NEOGOV

NEOGOV Insight

Online Hiring Center

 Revised 2/11/21

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Online Hiring Center

Introduction

The Online Hiring Center (OHC) engages hiring department staff, subject matter experts and approval groups in the recruitment and selection process. The intuitive design of the OHC includes a central dashboard of pertinent tasks and many other great features. This guide will give you a complete overview—based on user role—from creating a requisition to approving a newly-hired candidate. Read on and enjoy using the OHC!

OHC Roles

There are six user roles in the OHC: Hiring Manager, Rater, SME, Approver, Originator and HR Liaison. The table below provides details regarding the tasks each role is permitted to complete.

Permitted Task	Originator	HR Liaison	Hiring Manager	Rater	SME	Approver
Create requisitions	•	•				
View all assigned departments' requisitions		•				
Manage all assigned departments' OHC user accounts (if given access)		•				
Approve/deny requisitions						•
View applications		•	•	•	•	•
Change candidates' disposition values (prior to the referred list)					•	
Send notices to candidates (if given access)		•	•			
View and rate assigned referred lists				•		
View and take action on assigned referred lists			•			
View and take action on all assigned departments' referred lists		•				
Approve/deny offers						•
Approve/deny hires						•

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OHC Dashboard

After signing into the OHC your dashboard displays. This is a centralized place of items requiring your attention. In the OHC world, these are your assigned tasks, referred candidates and associated requisitions.

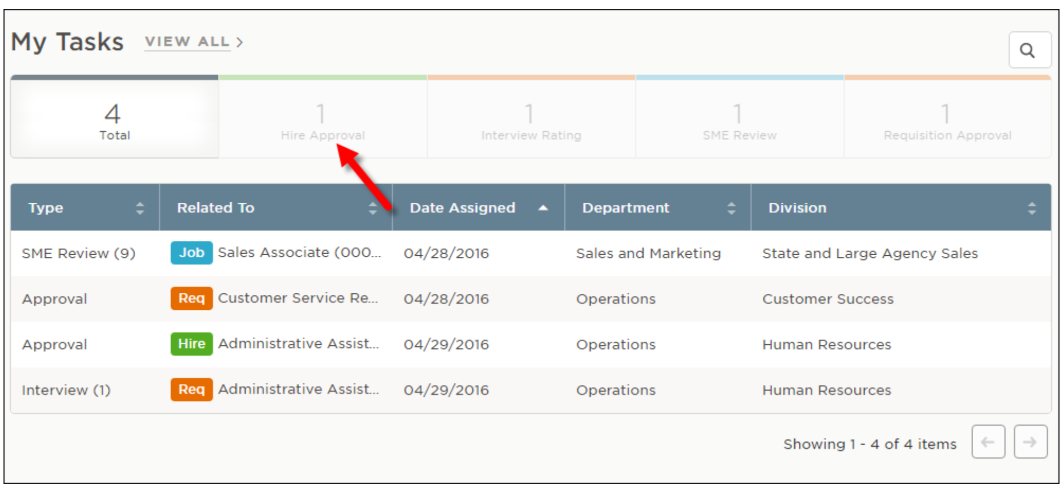
Whenever you need to return back to the dashboard, click Dashboard, from the upper left.

My Tasks

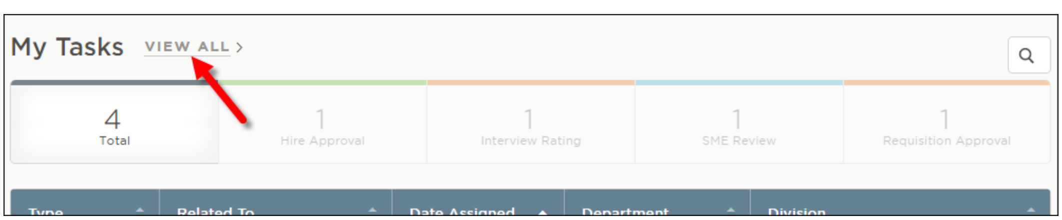
In the My Tasks section, you can have four types of tasks pending your review:

1. Requisition Approval
2. SME Review
3. Interview Rating
4. Hire Approval

The default view displays all tasks pending your review. Click one of the color-coded tabs to view a specific task type.



To view all tasks, including completed ones, click VIEW ALL.



