SearchSoft Applicant Tracking System
Version 4.5
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HOW TO USE THIS MANUAL

This manual is designed as a reference for users of SearchSoft’s Applicant Tracking System (ATS). It is designed to focus on the core functionalities of the employer side. Some field labels may vary slightly due to customization to individual district’s ATS.

It is recommended that new users begin by creating an application and logging in as an applicant. This will provide a user with the knowledge of what an applicant sees. Next, login using the username and password that was provided to you by your District Administration (top level user). Once logged in use the Account Information link in the left menu bar to change your account username and/or password to meet your security needs.

CONTACT INFORMATION

Questions regarding this manual, contact: thassels@searchsoft.net.

Questions regarding your implementation of the Applicant Tracking System, contact us at: customerservice@searchsoft.net

For questions regarding technical problems, contact us at: techsupport@searchsoft.net

For questions about obtaining SearchSoft products and services, please contact us at: info@searchsoft.net or 800-977-6735 Ext. 113
Managing Jobs

The jobs section of the Applicant Tracking System (ATS) is designed to enable districts or a group of districts to post open positions. By posting open positions, the district provides applicants the ability to apply specifically to those positions.

There are a few functions associated with Jobs: Add, View, Edit, Delete, and search for Interested Applicants. These links are made available to users based on user rights. The system enables a district to limit certain users from adding or editing job information with the Edit Jobs right.

**ADDING A JOB**

*District/School* – To post a job for a specific school; select the name of the school from this list. If the job has no predetermined location, it is recommended that the district select the district name in this menu. This is a required field.

*Title* – Type the name of the job in this field. Remember, the job can be a “generic” job. If this is the case, use a title that is more general (Substitute Teacher, Elementary Teacher, or Bus Driver). If the posting is specific, providing detail will provide the applicant with more information (High School Algebra and Geometry teacher, Fall 2002 or Middle School Cafeteria Manager).

*Job Type* – This field provides additional detail to the posting. This is a required field.

*Job Type Description* – This field allows the district to provide a brief description of the responsibilities of a job. Many districts have standardized job descriptions. This field is where those descriptions could be entered.

*Posting Type* – This field is only for districts that are using the ATS for transfer and summer school applications. This field determines who may see the job: internal applicants, external applicants or at large (both internal and external applicants).

*Building/Campus* – This field is where a district can enter the building and/or campus where a position is located.

*Internal Number* – This field is where a district can enter a job number other than the automatic number generated by the ATS. This is typically used by districts that have an established job numbering system and would prefer to continue using them. Some districts insert a Position Control Number here.

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**Step by Step:**

1. Click: Jobs link on the left Navigation Menu
2. Click: Add link on the Jobs page
   
   **Note:** If this link does not appear, you may not have the right to add and edit jobs.
3. Fill out: All required fields on the form and all other fields with information you would like the applicant to see.
4. Click: Save and Next to the add job
**Open Date and Close Date** – These fields are used together to make it possible to have a timed posting. The fields can be used to prevent an applicant from applying for a job outside of a set date range. There are many ways these fields can be used.

*If a district is posting a job for a set time frame:*
- The user will enter the first date that the position can be applied for in the Open Date field. The user will then put the day after the last day of the date range in the Close Date field.

*If a district would like to allow an applicant to immediately be able to apply, but would like to close the posting on a certain date:*
- The user will leave the Open Date field blank. The user will then put the day after the last day of the date range in the Close Date field.

*If a district would like to open a position at sometime in the future and would like to leave the job open for an undetermined period of time:*
- The user will enter the first date that the position can be applied for in the Open Date field. The user will leave the Close Date field blank.

*If the district would like to open the position immediately and leave it open until filled:*
- The user should leave both fields blank.

*If the district would like to close a position before the initially desired close date:*
- The user should edit the job and change the close date to the new desired date (or add a new close date if not initial date).

**Note:** The dates in the system are at 12:00am. Because of this fact, selecting a Close Date requires that a user select the day after the desired Close Date. This allows an applicant to apply to a posted position until 11:59pm on the desired day of close.

**Archived?** – This field is used to move a job posting to the Archived Jobs page. By default this field is set to “No”. To save a closed job posting change this field to “Yes” and click “Save and Next”. The job posting and the listing of applicants who applied to this job can be found under Archived Jobs.

**Note:** Be sure the job’s Closed Date field is before today’s date so the job is not visible by applicants.

**Start Date** – This field allows a district to post the day a position will begin.

**Salary: From** – This field allows a district to convey the low end of a compensation range available for the posted position.

**Salary: To** – This field allows a district to convey the high end of a compensation range available for the posted position.

**Duty Days** – Duty days are the number of working days required per year or contract.

**Additional Job Information** – This is where a district will typically provide a longer list of the responsibilities of the Job. This field is also commonly used by districts to add an EEOC disclaimer or other legal information.
Technology Literacy, Coaching Interests and Endorsements – These fields are all for the district to convey additional job information that is searchable by applicants. The district may select more than one value in each of these fields.

