator set up to. If you're having trouble, contact the RealMe helpdesk on 0800 664 774.

### 11. How do I complete my profile?

Once you log in, you will be taken to a main landing page for Talent Exchange. Click on the 'More about me' tile to bring up your talent profile. You'll see five tabs – *More about me*, *What I offer*, *My Aspirations*, *Diversity and Inclusion*, and *Attachments and Notes*. Click on each of the tabs to bring up details and edit using the pencil or add icon. You can personalise your profile further by adding a photograph, or choosing a background image.

*Pencil and add button icon*



### 12. What can I expect once I've completed my profile?

Once your details are entered and updated on Talent Exchange, it becomes part of the active data used across the system for talent and leadership development opportunities that arise. Remember to keep your details updated capturing work experience, areas of interest and other relevant information.

### 13. Who can see my information?

Your public profile is viewable by all users of the system which covers information within the '*More about me*' and '*What I offer*' tabs. All other details are confidential and viewable only to yourself, your manager and key privileged users (Designated career board support staff, system administrators and Chief Executives) that would need access to facilitate leadership development opportunities. The immediate manager has access to information related to all their direct reports.

### 14. Can I see who has viewed my profile?

No. It is not possible to see who has viewed your profile.

**15. Where should I go for help?**

For general queries on talent exchange and development opportunities, please contact your internal human resource or career board support person within your agency.

For Talent Exchange System support, please email [TalentExchangeSupport@ssc.govt.nz](mailto:TalentExchangeSupport@ssc.govt.nz)

If you are experiencing difficulties with RealMe, please contact the RealMe helpdesk on 0800 664 774.

**16. Can I access my information from home?**

Yes. Talent Exchange is a cloud based system which can be accessed remotely through the RealMe login and authentication process.

**17. I'm not interested whole of sector wide opportunities, just within my agency or a particular area. Can I specify this?**

Yes. It is possible, should you wish, to specify specific agencies, operational functions, regions and other parameters for your profile. To be able to do this, please talk to your manager and career board support person with your agency in the first instance.

**18. How can I make myself stand out for opportunities on the system?**

Keep your profile details as current as possible to provide an accurate representation of your leadership and development interests. It's a good idea to check in from time to time to record and capture relevant project work, additional experiences, leadership programmes and other information that you feel may be of benefit to help your profile stand out.

**19. How will I know if I am being considered for an opportunity?**

Typically, once a possible talent match has been identified from the system, the career board representative will raise this with the relevant Chief Executive and the direct manager. You will therefore hear about opportunities you are being considered for, in the first instance, from your immediate manager.