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My Candidates

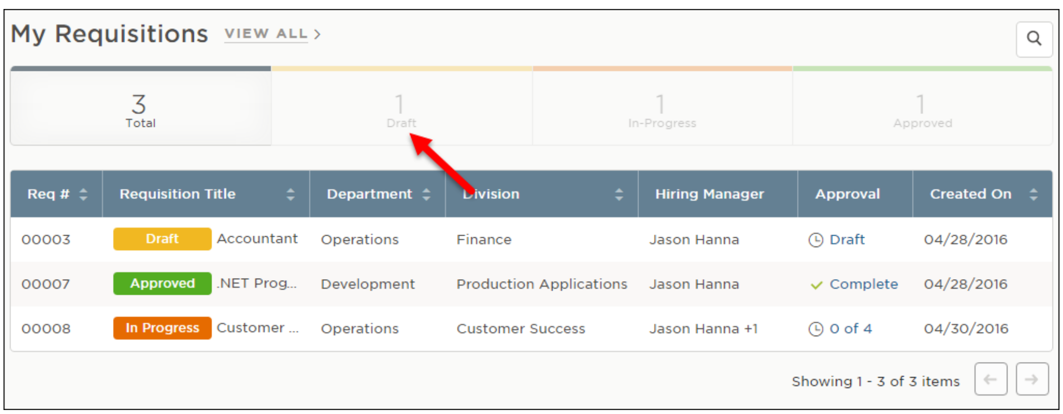
In the My Candidates section, referred lists will display for which you are an assigned hiring manager.

My Requisitions

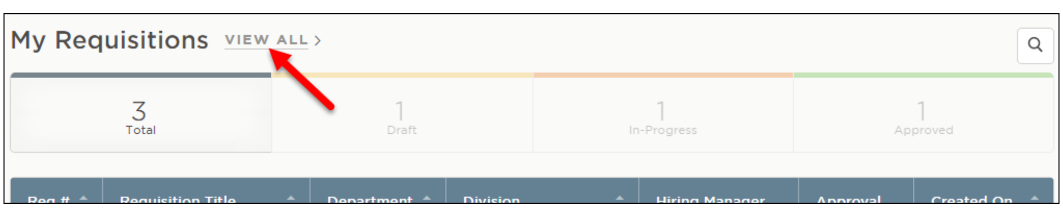
In the My Requisitions section, four types of requisitions associated with you will display:

- Draft – Requisitions you have created and saved, but haven't yet submitted.
- In Progress – Requisitions you have submitted and are in progress of being approved.
- Approved – Requisitions you have submitted and have be approved by all groups.
- Open – Requisitions you have submitted and have been opened by HR for recruiting.

The default view displays all draft, in progress and approved requisitions associated with you. Click one of the color-coded tabs to view a specific requisition type.



To view all requisitions, including filled and cancelled ones, click VIEW ALL.



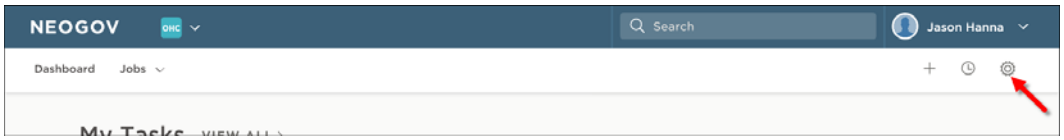
Customize Global Hire Workflow

In the OHC, candidates on a referred list travel through a total of five preset hire workflow steps including initial referral, interview, offer, hire and rejection. Customize this global workflow if your organization requires modifications to existing steps and/or additional pre and post offer steps.

Required OHC role: With the OHC role of HR Liaison, you can customize the global hire workflow.

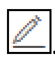
Steps to Customize the Global Hire Workflow

1. From the upper right, click the Settings button. It looks like a gear.

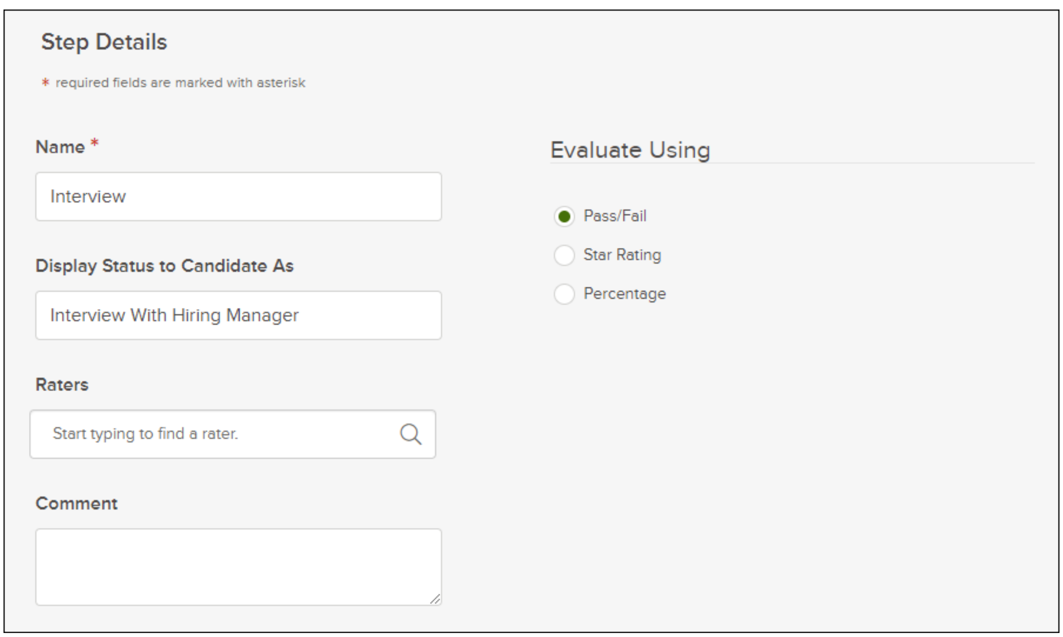


2. Click Hire Workflow and click Customize Workflow.

Note: The follow steps feature an example of customizing the global hire workflow where the interview step is changed to a pass/fail evaluation type and a preboarding step is added.