Grades – This field allows a district to select the grades for the position. The district may select more than one grade.

EDITING A JOB

Edit Job – Click on the Edit link if you would like to edit the details of a job posting that has already been created.

VIEWING A JOB

View Job – Click on the View link if you would like to view the details of a job posting. Users who do not have the right to add or edit jobs have the right to view jobs. Users are not able to edit the details of a job in view mode.

DELETING A JOB

Deleting Jobs – This functionality is only made available to the highest-level users. This function allows the district to maintain a workable list of jobs. Once a job is deleted all details about the job posting including the list of interested applicants is lost. It is highly recommended that instead of deleting job posting to archive them. See Archived Jobs for additional information on archiving jobs.

To delete jobs, follow the instructions:
1. Click in the empty check box next the desired job(s). When selected the checkbox appears with a small box with a checkmark inside.
2. Click the “Delete All Checked” button at the tope of the list of jobs.
3. Once prompted to confirm the delete, click “Yes”.

FAQ:

Q: I’ve added a job but it’s not visible to applicants?

A: This is a common question with two common solutions. First, check your open and close dates and make sure that today’s date is within those dates. If you still do not see the job check your job’s job type (i.e. certified, classified, administrative and substitute) and your applicant’s type (i.e. certified, classified, administrative and substitute). A certified applicant will only be able to see certified job types. The same is true for classified, administrative and substitute job types and their applicants.
SEARCHING/VIEWING INTERESTED APPLICANTS

Click on the Interested Applicants link if you would like the system to retrieve a list of all of the candidates who have expressed specific interest in the posted position.

Note: This search will provide a list of applicants who have expressed specific interest in your posted job. This does not guarantee that these individuals are qualified for the position.

FAQ:

Q: How do you send e-mails to everyone who has applied for a certain position? We had a Personnel Office Assistant position that was put on hold for a while, but now we are reposting the position and want to let the previous applicants know that they have to reapply.

   A. The figure below provides the steps to send an email to Interested Applicants.

   **Step by Step:**

<table>
<thead>
<tr>
<th>Sending an Email to Interested Applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click: Jobs link on the left Navigation Menu</td>
</tr>
<tr>
<td>2. Click: Interested Applicants link next to the Job you want to repost</td>
</tr>
<tr>
<td>3. Click: Save this Search link at the bottom of the list of applicants</td>
</tr>
<tr>
<td>4. Fill Out: Form and make sure the following fields have these values</td>
</tr>
<tr>
<td>Save: Search Results</td>
</tr>
<tr>
<td>Action to be performed with the results: Email a message to applicants who meet criteria.</td>
</tr>
<tr>
<td>5. Fill Out: Body of your message in the “Message to be sent to applicants” field</td>
</tr>
<tr>
<td>6. Click: Save and Next to save your changes</td>
</tr>
<tr>
<td>7. Find: Your Saved Search (Searching Menu → Saved Searches)</td>
</tr>
<tr>
<td>8. Click: Run (You should see a message that says your message has been sent.)</td>
</tr>
</tbody>
</table>

Q: How can I be sure that I only review the applications of the candidates who are qualified for this Job? I need for them to have the appropriate Certificates/Licenses.

   A. By clicking the Refine This Search link at the bottom of the Interested Applicants results page, you will be able to narrow your list based on additional search criteria. The figure on the following page provides the steps to refine a search for interested applicants.
### Step by Step:

**Refining an Interested Applicants Search**

1. Click: **Jobs** link on the left Navigation Menu
2. Click: **Interested Applicants** link next to Job you want to repost
3. Click: **Refine this Search** link at the bottom of the list of applicants
4. Select: the desired Certificate/License desired for the position. (See pages 11-14 for additional instructions)
5. Click: **Submit** at the bottom of the page.

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### ARCHIVING JOBS

Archived jobs allow the district to maintain a workable list of jobs. Once a job is filled it is recommended that the job be archived. The details and interested applicants of an archived job can be referred to at any point.

**Step by Step:**

**Archiving Jobs**

1. Click: **Jobs** link on the left Navigation Menu
2. Click: **Edit** link next to the job you would like to archive.
   
   **Note:** If this link does not appear, you may not have the rights to add or edit jobs. See User Rights Section.
3. Click: “Yes” to the field “Archived?”
4. Click: **Save and Next** to save your changes and move the job to the Archived Jobs page.
Searching Menu

The Searching Menu section of the SearchSoft ATS is designed to allow the user to find applicants based on user defined search criteria. This menu is the module of the system that is most often used.

IMPORTANT SEARCHING INFORMATION

Wildcards Characters – The * allows the user to submit a text search without requiring them to enter the entire data value in the search field. The asterisk (*) serves as a wildcard that replaces the need for other information in a search field.

Examples:

Using the * in one of the Name fields. If the user only knows a partial spelling of a name, they can enter the letters that they do know, followed by an *. (Enter Ander* when searching for Anderson. This allows the user to find the applicant even if they did not know if the spelling was Anderson or Andersen.)

