ADP Workforce Now

Using the Recruitment Feature

Handout Manual

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Appendix
Course Introduction

Welcome

Welcome to *Using the Recruitment Feature of Talent in ADP Workforce Now*. This training includes U.S. spellings and the date construct of month/day/year. You will see your expected spellings and date constructs in your solution back on the job.

Navigating WebEx
Course Purpose

This course prepares you to use the Recruitment feature of Talent in ADP Workforce Now. Topics include creating job requisitions and posting them to internal and external job-posting websites and managing applications through the recruitment process.

Course Agenda

<table>
<thead>
<tr>
<th>Module</th>
<th>Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1: Creating and Posting Requisitions</td>
<td>The Recruitment Process</td>
</tr>
<tr>
<td></td>
<td>Creating a Career Center</td>
</tr>
<tr>
<td></td>
<td>Creating Open Requisitions</td>
</tr>
<tr>
<td></td>
<td>Posting Open Requisitions</td>
</tr>
<tr>
<td></td>
<td>Making Changes to Requisitions</td>
</tr>
<tr>
<td></td>
<td>Manager Access</td>
</tr>
<tr>
<td>Module 2: Managing Applications</td>
<td>Working with Applicants</td>
</tr>
<tr>
<td></td>
<td>Applicant Reporting</td>
</tr>
<tr>
<td></td>
<td>Talent Community</td>
</tr>
</tbody>
</table>
Implementation Questions

List any follow-up items that you may need to discuss with your implementation consultant (IC) or implementation specialist (IS):

• ______________________________________________________
• ______________________________________________________
• ______________________________________________________
• ______________________________________________________
• ______________________________________________________
Module 1 Introduction

Purpose

This module prepares you to create and post requisitions in ADP Workforce Now.

Topics

This module includes the following topics:

- The Recruitment Process
- Creating a Career Center
- Creating Open Requisitions
- Posting Open Requisitions
- Making Changes to Requisitions
- Manager Access
### The Recruitment Process

#### Overview

With the ADP Workforce Now Recruitment feature, you can create a career center or customized job-posting site. You can also create and post job requisitions and offer letters to the career center, and manage applications.

#### Stages and Descriptions

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create and customize your career center.</td>
<td>Create a career center where applicants can view open job requisitions by selecting a template, creating the career center Home page, and publishing the career center.</td>
</tr>
<tr>
<td>Create requisitions.</td>
<td>Create and post job requisitions for both internal and external candidates.</td>
</tr>
<tr>
<td>Manage job applications.</td>
<td>View applications for open job requisitions, review candidate profiles and schedule interviews, and apply candidates to other applicable positions.</td>
</tr>
<tr>
<td>Manage offer letters.</td>
<td>Use the offer letter template to create an offer letter, extend the offer, and post the offer letter on the career center for the prospective candidate to access.</td>
</tr>
</tbody>
</table>
Creating a Career Center

Overview

You can post open requisitions to the ADP-hosted Career Center or to your company's careers page.

What Is the Career Center?

The Career Center is an ADP-hosted site where applicants can do the following:

- Log on or create a profile.
- Search for and view open jobs at your company.
- View job details.
- View and update their profiles.
- View offer letters and attachments.
- Accept or reject offers.
- Apply for multiple positions. (The site stores applicants' profile information.)

Example

Starting Point: Setup > HR/Talent > Recruitment > Career Center

The following graphic shows an open job posting on the ADP-hosted Career Center.

![Job Posting Graphic](image-url)
Customizing and Providing Access for Applicants

Overview

You can customize your branded Career Center or your company's Careers page and provide candidates with access to your company's open requisitions.

Guidelines

You can customize the Careers page with your company’s logo or background theme. The logo or theme is then displayed on all of the pages on your Career Center website.

You do not need to require applicants to log on to the Career Center using a specific URL. You can post the URL to job-posting websites and implement the page on your company's website as your Careers page. Candidates are able to apply as guests or establish an account on the Career Center.
Learning Activity: Customizing the Default External Career Center

Learning Byte Questions and Answers

Answer the following questions using what you learned from the learning byte.

1. Where do you access Career Center Setup?

2. How many of the most recent job postings will be displayed on the first page of the Career Center?

3. What options do you have for seeing what the candidates will see when they access your career center?

Additional Resources

For more information about customizing your Career Center, refer to the Setting Up Recruitment guide on the Bridge.
Creating Open Requisitions

Overview
You can use the Recruitment feature to create open requisitions to post to your company's website, the ADP-hosted Career Center, job-posting websites such as CareerBuilder.com and Monster.com, or social-networking websites such as LinkedIn and Facebook.

What Is an Open Requisition?
An open requisition is a request made to fill an open position within a company. The published version of an open requisition, or job posting, is what the potential applicant sees. It includes several components of information that allow the applicant to review the job description and requirements of the opening. In addition, a job posting allows the applicant to respond to prequalification questions, submit a résumé, and provide other required applicant information.

Example
Your company website has a Careers page that lists all of your open positions. Interested applicants can search by country, view a complete description of each job, and apply to any open job.

Starting Point: Myself > Talent > Career Center
Explore: The Requisitions Dashboard

Starting Point: Process > Talent > Requisitions

Overview

The Requisitions dashboard is a snapshot of the recruitment process in your organization.