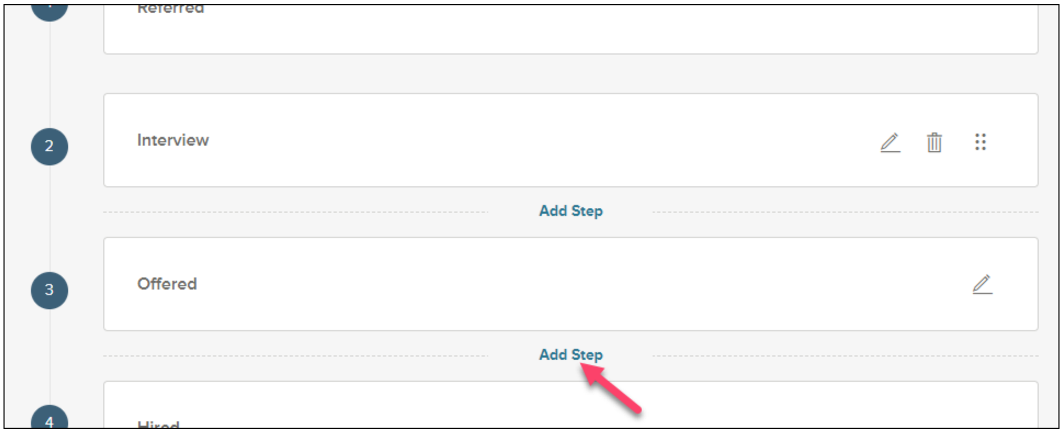
3. From the Interview step, click .

4. Complete modifications to the form. For this example, "Interview With Hiring Manager" is added to the Display Status to Candidate As field and Evaluate Using field is set to Pass/Fail.

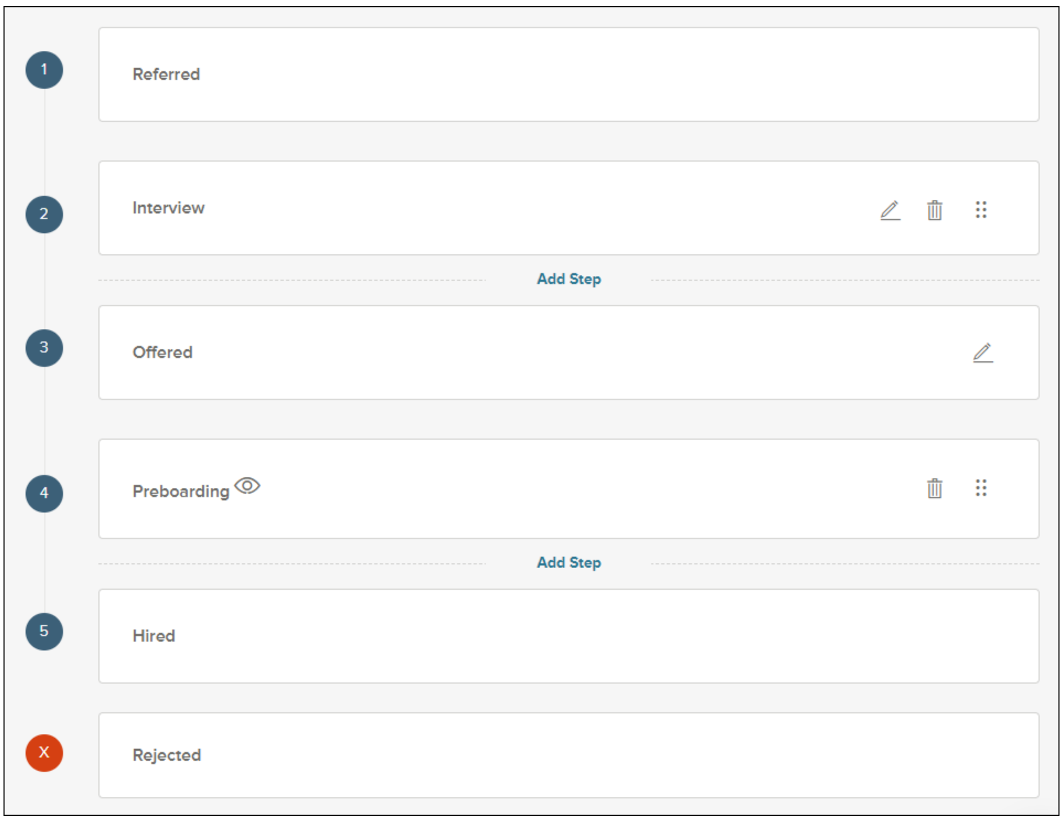


5. Once you're done, click Save & Close.

6. Click Add Step below the Offered step.



7. From the Choose a Step Type field, select Preboarding and then click Save.



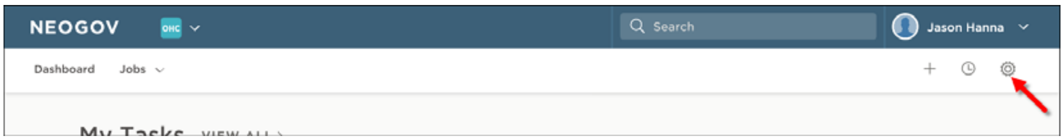
Create an Approval Workflow

The OHC provides an approval workflow platform from which you can create saved, department-specific approval paths for requisitions, offers and hires.