Using the * in the Major and Minor fields in the College/University search action. If the user is looking for an applicant with a specific major/minor, they can use the * to find all the applicants that match their criteria. (Enter *math* when searching for a math major/minor. This allows the user to find every applicant who has typed math in this field. Placing the * before and after the letters allows the system to return records that might not have started with M. (quantum mathematics, business math, etc.).

Multiple Selections within a Single Search Box – You may select (and de-select) multiple choices from some of the selection boxes in the searching form by holding down the Control (Ctrl) key (Mac users will use the "Apple" key) while clicking additional items.

The ATS treats this situation as an OR search. This means that the search result will contain records that have any of the values expressed in the search criteria.

The most common example of this type of search is when dealing with the Endorsement/Subject Area in the License/Certificate/Credential search section. If a user submits a search with more than one value selected in this field, the result will contain any applicants that have either of the values selected in the field.

Example: A user selects Biology and Chemistry in the endorsement/subject area field. The results will contain the entire pool of applicants who have Biology selected as well as all of the applicants who have Chemistry selected.

Many times, districts are interested in doing a search in one of these fields using AND logic. This is possible using the ATS, but it requires that the user follow very specific steps using the Saved Searches functionality. The figure on the following page will provide you with the steps required to conduct an AND search within a Multiple Selection field.
| Step by Step: |
|---|---|
| 1. Click: **Searching Menu** link on the Left Navigation Menu |
| 2. Click: **Applicant Search** |
| 3. Select: The desired Multiple Select field. |
| 4. Select: One of the options that you require |
| 5. Click: The **Submit** button at the bottom of the page |
| 6. Click: **Save this Search** at the bottom of the results page |
| 7. Name the search (user’s preference). |
| 8. Set the saved search to save by Search Results. |
| 9. Click: **Save and Next** button. |
| 10. Click: **Searching Menu** link on the Left Navigation Menu. |
| 11. Click: The **Saved Searches** link. |
| 12. Find: The search that was just created |
| 13. Click: **Run** link next to the selected saved search |
| 14. Click: **Refine this Search** at the bottom of the results page. |
| 15. Select: The second value from the desired field |
| 16. Click: **Submit** button at the bottom of the page. |

The values of the list now contain the applicants who have both values selected in the desired field.
APPLICANT SEARCH

Searching Form Fields

General Information Section: You can search for applicants based on some general information. The system is set to look for active applicants, unless you select something else in the Applicant Status pull down.

- **Last Name / First Name / Middle Initial / Other Name(s)** – these are all text searches. The system will return the applicants who have an exact match to the search criteria entered. These fields are often best utilized in conjunction with the wildcard “*” character.

- **Email Address** – this is a text search. The system will return the applicants who have an exact match to the search criteria entered. These fields are often best utilized in conjunction with the wildcard “*” character.

- **State** – this allows the user to search for applicants based on their state of residence. Only one value can be selected in this search.

- **Social Security Number** – similar to the name fields, this requires an exact match or the use of the wildcard “*” character.

- **Position Desired** – this field allows the user to find an applicant based on their employment preference. This benefits the user by allowing them to review only the applicants who would be interested in teaching a specific subject at a specific level. This field is best used in conjunction with the Certificate/License/Credential field. This allows the user to find those who are qualified and interested in a specific teaching area.

- **Applicant Status** – by default this field is set to “Active”. This field allows the user to search for applicants based on where they are in the hiring/application process. This field can also be used to determine which applicants are viewable by a specific user group. The most common example is when districts only allow principals to view applicants who are “Active”. The other statuses and their definitions are listed below:

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>When an applicant has completed the application (filled in all required fields) and logged out they are given this status.</td>
</tr>
<tr>
<td>Expired</td>
<td>If an applicant has had an application on file for an extended period of time you could give them this status. This is an alternative to deleting an applicant. This will prevent an applicant from showing up in a search by principals, but you will still have their application on file if you need it.</td>
</tr>
<tr>
<td>Hired</td>
<td>You would give an applicant this status if you decide to hire them.</td>
</tr>
<tr>
<td>Inactive</td>
<td>If you do not want principals to even be able to see an applicant (maybe they have a criminal history or asked to be removed) you could give them this status.</td>
</tr>
<tr>
<td>Incomplete</td>
<td>When an applicant first creates an account they are given this status.</td>
</tr>
</tbody>
</table>
Minimum Question Score and Maximum Question Score – These fields are numeric search fields. These fields are only pertinent if a district has chosen to implement a scoring system to assist in the tracking process.

Minimum Interview Score and Maximum Interview Score – These fields are numeric search fields. These fields are only pertinent if a district has chosen to implement a scoring system to assist in the tracking process.

Evaluated/Screened – This is a yes/no field. This field allows the user to search for applicant based on whether they have been reviewed or not. This field is only useable if the district chooses to utilize this field.

How did you hear about employment opportunities with this District? - This is primarily a reporting field. You may select more than one which submits and OR based search.