Elements and Descriptions

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Filters link</td>
<td>Filters results by requisition status and type, hiring manager, location, number of days open, and/or job title</td>
</tr>
<tr>
<td>Requisition Status filters</td>
<td>Displays requisition statuses: Open (default), Setup In Progress, Rejected, and My Approvals</td>
</tr>
<tr>
<td>Add button</td>
<td>Provides access to create a requisition</td>
</tr>
<tr>
<td>Requisitions list</td>
<td>Displays requisition information such as priority, requisition ID, and job title</td>
</tr>
<tr>
<td>Requisition Status section</td>
<td>Displays the selected requisition status, requisition number, number of positions, filled positions, last edited date of the requisition, and posting status</td>
</tr>
<tr>
<td>Candidate Drop Rate</td>
<td>Indicates the number of applicants who have not finished applying to the position in the last month. You can click on the Ratings link to learn more.</td>
</tr>
<tr>
<td>Aging Applications section</td>
<td>Indicates the number of candidates/applications in New Application, Screening, Interviewing, and Offer status against the number of days it is in the same status</td>
</tr>
<tr>
<td>Recruiter section</td>
<td>Displays recruiter information such as recruiter name, phone or fax number, and email address</td>
</tr>
<tr>
<td>Total Costs to Date section</td>
<td>Displays the total cost of the requisition</td>
</tr>
<tr>
<td>Days Since Open key</td>
<td>Displays the priority indicators that can be adjusted</td>
</tr>
</tbody>
</table>
•  Explore: The Requisition Wizard

■ Overview

Starting Point: Process > Talent > Requisitions.

When you set up Recruitment, the settings that you establish also structure the Requisition wizard pages. Click Add to start a new requisition. The Requisition wizard walks you through the following steps to create an open requisition:

• Position Information
• Posting Details
• Posting Questions
• Confirm Selections

■ The Steps of the Wizard

<table>
<thead>
<tr>
<th>Steps</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Position Information</td>
<td></td>
</tr>
<tr>
<td>2. Posting Details</td>
<td></td>
</tr>
<tr>
<td>3. Posting Questions</td>
<td></td>
</tr>
<tr>
<td>4. Confirm Selections</td>
<td></td>
</tr>
</tbody>
</table>

■ Pre-Populated Job Title and Description

The job title and job description will be displayed on the Posting Details page if they were added to the Job Title validation table (Setup > Tools > Validation Tables > Employment Profile > Job Title). Clients will see an error message if the Job Title validation table is not populated.
Important Information

- Selections in the Corporate Groups section will flow to the New Hire wizard when a candidate is hired.

- Copying and pasting text from other sources into certain Talent-related fields, such as the Posting Name and Job Description fields, may produce errors. As a best practice, you should select Copy and Paste as Plain Text.

- You can attach as many documents as you want to the job description. The posting name is limited to 64 characters. There is no character limit for the job description.
Practice: Creating an Open Requisition

Scenario

Position Information

- You received a request from Sam Barbato, the hiring manager, to create an open requisition for a sales executive.
- You can set up the open requisition using Peggy Chester's position information.
- The worker category for this position is Regular Full-Time (FARG).
- The expected start date for this position is the first of next month.

Posting Details

- This job posting is for internal and external applicants.
- Require internal applicants to provide a résumé and to indicate attestation.
- Require external applicants to provide a résumé, to consent for screening and selection, and to indicate attestation.
- Edit the Posting Name and Description by uploading the document called "Top 10."

Posting Questions

- Your company has four different compensation structures: salary only, commission only, salary plus commission, and commission plus draw. Create a question that asks applicants what type of compensation structures they have experienced in past jobs. Use this question as needed in the requisition.
- After you add the question, toggle mandatory for external applicants.
- Select any other questions that you want to add to the requisition.

Instructions

Starting Point: Process > Talent > Requisitions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create an open requisition for the sales executive position using the information in the scenario. &lt;br&gt;&lt;b&gt;Important:&lt;/b&gt; When you get to the last step of the wizard, &lt;i&gt;do not click Done&lt;/i&gt;.</td>
</tr>
<tr>
<td>2</td>
<td>Write down any questions you have about the Requisition wizard on the previous page of the handout manual.</td>
</tr>
</tbody>
</table>

Tips

- You can add multiple questions to a requisition by selecting each one. Question Bank questions can be added here.
- Job Descriptions can be added through Setup>Tools>Validation Tables>Employment Profile> Job Title
Practice Results: Creating an Open Requisition

Note: Your results may differ from this example.

Important Information

- If you set a question as mandatory while it is still in the question bank, that question will be mandatory on all requisitions and will be displayed in the list of questions to add to the requisition. When a question is always required, you cannot delete it from an individual requisition the way you can when you select specific questions.

- If you move a question to the list of individual requisition questions and then mark it mandatory, that question is only required for that requisition.
Posting Open Requisitions

Overview
Once you create open requisitions, you can post them to a variety of websites. Both practitioners and managers, if permitted, can publicize open requisitions, or job postings, on job-posting websites and social-networking websites. Managers must have the appropriate publishing permissions.

What Is Posting a Requisition?
Posting a requisition places a job posting on websites that job seekers are likely to view, such as the following:

- The company website, if you have a careers page
- The Career Center
- Online job-posting websites, such as CareerBuilder.com and Monster.com
- Social-networking websites, such as LinkedIn and Facebook

Example
You want to post the administrative-assistant position to your company's careers page, the Career Center, CareerBuilder.com, Monster.com, LinkedIn, and Facebook to ensure it publishes broadly.
Explore: The Requisitions Posting Page

Starting point: Process > Talent > Requisitions > View/Change Posting Settings

Overview
The Requisitions page is displayed after you complete the final step of the Requisition wizard.