Required OHC role: With the OHC role of HR Liaison, you can create saved approval workflows for your assigned department(s)/division(s).

Steps to Create an Approval Workflow

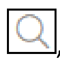
1. From the upper right, click the Settings button. It looks like a gear.

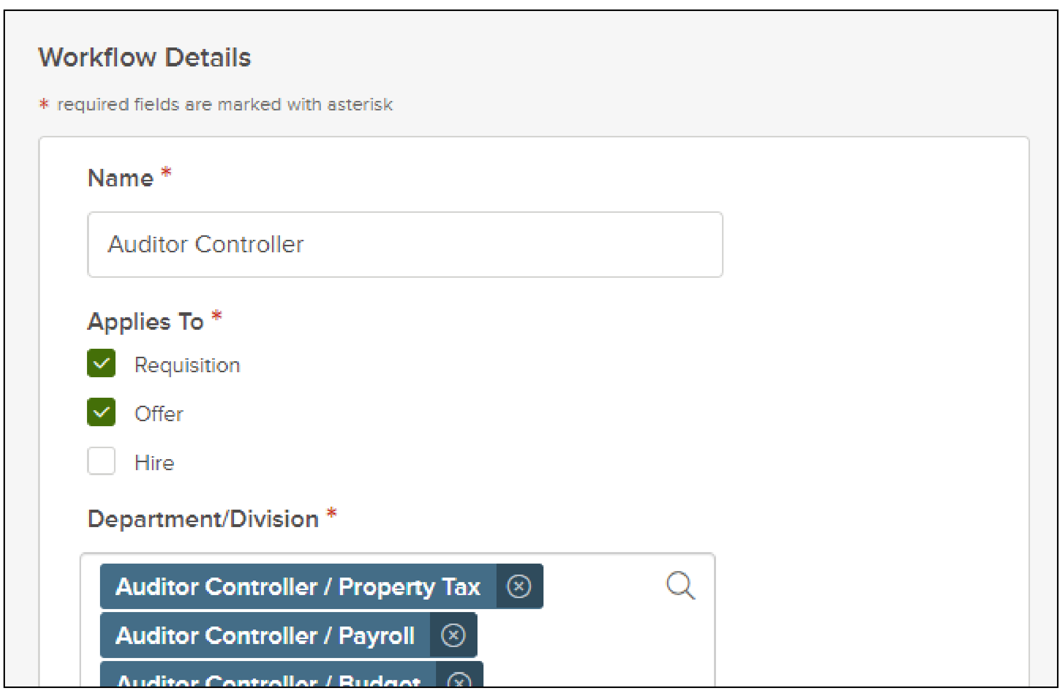


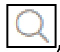
2. Click Approval Workflow, and then click Add.

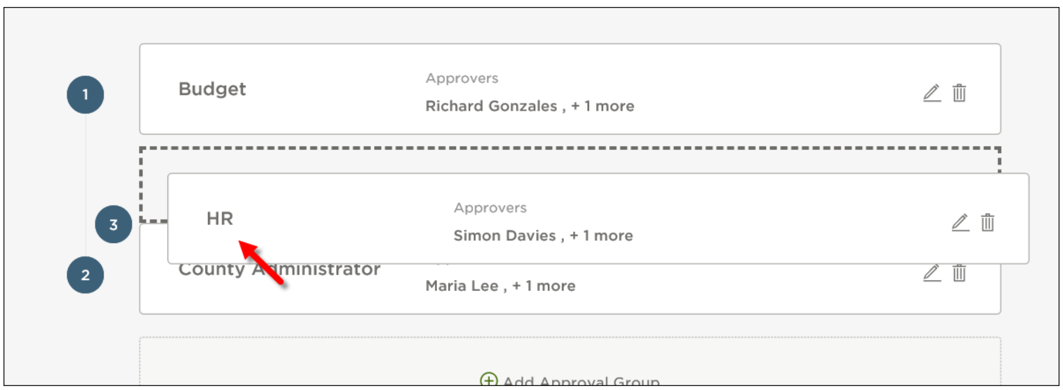
3. From the Name field, enter a name for your approval workflow, e.g., Auditor Controller.