Background Information Section: You can search based upon applicants’ technical background. If you select more than one choice in the same select box, then you will see applicants who have either of those skills or interests. If you select choices from more than one select box, then you will see only those applicants who have skills or interests from all of the different select boxes in which you have made choices.

Technology Literacy – This box includes a list of technical skills an applicant may possess.

Coaching Interest - This box includes a list of coaching skills an applicant may possess.

Multilingual Abilities - This box includes a list of languages an applicant may speak or comprehend.

Years of Teaching Experience - This allows users to look for applicants who have x years of teaching experience. The < and > signs may be utilized to find applicants with less than x years of experience or greater than x years of experience.

Examples:

A user who is looking for an applicant with exactly 5 years of teaching experience would type: 5

A user who is looking for an applicant with less than 5 years of teaching experience would type: <5

A user who is looking for an applicant with greater than 5 years of teaching experience would type: >5

Certificates/Licenses Section: You can search for applicants based on which certificates/licenses they hold or will soon hold. If you wish to perform a search based on certificate/licenses, you may enter criteria for a single search field or any combination of fields. Selecting multiple endorsements will search for applicants who have any one of the selected endorsements.
Certificate/License Type - This field allows users to search for applicants with certificates/licenses with a specific type.

Certificate/License Status – This field allows users to search for applicants with certificates/licenses with a specific status.

State – This field allows users to search for applicants with certificates/licenses issued by a specific state.

Endorsement - This field allows users to search for applicants with certificates/licenses with a specific endorsement.

Grades Certified to Teach - This field allows users to search for applicants with certificates/licenses in specific grades.

Education Information Section:

College - To search for applicants who attended a specific college, first select the state in which the college is located. Doing so will display a list of the colleges within that state.

Major - Entering a major, searches for applicants who choose the selected major. For example, if you were to search for "Computers", the system would search for applicants with that exact word--Computers--entered in as their major. It would not return individuals who have a major in Computer Science. The best way to use the major searching field is by using wild cards in your search. If you wanted an applicant who majored in something to do with computing, you could enter "*computer*" so that the system would return an applicant who had a major with the word "computer" somewhere in it.

Minor - Entering a minor, searches for applicants who choose the selected minor. For example, if you were to search for "Computers", the system would search for applicants with that exact word--Computers--entered in as their minor. It would not return individuals who have a minor in Computer Science. The best way to use the minor searching field is by using wild cards in your search. If you wanted an applicant who minored in something to do with computing, you could enter "*computer*" so that the system would return an applicant who had a minor with the word "computer" somewhere in it.

GPA Overall - If you wish to search for applicants based on their GPA's, enter the minimum acceptable GPA and the system will search for applicants who earned that GPA or higher.

GPA Minor - If you wish to search for applicants based on their GPA's, enter the minimum acceptable GPA and the system will search for applicants who earned that GPA or higher.

Additional Information Section: You can search for applicants based on the time period in which they created and/or activated their applications. Enter dates into both date fields to search on applicants who submitted their applications between those 2 dates.

Account Creation Date (start) - Enter a date into the Account Creation Date (start) field to search for applicants who created their applications on or after that date.

Account Creation Date (end) - Enter a date into the Account Creation Date (end) field to search for applicants who created their applications before, but not on, that date.
Activated Date (start) - Enter a date into the Activated Date (start) field to search for applicants who completed (filled in all required fields) their applications on or after that date.

Activated Date (end) - Enter a date into the Activated Date (end) field to search for applicants who completed (filled in all required fields) their applications before, but not on, that date.

Have been edited within the last $n$ number of days – You can search for applicants who have made changes to their application within the last $n$ number of days.

Have not been edited within the last $n$ number of days – You can search for applicants who have not made changes to their application within the last $n$ number of days.

Has been added within the last $n$ number of days – You can search for applicants who have completed their applications within the last $n$ number of days.

Other Information Section: You can search for applicants based on their disciplinary history. Enter "Yes" into one or more of the search fields to find applicants who specifically answered, "Yes" to those particular questions. Enter "No" into one or more of the fields to find applicants who specifically answered "No" to those questions.

SAVED SEARCHES

You can save the last search that you ran during your current session. If you wish to save the last search that you ran during this session, click the "Save this search" link. Or after you run a search this link also appears on the Searching Menu.

If you choose to have this search perform an action, please do so with great care, making sure that the action you choose is really the action that you wish to be performed. If your saved search sends an email to the applicants who are found in the search, you must enter a message to be sent. If your saved search sends an email of results to you, please verify that you have an email set in the Account Information section which is available from the left-hand menu.

*Name – Name of search.

Description – Description of search.

*Save: -

Search Criteria – Saves your search’s criteria that may be ran at a later date and time. Each time the search is run you may get new applicants returned in your search that meet your search’s criteria.

Search Results – Saves just the applicants that were returned in during your current search.

*Viewable By: - Distinguishes who can see and run your saved search.

Private – Only users in the same user groups may see and run your search.