Elements and Descriptions

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requisition Status field</td>
<td>Indicates whether the requisition is open, on hold, or closed</td>
</tr>
<tr>
<td>Posting Status field</td>
<td>Indicates whether the organization is accepting applications for the open requisition</td>
</tr>
<tr>
<td>Company Name</td>
<td>Indicates the company name that displays in the job application</td>
</tr>
<tr>
<td>Priority Job Indicator</td>
<td>Indicates whether or not this is a priority job, as defined by the organization</td>
</tr>
<tr>
<td>Job-posting website tabs (Career Center, CareerBuilder, Monster, LinkedIn, Facebook)</td>
<td>Directs you to provide the required information for posting to specific websites</td>
</tr>
<tr>
<td>Default Internal Career Center fields</td>
<td>Publish requisitions that are visible to job seekers within your company</td>
</tr>
<tr>
<td>Default External Career Center fields</td>
<td>Publish requisitions that are visible to job seekers outside of your company</td>
</tr>
<tr>
<td>Submit button</td>
<td>Posts the requisition to specific websites</td>
</tr>
</tbody>
</table>
**Practice: Posting an Open Requisition to the Career Center**

**Scenario**
You are ready to post the open requisition to the Career Center internally and externally.

**Instructions**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Change the company name that will display in the job posting to <strong>BOGO Shoes</strong>.</td>
</tr>
<tr>
<td>2</td>
<td>Mark the job as a priority job.</td>
</tr>
</tbody>
</table>
| 3    | Enter the dates for the Internal Career Center:  
  - In the **Publish Date** field, leave the default date.  
  - In the **Unpublish Date** field, enter a date two weeks from today. |
| 4    | Enter the dates for the External Career Center:  
  - In the **Publish Date** field, enter a date two weeks from today.  
  - In the **Unpublish Date** field, leave the date as is. |
| 5    | Click **Submit**.  
**Result:** The Posting Status changes to Accepting Applications, and the requisition is posted to the Internal Career Center.  
**Note:** The requisition will be posted to the External Career Center two weeks from today. |

**Important Information**

To publish a requisition on external job-posting and social-networking websites, the requisition must be Open or On Hold, the posting status must be Accepting Applications, and the Publish Date must be current. The following table describes how the posting status changes based on the requisition status and the publish and unpublish dates.

<table>
<thead>
<tr>
<th>If the Requisition Status Is</th>
<th>And</th>
<th>Then the Posting Status Is</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open or On Hold</td>
<td>Published</td>
<td>Accepting Applications</td>
</tr>
<tr>
<td>Open or On Hold</td>
<td>Unpublished</td>
<td>Not Accepting Applications</td>
</tr>
<tr>
<td>Closed</td>
<td>Published or Unpublished</td>
<td>Not Accepting Applications</td>
</tr>
</tbody>
</table>

**Additional Resources**

For more information about publishing requisitions and publishing them on or removing them from social-networking websites, see online Help. It includes specific topics for each of the websites listed on the Requisitions page.
Practice Results: Posting an Open Requisition to the Career Center

Note: Your results may differ from this example.
Managing Job Boards

Overview

With the Recruitment feature in ADP Workforce Now, you can map popular job boards to your external career centers. By doing so, applicants who are interested in applying to your open requisitions through these job boards are directed to your career center to complete the application.

Rules

- The Indeed job board is mapped to the default external career center, meaning that ADP Workforce Now automatically posts external requisitions to this job board. You can choose to disable the automatic posting of external job postings to Indeed by disabling the feature.
- For all other job boards, you can select an external career center for mapping, including the default external career center.

Notes

- Mapping for posting to job boards is setup under Setup > HR/ Talent > Recruitment > Manage Job Boards
- Direct links to the Career Center Home Page and Career Center search page are found under Setup > HR/Talent > Recruitment > Settings > Posting Settings. These can be used to post to other company specific job boards.
Learning Activity: Understanding How an Open Requisition Is Posted to Indeed

Overview
ADP collaborated with the Internet-based job board Indeed to act as the default external career center for posting your open requisitions.

Instructions
Your instructor will share the Recruitment – Indeed FAQs (WFN – Current Version) document. Review the frequently asked questions and answers in the document, and use the following space to take notes. Afterward, you will discuss the document with the class.

Important Information
You may want to refer to the Recruitment – Indeed FAQs (WFN – Current Version) document when you are back on the job. This document is available on The Bridge.
Learning Activity: What Can You Get Done in 2 Minutes?

Scenario
You are ready to post an open requisition to Facebook.

Learning Byte Questions and Answers
Answer the following questions using what you learned from the learning byte.

1. What page do you access to begin the process of posting an open requisition to Facebook or other social media websites?

2. To post the requisition, the requisition status must be set to ________________.

3. Once you log on to Facebook, how do you post an open requisition?
Making Changes to Requisitions

Overview
After you have created and posted an open requisition, you can use the Requisitions dashboard to make changes, if necessary.