4. From the Applies To field, select Requisition, Offer, Hire, or all.

5. From the Department/Division field, click , select the applicable department(s)/division(s), and then click Done.



6. Will your workflow have approval steps? If not, from the Approvals switch, click to the off setting, and then click Save. If your workflow will have approval steps, leave the Approvals switch in the on setting and continue to the next step.
7. Click Add Approval Group.
8. On the Approval Group pulldown, click the applicable approval group.
9. From the Approvers field, click , select the applicable approvers, and then click Done.
10. Click Add Approval Step.
11. Do you have another approval step to add? If so, click Add Approval Group and repeat these steps for the remaining approval steps.
12. Are your approval steps in the proper order? If not, you can easily correct with a drag-and-drop.



13. Once you're done, click Save to add your first approval workflow!

Create a Requisition

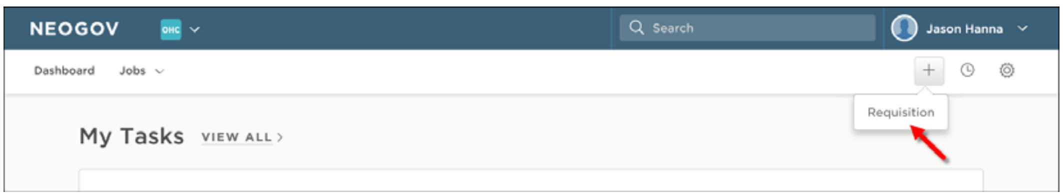
When a hiring department has an open position, they'll submit a requisition as a request to fill the vacancy.

Below are two navigation paths to start up the process of creating a requisition. Use the path that feels most natural to you.

Required OHC role: With the OHC role of Originator or HR Liaison, you can create a requisition.

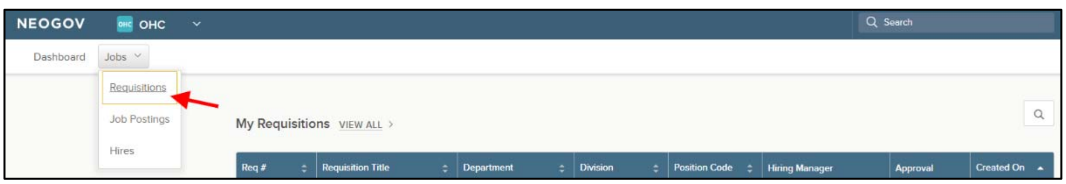
Navigation Path 1

On the Add New menu [+], click Requisition. This can be done from any page.

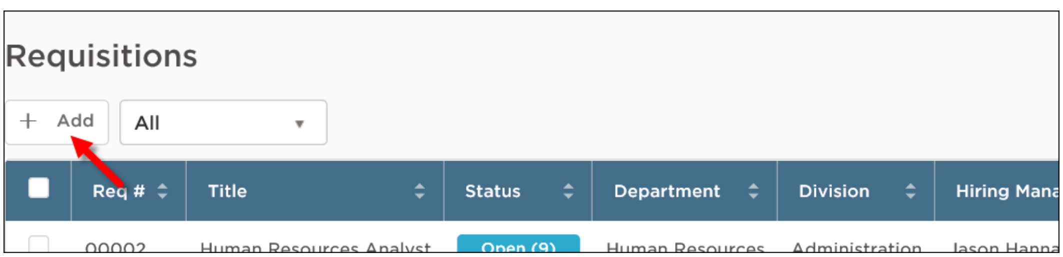


Navigation Path 2

On the Jobs menu, click Requisitions.