Public – Every user in the system may see and run your search.
* How often do you wish to run this search?:
  Daily – Search runs once a day.  Action required.
  Monthly – Search runs once a month.  Action required.
  On Demand – Search runs whenever you click the Run link next to the desired saved search.
  Weekly – Search runs once a week.  Action required.
  Yearly – Search runs once a year.  Action required.

Initial run date – The date of the first day the search should start running.

Action(s) to be performed with the results: (you may select more than one) -
  Change the applicant's processing stage (must be used with “Change process stage to” field below)
  Email results to author of search
  Email a message to applicants who meet criteria
  Change the applicants' status

Change applicant status to:
  Active
  Expired
  Hired
  Inactive
  Incomplete

Change process stage to:
  New
  Do Not Interview-
  Recommend for Interview
  Interview Scheduled
  Interviewed - Not Recommended
  Interviewed – Recommended
  Interviewed - Highly Recommended

Message to be sent to applicants – Enter the body of the email you would like to send to ALL applicants returned by this search.

FIND DUPLICATES
Use the Find Duplicate Applications links to find applications that appear to be duplicates. You may search for duplicates based on first and last name, social security number, and email address.

SAVE LAST SEARCH
Takes you to the Saved Search form where you may save the last search that has been ran.

REFINE LAST SEARCH
Returns a user to the search page with the last search criteria that was ran.

RUN LAST SEARCH
Runs the last search that was ran during a user’s current session.
Administration

CORPORATION/DISTRICT PROFILE

This page is used to edit information regarding the districts and schools that make up your school system. To edit a district or school’s information click the edit link next to the district or school you would like to change. To view the child companies (schools) click on the link Child Companies.

EDIT EMPLOYEES

This page is for viewing and editing users’ information. You may change a user’s school, user group, username, and/or password using this page.

School – This field indicates to which school/district a user belongs to.

Group(s) – This field determines what actions the user is allowed to perform as well as the information that the user is allowed to view or edit.

Username – Your user name should be 3-16 characters long; please do not use any spaces. You must re-type your password if you type your username.

New Password – Your password should be 4-16 characters long and should always be different from your user name. We recommend a combination of letters and numbers in your password, such as: I4CJOBS4U. Please do not include any characters other than letters and numbers.

Confirm New Password – Re-type new password.

EDIT USER GROUPS

This page can be used to add, edit or delete user groups. A user group defines which rights a group of users have including what they are allowed to see, edit and delete. To add a user group click the Add link and follow the provided directions.

SYSTEM STYLE

This page is used to set the style of the system to your liking. Please note that some of these style sheet elements may be inactive in certain versions of Netscape.

NEW APPLICANT EMAIL

This page allows your district to customize the message that is sent to applicants once they have completed all of the fields that the district has designated as required. The default text that the SearchSoft system sends is provided on the following page.
Subject: Thank you for using the Applicant Tracking System

Body:

Dear Applicant:

Your application will be reviewed shortly and you will be contacted if your application meets the current needs of our District.

Please remember, your application must be complete before consideration will be given. You may return to your application to add or edit your information at any time.

Thanks once again!

ATS System Administrator

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**Step by Step:**

**Customizing your district’s New Applicant Email**

1. Click: Administration in the left menu bar
2. Select: New Applicant Email from the top pull-down menu bar
3. Enter: Your email address in the Reply Address field
4. Enter: A subject in the Subject field
5. Enter: The body of your message in the Body of the Message
6. Enter: “Yes” to the question, Send and email to new applicants?
7. Click: Save and Next to save your email

**EMAIL ADMINISTRATION**

Use this page to create stored emails that may be used in different places throughout the system.

**Step by Step:**

**Adding Emails to the Email Administration**

1. Click: Administration in the left menu bar
2. Select: Email Administration from the top pull-down menu bar
3. Click: Add
4. Fill Out: Form
5. Click: Save and Next to save your email
**Step by Step:**

<table>
<thead>
<tr>
<th>Sending an Email to a list of applicants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click: <strong>Search Menu</strong> in the left menu bar</td>
</tr>
<tr>
<td>2. Click: <strong>Applicant Search</strong></td>
</tr>
<tr>
<td>3. Perform your search</td>
</tr>
<tr>
<td>4. Check: The boxes next to the applicants you would like to email.</td>
</tr>
<tr>
<td>5. Select: The title of the email you would like to send to these applicants from the drop-down box next to the button “Email With”</td>
</tr>
<tr>
<td>6. Click: <strong>Email With</strong> button</td>
</tr>
</tbody>
</table>
**Additional Items**

**ADDING AN APPLICANT**

You may use this link to add an applicant to the system.

*Step by Step:*

<table>
<thead>
<tr>
<th>Adding a Applicant</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click: <strong>Add Applicant</strong> link on the left Navigation Menu</td>
</tr>
<tr>
<td>2. Enter: Applicant’s Fist Name, Last Name, SSN, Username, and Password.</td>
</tr>
<tr>
<td>3. Click: <strong>Save and Next</strong> to save your changes and add the applicant to the system.</td>
</tr>
</tbody>
</table>

**ACCOUNT INFORMATION**

Current Username: _____________________________

Current Password: _____________________________

You may use this page to change some basic information about your account, such as the name that you use to log into the system, your password, and/or your email address.