Explore: Requisition Actions

Requisition Actions and Notes

<table>
<thead>
<tr>
<th>Requisition Action</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>View/Edit</td>
<td></td>
</tr>
<tr>
<td>Delete</td>
<td></td>
</tr>
<tr>
<td>Give Access and Notifications for Others</td>
<td></td>
</tr>
<tr>
<td>Copy</td>
<td></td>
</tr>
<tr>
<td>Mark the Job as Priority for Internal Tracking</td>
<td></td>
</tr>
<tr>
<td>Approve/Reject</td>
<td></td>
</tr>
</tbody>
</table>

Important Information

- When you edit a requisition, you need to repost it to the Career Center and external job-posting and social-networking websites.
- You cannot edit the text of a posting question or the existing answer choices after an applicant has answered the question. However, you can add another answer choice to the question.
- When you submit a change, the posted URL does not change but you will need to repost to each site.
- When you delete a requisition, delete all applications first, one at a time.
Activity: Giving Access and Notifications for Others

Scenario
You want to make sure the hiring manager in HR will receive notifications when the status of an application is changed.

Instructions
Starting Point: Process > Talent > Requisitions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Navigate to the Administrative Assistant requisition.</td>
</tr>
<tr>
<td>2</td>
<td>Click (action) and select Give Access and Notifications for Others. <strong>Result:</strong> The Access and Notifications page is displayed.</td>
</tr>
<tr>
<td>3</td>
<td>In the Notify of Application Status Changes column, select Margaret Albany.</td>
</tr>
<tr>
<td>4</td>
<td>Click Done.</td>
</tr>
</tbody>
</table>

Tips
You can use the Search field to locate users.

Important Information
When you select the Allow Managers to Send Candidates an Email check box, managers who have access to the requisition can also send email messages to those candidates who have applied.
Manager Access

Overview

One of the benefits of the Recruitment feature is the ability to give managers proper permissions to create applications, receive applications for review, and update the status of a candidate's application to communicate the next step in the Recruitment feature process.

What Information Is Available to Managers?

Managers can see requisitions and applications that they have access to and, if given proper permissions, requisitions that they created.

Example

The hiring manager, James Townsend, received seven applications for review and has access to two open requisitions.
Module 1 Summary

Topics

This module included the following topics:

- The Recruitment Process
- Creating a Career Center
- Creating Open Requisitions
- Posting Open Requisitions
- Making Changes to Requisitions
- Manager Access

What’s Next

In the next topic, you will learn how to manage applications.
Module 2 Introduction

Purpose
This module prepares you to track applicants to your posted positions from application through hiring.

Topics
This module includes the following topics:
- Working with Applicants
- Applicant Reporting
- Talent Community
Working with Applicants

Overview

Once you start to receive applications for open positions, you begin the process of searching for qualified candidates and applying applicants to other positions, as necessary.

Searching for Candidates

When applicants apply to job postings, their application data is stored in ADP Workforce Now for your reference. You can search for qualified candidates by selecting specific search criteria. You can narrow your search for qualified candidates by using their responses to posting questions from the Requisitions dashboard. This allows you to filter through all the applications to find only those that answered your posting questions with the desired response.

Example

Several applicants applied to the administrative-assistant position. You use the search feature so that only the candidates who applied to that position show on the dashboard.
Explore: The Applications Dashboard

Select Process > Talent > Applications.

Overview

The Applications dashboard provides an overview of your company's current job application status and the number of applications with each status.

Sections and Descriptions

The following table describes the sections of the Applications dashboard.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Status</td>
<td>Displays the number of applications for each application status.</td>
</tr>
<tr>
<td>Sourcing Efficiency</td>
<td>Displays the sourcing efficiency using a conversion rate and applications received for each job board. The conversion rate is calculated as the number of candidates hired by the number of applications received.</td>
</tr>
<tr>
<td>Applications</td>
<td>Provides access to do the following:</td>
</tr>
<tr>
<td></td>
<td>• Search for applications.</td>
</tr>
<tr>
<td></td>
<td>• Filter applications using requisition ID, job title, location, date range, applicant type, application status, and applications' aging period.</td>
</tr>
<tr>
<td></td>
<td>• Add a new application.</td>
</tr>
<tr>
<td></td>
<td>• Change an application's status.</td>
</tr>
<tr>
<td></td>
<td>• Delete an application.</td>
</tr>
</tbody>
</table>
Activity: Searching for Qualified Candidates

Overview

You can search for qualified candidates for a particular position by using a variety of criteria, including these examples:

- Requisition ID
- Relevance
- Job title
- Location
- Hiring manager
- Applicant type
- Application status
- Answers to posting questions

Scenario

The hiring manager for the administrative-assistant position in San Francisco needs to fill the position as soon as possible and wants to begin scheduling interviews. The position supports a high-level executive so more than seven years of experience is desired. Let's see how many candidates can fit this criteria.