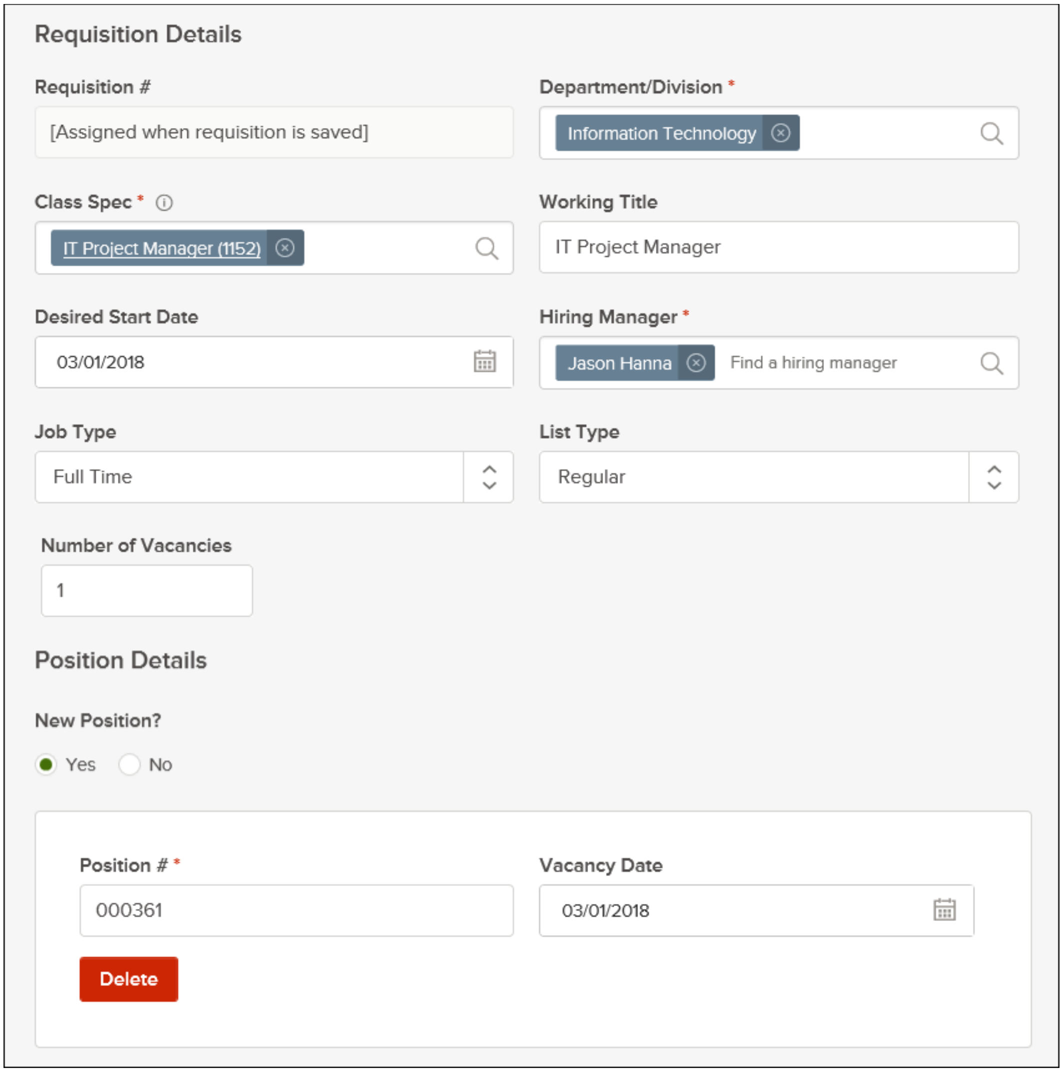


Then click Add.