To change your username, password, and/or email address begin by entering your current password in the second field. Next, enter your new username, passwords, and/or email address into the appropriate field(s). Hit “Save and Next” to process the change.

*Note: While editing any information on this page, the system requires that the user re-enter his/her old password.*

*Step by Step:*

<table>
<thead>
<tr>
<th>Changing Account Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click: <strong>Account Information</strong> link on the left Navigation Menu</td>
</tr>
<tr>
<td>2. Enter: Current password in the second field.</td>
</tr>
<tr>
<td>3. Enter: New username, passwords and/or email address into the appropriate field(s).</td>
</tr>
<tr>
<td>4. Click: <strong>Save and Next</strong> to save your changes.</td>
</tr>
</tbody>
</table>
LOGOUT

Always remember to logout. The info in the applicant's records is confidential and should not be accessed by unauthorized individuals.

UNDELIVERABLE EMAILS

This message is in reference to emails that users can send out using the SearchSoft ATS. These emails are usually sent in bulk to applicants who meet certain searching criteria. Other emails are automatically sent to applicants, such as "incomplete" emails or "welcome" emails. Occasionally, an intended recipient of an email cannot be reached. When this happens, the sender (party identified in the From field of the email) will get a message stating that the email(s) was/were not deliverable. These are very helpful in that they notify the sender to contact the recipient via alternate means.

To help you find these applicants, we have recently added a new search field to the Applicant Search Form called "Email Address".

PROCESS STAGE FIELD

Processing STAGE is a new field on the General Information page of the application. It is invisible to applicants. There are many steps involved in the processing of a typical application. This field allows you to track those steps. From the time this field is activated at your district, all new applicants will be given the processing status of "New". (Note: all applicants created before field activation will not have a process stage.) The existing (base) statuses are:

- New
- Do Not Interview
- Recommend for Interview
- Interview Scheduled
- Interviewed - Not Recommended
- Interviewed - Recommended
- Interviewed - Highly Recommended

Employers may utilize this field by using the Applicant Search Form to search for all applicants who are in one of these statuses. These batches of applicants can then be processed and subsequently moved on to the next processing status.

The field itself is free to all clients. If you would like to optimize the field by adding, removing or rephrasing any of the current statuses please contact Mark VanHooser at mvankooser@searchsoft.net or 317-488-5240 ext. 114.

REQUIRED FIELDS

Required fields are fields in the application that an applicant is required to complete. These fields are marked with asterisks and must be completed before an applicant is allowed to save changes for that page. If an applicant tries to log out of the application before all required fields have been completed they are displayed an "incomplete" application warning and are emailed a list of their incomplete fields. When an applicant logs out with all required fields complete their application
status is then marked “active”. Employers are then able to search for applicants who have completed all required fields and are therefore marked “active”. This benefits employers by preventing them from seeing applicants who have not filled out enough relevant data to be considered for employment.

APPLICANT TYPES

**Certified** – This application is for teachers, administrators and other related positions.

**Classified** – This application is for school support services, such as aides, bus drivers, maintenance personnel and other related positions.