Instructions, Part 1: Search for Applications

Starting Point: Process > Talent > Applications

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In the Search field, enter administrative assistant.</td>
</tr>
<tr>
<td>2</td>
<td>Click (search).</td>
</tr>
</tbody>
</table>

**Result:** A list of applicants for that position is displayed.

Instructions, Part 2: Search for Applications that Meet Criteria

Starting Point: Process > Talent > Requisitions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Select the Administrative Assistant requisition.</td>
</tr>
<tr>
<td>2</td>
<td>In the Aging Applications section, click the number of applications.</td>
</tr>
<tr>
<td>3</td>
<td>Click Can't Find What You Are Looking For?</td>
</tr>
<tr>
<td>4</td>
<td>Next to Select Answer(s) for Pre-Screening Questions, click Click Here.</td>
</tr>
<tr>
<td>5</td>
<td>For the experience question, click Select and select 7+ years.</td>
</tr>
<tr>
<td>6</td>
<td>Click Done.</td>
</tr>
<tr>
<td>7</td>
<td>Click Done again.</td>
</tr>
<tr>
<td>8</td>
<td>Click Apply.</td>
</tr>
</tbody>
</table>

**Result:** A list of applicants that meets your criteria is displayed.
Instructions, Part 3: Change the Search Criteria

**Starting Point: Process > Talent > Requisitions**

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click <a href="#">Click Here to Change</a>.</td>
</tr>
<tr>
<td>2</td>
<td>For the experience question, click <a href="#">Select</a> and select 4 - 6 years.</td>
</tr>
<tr>
<td>3</td>
<td>Click <a href="#">Done</a>.</td>
</tr>
</tbody>
</table>

**Tips**
- Click the Candidate Name column to display one row per name.
- Click the Job Title column to display more rows if a candidate applied for multiple positions.
Explore: The Candidate Profile

Note: This candidate profile is not in the system but is a sample so you can review the details that are pulled from the candidate's uploaded resume.
Tiles and Descriptions

<table>
<thead>
<tr>
<th>Tile</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate Contact Information</td>
<td>Contains contact information for the candidate.</td>
</tr>
<tr>
<td>View Resume/ Attachments</td>
<td>Contains access to the resume file and any attachments the candidate provided with the job application.</td>
</tr>
<tr>
<td>Status</td>
<td>Displays status of the application.</td>
</tr>
<tr>
<td>Profile Information</td>
<td>Displays a summary of the employment history, education, skills and certifications.</td>
</tr>
<tr>
<td>Question Responses</td>
<td>Displays all the questions from the application and responses the candidate provided.</td>
</tr>
<tr>
<td>Interviews and Evaluations</td>
<td>Displays the interview scheduling, status and evaluation summaries for the candidate.</td>
</tr>
<tr>
<td>Notes</td>
<td>Displays any notes on this candidate.</td>
</tr>
<tr>
<td>Communication</td>
<td>Displays any communications between the candidate and the organization.</td>
</tr>
</tbody>
</table>

Additional Resources

For more information about Interview Scheduling, review the learning byte entitled Scheduling an Interview.
Explore: Candidate Profile Actions

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>View as PDF</td>
<td>Allows you to view the application in PDF form.</td>
</tr>
<tr>
<td>Change Application Status</td>
<td>Allows you to update the application status with an option to notify the candidate.</td>
</tr>
<tr>
<td>View Application History</td>
<td>Provides access to a summary of the application's history.</td>
</tr>
<tr>
<td>Start Background Screening</td>
<td>Activates the background screening process.</td>
</tr>
<tr>
<td>View Screening Details and Other History</td>
<td>Lists a summary of the screening and other details.</td>
</tr>
<tr>
<td>Manage Offer Letter</td>
<td>Allows you to create and offer and gain approval.</td>
</tr>
<tr>
<td>Hire Candidate</td>
<td>Activates the hiring process.</td>
</tr>
<tr>
<td>Delete Candidate</td>
<td>Allows you to delete the candidate record.</td>
</tr>
<tr>
<td>Apply to Other Job Posting</td>
<td>Enables you to move the applicant to a more applicable position.</td>
</tr>
</tbody>
</table>
Activity: Making Changes to Applicant Data

Scenario
You contact Marta Gonzalez to ensure she is a viable candidate for the PC-support position. During the phone screen, Marta notifies you that her email address has changed.

Instructions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
</table>
| 1    | Navigate to Marta's application and change the status to **Phone Screen**.  
*Note:* Do not send her an email message. |
| 2    | Change Marta's email address to [marta.gonzalez@emailapplication.com](mailto:marta.gonzalez@emailapplication.com). |
Activity: Hiring a Candidate and Mass Updating Applicants’ Statuses

Scenario
You want to hire Marta. You need to update the status for all other PC-support applicants to Keep on File.

Instructions: Hiring a Candidate
Starting Point: Process > Talent > Applications

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Navigate to Marta's PC-support record.</td>
</tr>
<tr>
<td>2</td>
<td>In the Position Information section, click Actions and select Hire Candidate. Result: The New Hire wizard launches.</td>
</tr>
</tbody>
</table>

Tip
To view the résumé before hiring the employee, click View Resume.

Instructions: Mass Updating Applicants’ Statuses
Starting Point: Process > Talent > Applications

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In the Search field, enter pc support and click (search). Result: A list of applicants that meets your criteria is displayed.</td>
</tr>
<tr>
<td>2</td>
<td>Select all of the applicants that are displayed except for Marta Gonzalez.</td>
</tr>
<tr>
<td>3</td>
<td>Click Update Status. Result: The Change Status window opens.</td>
</tr>
<tr>
<td>4</td>
<td>In the Application Status field, select Keep on File.</td>
</tr>
<tr>
<td>5</td>
<td>In the Email Option field, select No Email.</td>
</tr>
<tr>
<td>6</td>
<td>Click Done.</td>
</tr>
</tbody>
</table>

Additional Resources
For more information about hiring a candidate, see online Help and the Maintaining Employee Information for ADP Workforce Now course.
Applicant Reporting

Overview
ADP Workforce Now has the following reports available to review recruitment data:

- Applicant Flow by Gender and Ethnicity
- Applicant Summary
- Application Questions and Answers
- Application Status History
- Cost to Hire
- Section 503/VEVRAA Applicant Worksheet
- Time to Hire

Activity: Running an Applicant Summary Report

Scenario
You want to review a summary of all applicants who applied for positions in your company.