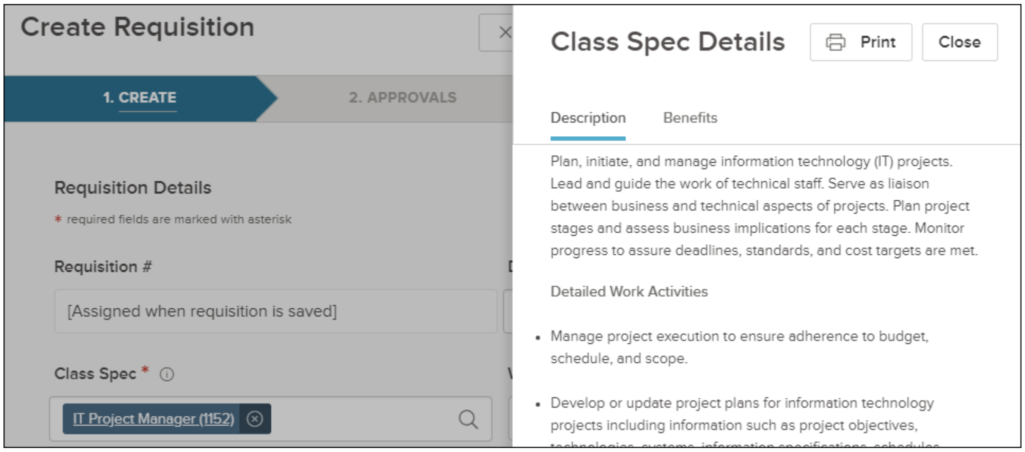
Steps to Create a Requisition

1. The first of three requisition form pages will display.



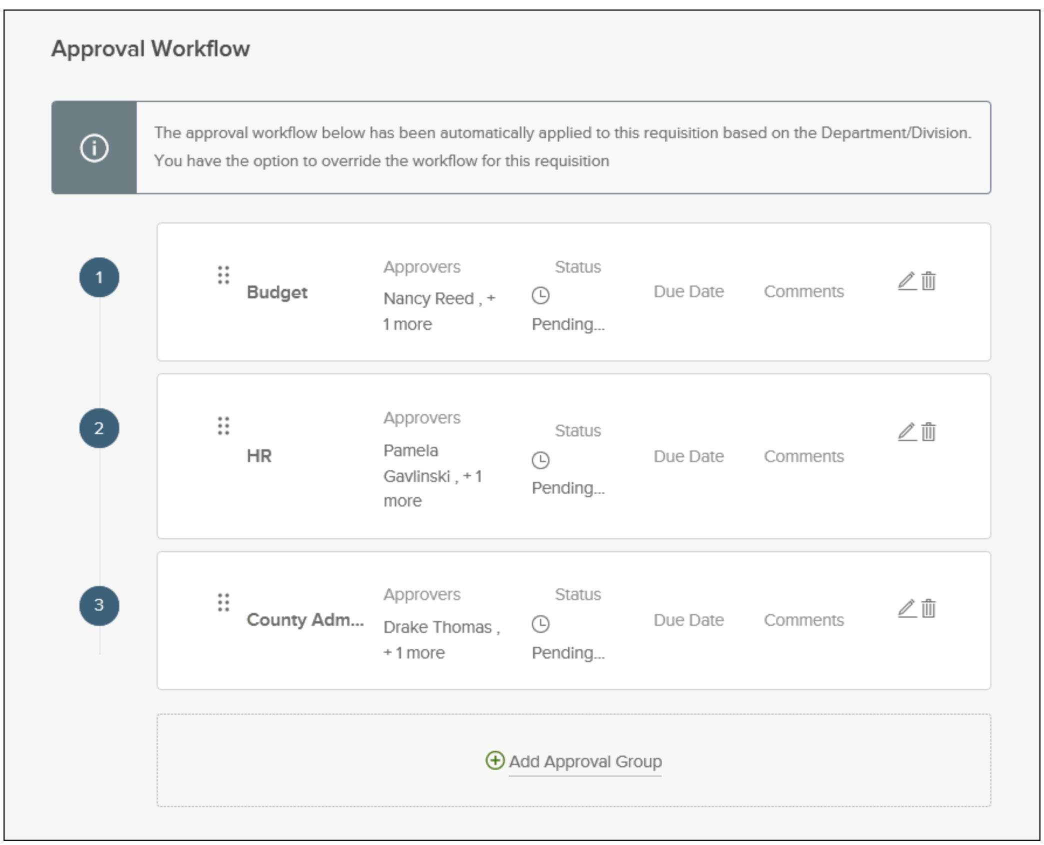
2. Complete the requisition form page.

3. Have you selected the correct class spec? There's a way you can check! From the Class Spec field, click the selected job title to have a closer look. If you'd prefer printing the class spec, simply click Print. After your review, click Close.