**Administration** – This application is for principals, vice principals and other related positions.

**Substitute** – This application is for applicants interested in substitute teaching only.

**Summer School** - This is an internal application for current employees who are interested in teaching summer school.

**Transfer** – This is an internal application for current employees who are interested in transferring to another school within a district.
<table>
<thead>
<tr>
<th>Access Right</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>applicant</td>
<td>All ordinary applicant rights</td>
</tr>
<tr>
<td>Employer</td>
<td>All ordinary employer rights</td>
</tr>
<tr>
<td>view attach</td>
<td>View attachments right</td>
</tr>
<tr>
<td>edit attachments</td>
<td>Add or edit existing file or text attachments</td>
</tr>
<tr>
<td>view notes</td>
<td>View notes employers post about applicants</td>
</tr>
<tr>
<td>edit notes</td>
<td>Add or edit notes employers post about applicants</td>
</tr>
<tr>
<td>View Previous Worksheets</td>
<td>View previous worksheets</td>
</tr>
<tr>
<td>View Previous Notes</td>
<td>View previous notes</td>
</tr>
<tr>
<td>View Test Results</td>
<td>View test results</td>
</tr>
<tr>
<td>View Other Confidential Attachments</td>
<td>View other confidential attachments</td>
</tr>
<tr>
<td>view references</td>
<td>View applicants’ job reference information</td>
</tr>
<tr>
<td>edit reference score</td>
<td>Edit a reference's score</td>
</tr>
<tr>
<td>admin</td>
<td>Basic ability to access Admin section</td>
</tr>
<tr>
<td>system style</td>
<td>Edit the System Style</td>
</tr>
<tr>
<td>view company profile</td>
<td>View company address and contact information</td>
</tr>
<tr>
<td>view employees</td>
<td>View listing of employees' usernames</td>
</tr>
<tr>
<td>view groups</td>
<td>View the list of user groups</td>
</tr>
<tr>
<td>emp view jobs</td>
<td>View jobs from the employer side</td>
</tr>
<tr>
<td>set applicant status</td>
<td>Set applicants' statuses from active to hired or non-active</td>
</tr>
<tr>
<td>search app status</td>
<td>Search for applicants with statuses other than ‘Active’</td>
</tr>
<tr>
<td>view app image</td>
<td>View original application image (scan), where applicable</td>
</tr>
<tr>
<td>edit jobs</td>
<td>Add or Edit a posted job</td>
</tr>
<tr>
<td>view app score</td>
<td>View application scores employers assign to applicants</td>
</tr>
<tr>
<td>edit app score</td>
<td>Add or Edit application scores employers assign to applicants</td>
</tr>
<tr>
<td>view int score</td>
<td>View interview scores employers assign to applicants</td>
</tr>
<tr>
<td>edit int score</td>
<td>Add or Edit interview scores employers assign to applicants</td>
</tr>
<tr>
<td>view voluntary</td>
<td>View Voluntary information</td>
</tr>
<tr>
<td>edit voluntary</td>
<td>Edit Voluntary information</td>
</tr>
<tr>
<td>search applicants</td>
<td>Search for Applicants</td>
</tr>
<tr>
<td>edit app data</td>
<td>Edit response fields within an applicant's application</td>
</tr>
<tr>
<td>delete applicants</td>
<td>Delete entire applicant record(s)</td>
</tr>
<tr>
<td>edit employers</td>
<td>Edit employees’ usernames or passwords</td>
</tr>
<tr>
<td>edit rights</td>
<td>Edit rights of a user group</td>
</tr>
<tr>
<td>reset app password</td>
<td>Reset an applicant's password to a System default password</td>
</tr>
<tr>
<td>edit company profile</td>
<td>Change company’s address or contact information</td>
</tr>
<tr>
<td>GUEST USER</td>
<td>Account for GUEST</td>
</tr>
<tr>
<td>edit reference</td>
<td>Edit applicants reference</td>
</tr>
<tr>
<td>search by race</td>
<td>Search for applicants by race</td>
</tr>
<tr>
<td>search by gender</td>
<td>Search for applicants by gender</td>
</tr>
<tr>
<td>edit rehire status</td>
<td>Edit Applicant's Rehire Status</td>
</tr>
<tr>
<td>view new app_email</td>
<td>View new applicant email</td>
</tr>
<tr>
<td>edit new app_email</td>
<td>The right to edit the new applicant email</td>
</tr>
<tr>
<td>edit seniority date</td>
<td>The right to edit the seniority date of a current employee</td>
</tr>
<tr>
<td>view email module</td>
<td>View the email administration module</td>
</tr>
<tr>
<td>Modify Transfer Application Status</td>
<td>Modify Transfer Application Status</td>
</tr>
<tr>
<td>General Interest Card</td>
<td>??</td>
</tr>
<tr>
<td>reporting</td>
<td>View Reporting Module</td>
</tr>
<tr>
<td>edit processing status</td>
<td>Edit applicants processing status</td>
</tr>
<tr>
<td>View Priority Consideration</td>
<td>View priority consideration field</td>
</tr>
<tr>
<td>Edit Priority Consideration</td>
<td>Edit priority consideration field</td>
</tr>
</tbody>
</table>
CLEARING BROWSER CACHE

When your web browser retrieves a web page, it stores a temporary copy of the site on your computer. This storage is known as the browser cache and lets the browser redisplay the page more quickly for subsequent page requests.

If a cached file is damaged or only partially downloaded or if the page has been updated and you want to make sure you have the most recent version you may need to clear your browser's cache.

The steps for clearing your browser's cache differ depending on which browser you are using:

**Step by Step:**

<table>
<thead>
<tr>
<th>Clearing your PC’s Cache (Internet Explorer Users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the “Tools” link near the top of the browser and select “Internet Options” from the menu.</td>
</tr>
<tr>
<td>2. Click the General Tab</td>
</tr>
<tr>
<td>3. In the Temporary Internet Files area, click the box marked “Delete Files…”</td>
</tr>
<tr>
<td>4. In the pop-up box, check the box next to “Delete all offline content”, then click “OK”</td>
</tr>
<tr>
<td>5. In the “History” area, click the “Clear History” button, and then click “OK”</td>
</tr>
<tr>
<td>6. Click the “Apply” button at the bottom of the “Internet Options” box; then click the “OK” button</td>
</tr>
<tr>
<td>7. Close and restart Internet Explorer</td>
</tr>
</tbody>
</table>