Instructions
Starting Point: Reports > Standard Reports > Recruitment

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>n the row for the Applicant Summary report, click (action) and select Run.</td>
</tr>
</tbody>
</table>
| 2    | On the Run Report page, do the following:  
  - In the Worked in Country field, select USA - United States and click (add selected).  
  - In the Select Application Statuses, click (add all) to include all application statuses. |
| 3    | Complete the Sorting Options section as follows:  
  - In the Field column, in the first row, select Applicant.  
  - In the Field column, in the second row, select Requisition. |
| 4    | Click Run.  
  Result: The Reports page is displayed. |
| 5    | Click Refresh until the Status field displays Completed. |
| 6    | In the row for the Applicant Summary report, click (action) and select View as PDF. |

Important Information
Recruitment report contents are based on the data contained in the requisitions and applications in ADP Workforce Now. Reports may not contain any data until after applicants apply.

Additional Resources
- For more information about Recruitment reports, see online Help.
- For information about building custom reports, see the Custom Reports Made Easy! Introducing Simplified Reporting in ADP Workforce Now course.
Talent Community

Overview

Talent Community is a pool of prospective candidates available for current or future hiring needs. By default, the talent community is available on all the external career centers. Prospective applicants can click Join Our Talent Community and leave their resume for future consideration if they don't see any current matching opportunities. After signing in and using a verification code, they can add their resume and create a profile.

Important Features

Enable Talent Community by clicking Setup > HR & Talent > Recruitment > Career Center

1. Click Career Center.
2. Click (edit) on the selected career center.
3. In the Create Career Center wizard, click the Build Home Page tab.
4. Click the Display/Hide Talent Community component

Navigate to Process > Talent > Talent Community. From here, you can:

- Access help by clicking "Know more about this feature,"
- See general candidate information - name, email address, number of jobs applied to, areas of interest, when their profile was last updated, and if they have been notified for any positions yet,
- Filter candidates based on when the profile was updated, when candidates have last applied for a position, and when candidates were last notified,
- View a candidate's profile by selecting the candidate's name,
- Send emails to the candidate by selecting the email address,
- Search candidates by using keywords, and
- Notify candidates of open positions and apply for positions on behalf of candidates.
Module 2 Summary

Topics

This module included the following topics:

- Working with Applicants
- Applicant Reporting

Knowledge Check

1. Which of the following statements is not true about required questions?
   a. If you mark a question required while it is still in the question bank, that question will be required on all requisitions and will be displayed in the list of questions to add to the requisition.
   b. If you move the question to the list of individual requisition questions and then mark it required, it is only required for that requisition.
   c. If the question is always required, you can delete it from any individual requisition.

2. In order to publish an open requisition to a job-posting or social-networking website, the requisition status must be set to ________, the posting status must be set to ________, and the Publish Date must be ________.
   a. Open; Accepting Applications; a future date
   b. Open or On Hold; Accepting Applications; a current date
   c. Open, On Hold, or Closed; Accepting Applications; a current date
   d. Open or On Hold; Accepting Applications; a future date

3. You are ready to hire Andrew Respolo. When you search for his application, the following Candidate Profile page is displayed. (see next page)
3. (cont.) How do you hire Andrew?

a. Click Profile and edit his professional background.

b. Click Actions and select Change Application Status and update his application status to Hired.

c. Click Actions and select Apply to Another Job Posting.

d. Click Actions and select Hire Candidate and complete the New Hire wizard.
Course Closing

The Bridge

The Bridge is an online community for payroll and HR professionals where you can ask questions, share knowledge, make connections, and learn from industry experts and peers about a broad range of human capital management topics. You can access TheBridge.adp.com (United States) or TheBridge.adp.ca (Canada) to do the following and more:

- Learn how other professionals are getting more from their ADP solutions with time-saving resources and helpful features.
- Join community spaces or topics of interest, including tax, payroll, HR and benefits, and time and labor management.
- Connect with other payroll practitioners, HR professionals, featured industry representatives, and ADP subject matter experts.
- Share your experiences.
- Check the Frequently Asked Questions or ask the community.

How to Access The Bridge Job Aid

Instructions

If you are logged on to ADP Workforce Now, at the top of any page, click (The Bridge). If you are not logged on, complete the following instructions.

<table>
<thead>
<tr>
<th>If You Are A</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2. Log on using your ADP Workforce Now user name and password.</td>
</tr>
<tr>
<td></td>
<td>3. Select Products &gt; ADP Workforce Now.</td>
</tr>
<tr>
<td>Canadian practitioner</td>
<td>4. Access thebridge.adp.ca.</td>
</tr>
<tr>
<td></td>
<td>5. Log on using your ADP Workforce Now user name and password.</td>
</tr>
</tbody>
</table>
How to Access Support Job Aid
ADP provides various resources to help you perform your tasks after class.

