TALENT EXCHANGE
FAQs

Contents

1. **What is Talent Exchange?**

Talent Exchange is an online database of information about Public Service talent and a gateway to workplace development opportunities across different agencies. It is an exclusive platform and enables leaders to share what they offer as a leader and what they are seeking for their next career move and development. It also allows them to engage with similar groups of peers across the wider sector.

Talent exchange was 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 receive a personalised invitation from RealMe 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 and/or participating in the Career Boards.
- 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 have not yet received your invite to Talent Exchange, please email us at TalentExchangeSupport@ssc.govt.nz so that this can be organised for you.

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

4. **I am part of the Public Service Leaders Group but why should I register on Talent Exchange?**

At the first Public Service Leader's Summit in 2017, the Head of State Services put out a call to action for the Public Service Leaders Group (PSLG) to sign up to a system-wide view of leadership and support a *Spirit of Service* and Better Public Services 2.0 (BPS2.0). As part of this, after the first Summit all members of the PSLG were invited to sign up and register to Talent Exchange.

The information captured will be used to support system-wide development of leaders and talented public servants. At a personal level, it allows you to more actively drive forward you own leadership brand and development journey.

Keeping your profile up up-to-date and complete provides greater visibility across the system to help match you to possible suitable opportunities. With access to public profiles similar to LinkedIn, Talent Exchange provides a networking platform to connect with other leaders across the sector 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 in the Public service.

5. **How do I register?**

You should have received an email from *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](#) 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 am having trouble registering. What do I do?**

I have not received my six-digit code
Please ensure that you click on the unique activation link in your invitation email from [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](#) in the first instance.

It is 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 is not working
Codes are one-time, so do not 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 is 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 do not have to complete the whole thing in one go if you do not want to as once you start the process, you can always log back in and pick up where you left off.

9. **I have forgotten my password, what do I do?**

Reset your password using the 'Forgot password" link on the RealMe login page.
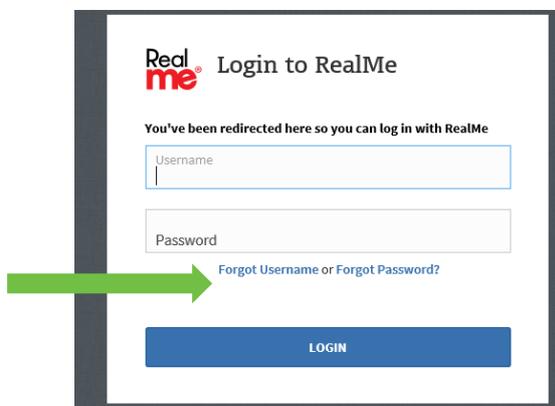
For any further issues, contact the RealMe helpdesk on 0800 664 774.

Once you have 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 have 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 am trying to log in but have not 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 are 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 will 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

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 that you access remotely through the main login page.

17. **I am 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 within 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 is 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 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.

20. **How do I edit my Talent profile if I cannot see the "edit" button?**

Certain agencies (e.g. Customs, MPI and Crown Law) have internet settings that we cannot get around which effects ease to edit your profile in Talent Exchange.

There are two options to be able to edit your Talent Profile
1)   Use your personal device to access Talent Exchange preferably using Chrome or Safari.
2)   With your mouse hover over where the edit area is. The below pictures show you where they are located- they are still on your screen but are white so don't show up.

Employee

Personnel information   ⑦ ✎

Title   -

The edit pencil is located to the right of the Section title. If you run your mouse around that area it will change from a curser to a hand, click when it changes to a hand.

To find out more about Talent Exchange, visit: https://ssc.govt.nz/talentexchange/
For Talent Exchange System support, please email: TalentExchangeSupport@ssc.govt.nz

STATE SERVICES COMMISSION
Te Komihana O Ngā Tari Kāwanatanga