**Step by Step:**

<table>
<thead>
<tr>
<th>Clearing your PC’s Cache (Netscape Users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click: Administration in the left menu bar</td>
</tr>
<tr>
<td>2. Select: Email Administration from the top pull-down menu bar</td>
</tr>
<tr>
<td>3. Click: Add</td>
</tr>
<tr>
<td>4. Fill Out: Form</td>
</tr>
<tr>
<td>5. Click: Save and Next to save your email</td>
</tr>
</tbody>
</table>
### Step by Step:

<table>
<thead>
<tr>
<th>Clearing your Mac’s Cache (Internet Explorer Users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the Edit menu and choose Preferences</td>
</tr>
<tr>
<td>2. Click the Advanced category and select Cache</td>
</tr>
<tr>
<td>3. In the Cache area, click the “Empty Now” bar, and then click “OK”</td>
</tr>
<tr>
<td>4. Close and restart Internet Explorer</td>
</tr>
</tbody>
</table>

### Step by Step:

<table>
<thead>
<tr>
<th>Clearing your Mac’s Cache (Netscape Users)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Click the Edit menu and choose Preferences</td>
</tr>
<tr>
<td>2. In the “Category:” select box, choose “Cache” in the “Advanced” section</td>
</tr>
<tr>
<td>3. Click the “Clear Disk Cache Now” button; click “OK” in the warning box</td>
</tr>
<tr>
<td>4. Click the “OK” button at the bottom of the “Preferences” box</td>
</tr>
<tr>
<td>5. Close and restart Netscape</td>
</tr>
</tbody>
</table>
ADDITIONAL FAQ

Q: I received a call from an applicant who could not see the ADD link on the College, License, Reference and Experience pages.

A. The "disappearing" link is really a visited link whose color (SearchSoft green) is so similar to the black background that it blends in with the background. District Administrators, have the ability to change these colors. On the employer side you will want to click the Administration link and then System Style. Here you can control the look and feel of your application.

Q: Our District has always promptly acknowledged the receipt of a completed application. In the past, we did this via a post card that went out immediately upon receipt of the application. Obviously, this is a wonderful feature that is built in to your system. Should we wait to deal with this until we are trained? If it is something I can learn easily, I prefer to be consistent and responsive now rather than wait.

A. The New Applicant Email is sent out when an applicant logs out for the first time with all required fields complete. This feature is very easy to set up. As the top-level user you will click the Administration link and then New Applicant Email. Here you can add the verbiage you would like to send to a new applicant.

Q: I know I have the ability to go in and make notes on applications that only the principals and I will see. Is this something that is easily learned? I already have some interviews scheduled and observations to share.

A. Yes, this is extremely easy. Please follow the steps:
   1. Find the applicant you would like to make a note for.
   2. Click the "Edit" link for that applicant.
   3. In the top menu bar you will see a select box (like what the applicant sees). If you pull the menu down towards the end you will see Notes...highlight that page.
   4. Click the "Add" link and type your notes. (Note: applicants do not have the rights see this page)

Q: As we tried to print out the applications, we find we get LOTS of wasted pages. Is there one simple path and command to print out the completed application?

A. Using Netscape will typically result in more excess. The use of Internet Explored 6.0 or newer will result in a more efficient use of paper. If you have additional questions, you might review the following link:

http://163.191.177.7/Office/ResearchFiscal/PublicFeeRpt/Report/dsp_FAQ.cfm

Q: What triggers the change in the status box EVALUATED/SCREENED? Does this happen automatically when scores are entered or do I need to go in and change it manually?

A. This is something you will have to go in and change manually.
Q. How do we e-mail applicants who did not receive an interview but indicated interest in a position?

1. Click on JOBS
2. Interested Applicants
3. Check those applicants who were interviewed, since they will receive a different letter.
4. Click Remove from Results
5. Save this search
6. Save this Search by Results
7. Click ON DEMAND for how often to run it
8. Click on "E-mail message to applicants who met criteria"
9. Type message
10. Click the Submit button
11. In order to run this search on demand you will want to find your search under Saved Searches and click on the Run link (after step 11)

Q: How can I post multiple job types?

A. Since there is an unlimited combination of these types of positions I would suggest (and this is what most of our other clients do) selecting one of the Job Types that exists and making a note of the other one in the Title field. So if you are looking for a High School Math teacher who can also teach Spanish. You would select Certified-High School-Mathematics as the job type and put Math Teacher (Spanish Teacher) in the Title field and use the Description box to explain the position. (Note: when an applicant views a job the title and job type are right next to each other) We could also add an "Other" job type as a catchall for these positions if you would prefer doing something like that? You would then select Certified-High School-Other as the job type and added Math and Spanish Teacher is the Title field.

Q: What should I do if an applicant calls me and has forgotten his/her username or password?

A. If they know their username and/or email address they can use the “Forgot Your Password?” link on the applicant log in page. The system will then send them an email with their username and password. If they cannot remember their username or do not have an email address you can have the top-level user of your system reset their password. To do this you will need to log in as a user with the right to perform this action. Next find the applicant by performing a search. Click the Edit link next to the applicant. At the bottom of the General Information page there is a link call Reset Password.