Instructions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>At the top of any page, click (support).</td>
</tr>
<tr>
<td>2</td>
<td>In the Search field, enter a topic and then click (search). Result: The available online Help and training are displayed.</td>
</tr>
<tr>
<td>3</td>
<td>Review the available resources. United States practitioners:</td>
</tr>
<tr>
<td></td>
<td>If You Want To</td>
</tr>
<tr>
<td>Read online Help</td>
<td>Click the Documentation tab and select a topic.</td>
</tr>
<tr>
<td>Access a learning byte</td>
<td>In the Learning Resources section, click Just-in-Time Learning.</td>
</tr>
<tr>
<td></td>
<td>Canadian practitioners:</td>
</tr>
<tr>
<td></td>
<td>If You Want To</td>
</tr>
<tr>
<td>Read documentation</td>
<td>Select Documentation and select a topic.</td>
</tr>
<tr>
<td>View step-by-step instructions</td>
<td>Select Knowledge and select a topic.</td>
</tr>
<tr>
<td>View learning bytes</td>
<td>Select Learning and select a topic.</td>
</tr>
<tr>
<td>4</td>
<td>To close the Support page, click Back.</td>
</tr>
</tbody>
</table>
Additional Resources

For more information about Recruitment, see these resources on the Bridge:

- Recruitment learning bytes for practitioners
- Recruitment learning bytes for managers
- Setting Up Recruitment guide
- Using Recruitment Employee Referrals for ADP Workforce Now

Next Steps

What will you do in the next week to apply what you learned in class?

Continuing Education Credits

Continuing education credits are offered to ADP’s U.S.-based practitioners.

ADP is an approved provider of recertification credit hours (RCHs) by the American Payroll Association (APA) and continuing professional education (CPE) credits by the National Association of State Boards of Accountancy (NASBA). Most ADP courses are eligible for RCHs and CPE credits.

RCHs and CPE credits provide recognition for updating or broadening professional competencies and may be used to maintain certifications such as the Certified Payroll Professional (CPP) and Certified Public Accountant (CPA). Professional organizations establish their own certification procedures, which are subject to change.

Professional organizations often require documentation of class objectives, agenda, and duration, along with a certificate of completion. This information is provided at the end of your handout manual. At your request, your instructor will provide you with a certificate of completion at the end of this class.
Training Evaluation

Please take a moment to complete the evaluation.
Appendix

Contents

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Recruiting Process Job Aid
The Candidate Experience

Overview
Candidates can apply to positions using their desktop, tablet, or mobile phones. They can apply as guests or create a profile.

Explore: The Applicant Home Page

Overview
The applicant Home page is displayed when an applicant clicks the job-posting link. The link opens the specific URL for that position.

Elements and Descriptions

<table>
<thead>
<tr>
<th>Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign In</td>
<td>Provides access to log on to the Career Center using your email address or using one of your social media accounts</td>
</tr>
<tr>
<td>Career Center</td>
<td>Directs you to the Career Center listing of all open requisitions</td>
</tr>
<tr>
<td>Current Openings</td>
<td>Provides a listing of all open positions</td>
</tr>
<tr>
<td>Language</td>
<td>Provides you with a list of languages from which to select your preferred language</td>
</tr>
<tr>
<td>Careers</td>
<td>Provides a list of careers for the company</td>
</tr>
<tr>
<td>Share</td>
<td>Provides you with the ability to share the requisition via email and social networking sites</td>
</tr>
<tr>
<td>Apply</td>
<td>Provides access to apply for the position</td>
</tr>
</tbody>
</table>

Important Information
After an applicant signs in for the first time, providing a name and email address, the applicant’s personal information populates in the appropriate field the next time that he or she logs on to the Career Center and applies to a job posting.
Applicants' Process for Applying to a Position

Overview

First-time applicants can log in using their email address and mobile phone number or social network credentials. After applicants log in, they complete the steps in the wizard.

Returning applicants who want to apply for another job log in the same way, using their email address or their social network credentials, but their previously entered information populates the related fields.

Stages and Descriptions

Applying to a Position

After the applicant clicks Apply on the applicant Home page, the Log In window is displayed. The applicant can click on any of the social network icons and log in using the applicable credentials, or can provide an email address and mobile number to begin the application process.

Enter the Verification Code

First time applicants are prompted to enter a verification code sent to the email address provided.
Applicant Wizard

The applicant continues through the wizard.

What Is the Application History Page?

■ Overview

The Application History page is where applicants can review the state of their applications. An application will be in one of the following states:

- In Progress
- Submitted
- Offer Extended
- Offer Accepted
- Offer Declined

When an application is "In Progress," the applicant has not submitted the application and has the option to delete or edit the application. The applicant cannot edit or delete the application once it is submitted.

When responding to an offer, the applicant can leave a comment, which will remain visible throughout the life cycle of the application.

■ Example

To access the Application History page, the applicant can click his or her name and select Application History.
### Application History

<table>
<thead>
<tr>
<th>Role</th>
<th>Req ID</th>
<th>Status</th>
<th>Date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sr. Program Manager</td>
<td>68465</td>
<td>In Progress</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical Manager</td>
<td>68459</td>
<td>Submitted</td>
<td>11/22/20XX</td>
<td></td>
</tr>
<tr>
<td>Office Manager</td>
<td>68459</td>
<td>Offer Accepted</td>
<td>11/22/20XX</td>
<td></td>
</tr>
<tr>
<td>Product Manager</td>
<td>68459</td>
<td>Offer Declined</td>
<td>11/22/20XX</td>
<td></td>
</tr>
</tbody>
</table>

- **Sr. Manager**: Req ID: 68464
  - Applied: 11/24/20XX
  - Submitted

- **Technical Manager**: Req ID: 68459
  - Applied: 11/22/20XX
  - Offer Extended
  - Expires: 11/26/20XX

- **Office Manager**: Req ID: 68459
  - Applied: 11/22/20XX
  - Offer Accepted

- **Product Manager**: Req ID: 68459
  - Applied: 11/22/20XX
  - Offer Declined
Offer Letter

Attaching Documents to the Offer Letter

An offer letter may need attachments for the candidate to consider, perhaps a benefit summary, a bonus plan, or other important information. From the point where you can create an offer, you can attach documents directly to the offer using the Additional Documents tab.

Viewing Offer Letter Attachments

You can view offer letter attachments throughout the approval process.

Adding Comments to the Offer Letter

During the approval process, all reviewers can comment on the applicant’s offer letter and attachments. Comments will be displayed with the name, role, status, and date to clearly show who commented and at what point in the process the comments were made.

If the offer has not yet been extended, all historical comments from reviewers and approvers will be available.
**Offer E-mail**

After extending an offer to a candidate, and you are waiting for a reply, when you use an email template to communicate with the candidate, the email links to the offer. When the candidate selects the link, the candidate is redirected to the Career Center and presented with the job offer.
Applicants' Process for Responding to an Offer Letter

**Overview**

When you extend an offer letter in Recruitment, the offer letter is posted on the Application History page and the applicant has the option to electronically accept or decline it.

**Stages and Descriptions**

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>On the Application History page, the applicant locates the application that is in the &quot;Offer Extended&quot; state and clicks <strong>Respond</strong>.</td>
</tr>
</tbody>
</table>

**Application History**

<table>
<thead>
<tr>
<th>Role</th>
<th>Req ID</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sr. Program Manager</td>
<td>68460</td>
<td>In Progress</td>
</tr>
<tr>
<td>Sr. Manager</td>
<td>68464</td>
<td>Submitted</td>
</tr>
<tr>
<td>Technical Manager</td>
<td>68459</td>
<td>Offer Accepted</td>
</tr>
<tr>
<td>Office Manager</td>
<td>68459</td>
<td>Offer Accepted</td>
</tr>
<tr>
<td>Product Manager</td>
<td>68459</td>
<td>Offer Declined</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>On the <strong>Respond to Offer</strong> page, the applicant clicks <strong>View Offer Letter</strong> to generate a PDF copy of the offer letter.</td>
</tr>
</tbody>
</table>

**Respond to Offer**

You have been extended an offer for the following position:

**Customer Service Representative**

Req ID: 1002

Applied: 04/14/20XX

[VIEW OFFER LETTER]

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>The applicant clicks <strong>Accept</strong> to accept the offer or <strong>Decline</strong> to reject the offer.</td>
</tr>
</tbody>
</table>

**Respond to this offer**

Offer Expires: 04/14/20XX

[Accept] [Decline]

*Continued on the next page*
Stages and Descriptions (cont.)

<table>
<thead>
<tr>
<th>Stage</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>The applicant reviews the attestation text and clicks Yes, I Agree to Sign Electronically or No, I Do Not Agree.</td>
</tr>
</tbody>
</table>

- By clicking 'Yes' below, you consent to conduct this transaction electronically, record an electronic signature after review of your document, and have such signed document provided to you in electronic format - specifically Adobe PDF format.
- You may decline to complete this transaction electronically by clicking 'No' below. You will then be required to complete the document on paper and return it to us via postal mail.
- Your consent here only applies to this one transaction. You will be provided with an opportunity to download the final, signed document. You may request a paper copy of the signed document from us at any time without charge.

| 5     | The applicant completes the required field and clicks Done. |

Important Information

- If you do not turn on offer letter attestations in Setup, applicants will not see attestation text and will not have the option to decline completing the transaction electronically.
- In the Career Center, applicants can reference Frequently Asked Questions and online Help by clicking ? (help).
Defining Manager Permissions

Overview

If you want managers to have access to applications and receive notifications when the status of an application is changed, you need to ensure that they have the appropriate permissions set up in the following places:

- Security
- Application Status validation table
- Open requisitions

Defining Permissions Job Aid

Instructions: Security

You need to give managers permission to access the Requisitions and Applications activities. Optionally, you can give them access to publish or unpublish a job posting and screening.

Starting Point: Setup > Security > Access Permissions > Menu Access

Under Standard Manager, click Actions.
**Instructions: Application Status Validation Table**

You need to define access and notification settings for each application status to ensure that the hiring manager and, if applicable, the HR practitioner are able to view applications with one or more of the designated statuses and/or be notified of application-status changes.

**Starting Point:** Setup > Tools > Validation Tables

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>In the <strong>Application Status Type</strong> field, select the applicable application-status label.</td>
</tr>
<tr>
<td>2</td>
<td>Click Edit and select the check box next to one or more applicable fields.</td>
</tr>
</tbody>
</table>
Instructions: Open Requisitions

You need to define access and notification settings for each requisition to ensure that managers are able to access that requisition and the associated applicants and/or are notified of application-status changes.

Starting Point: Process > Talent > Requisitions

<table>
<thead>
<tr>
<th>Step</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click 🔄 (action) next to the requisition and select <strong>Give Access and Notifications for Others</strong>.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Requisition Image" /></td>
</tr>
<tr>
<td>2</td>
<td>Select one or more applicable check boxes.</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Access and Notifications Image" /></td>
</tr>
</tbody>
</table>