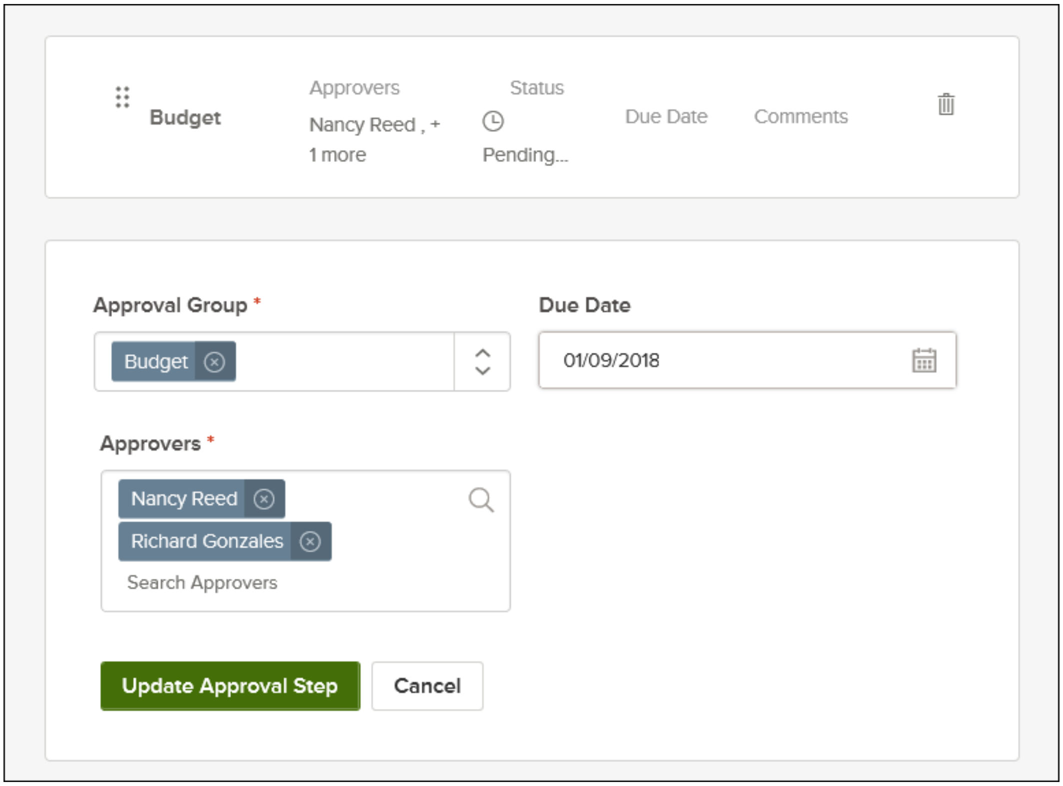


4. Once you've completed the form, click Save & Continue to Next Step.

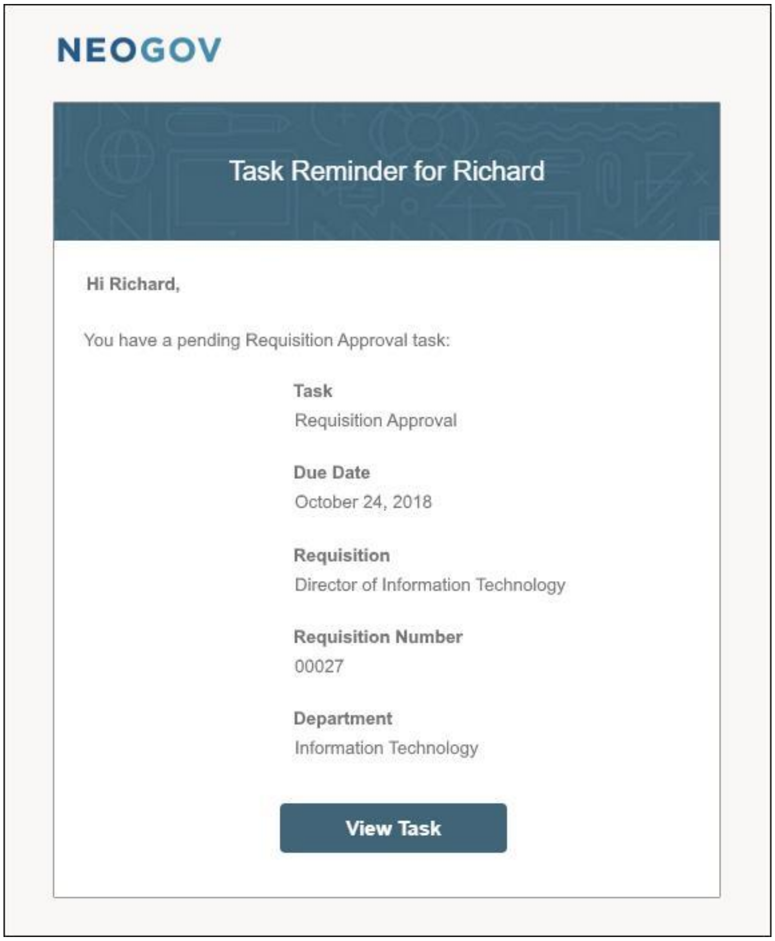
5. If you have an approval workflow template, it will display on the second requisition form page. In the event of a special circumstance that requires changes, you have the option to override the workflow. Any changes will only be applied to this requisition, not the saved approval workflow template.



6. Keep the assigned approver(s) reminded about their approval task with a due date. Click , enter a due date, and then click Update Approval Step.



7. Repeat these steps for all remaining approval steps that require due dates. The assigned approver(s) will receive a reminder email from info@neogov.com, with the subject line, NEOGOV OHC Task Reminder, on the due day and each day the approval task is past due; until the task is completed. In the contents of the reminder email will be a View Task button, guiding the approver(s) to the task requiring their attention.



Note: Task reminder emails, such as the requisition approval reminder, must be enabled by an Insight Administrator (Insight navigation: Admin > Agency Preferences > OHC section).

8. If a template for your department/division does not exist, you will be prompted to create an approval workflow. You have two options: (1) Create an approval workflow. (2) Skip the approval workflow and click Save & Continue to Next Step. The following steps will detail the first option.

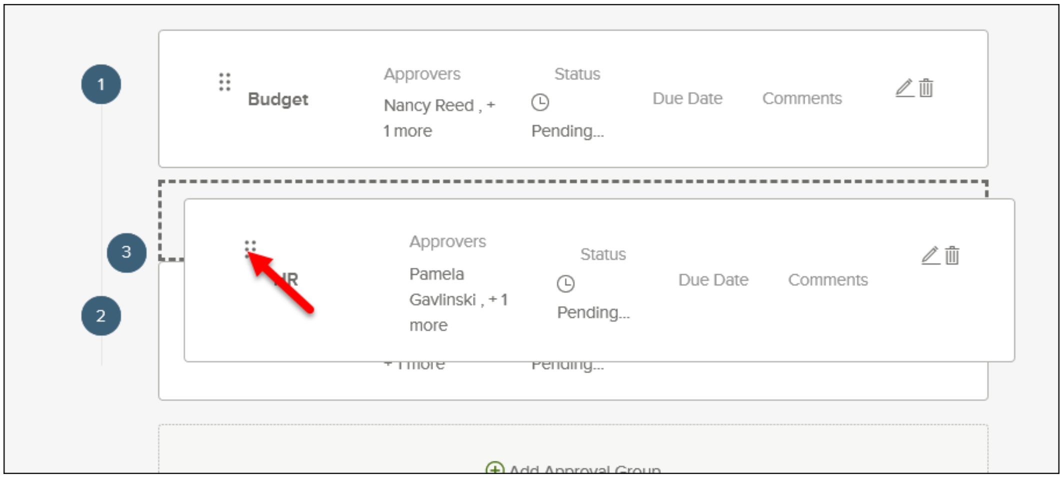
9. On the Approval Group pulldown, click the applicable approval group.

10. From the Approvers field, click , select the applicable approvers, and then click Done.

11. Click Add Approval Step.

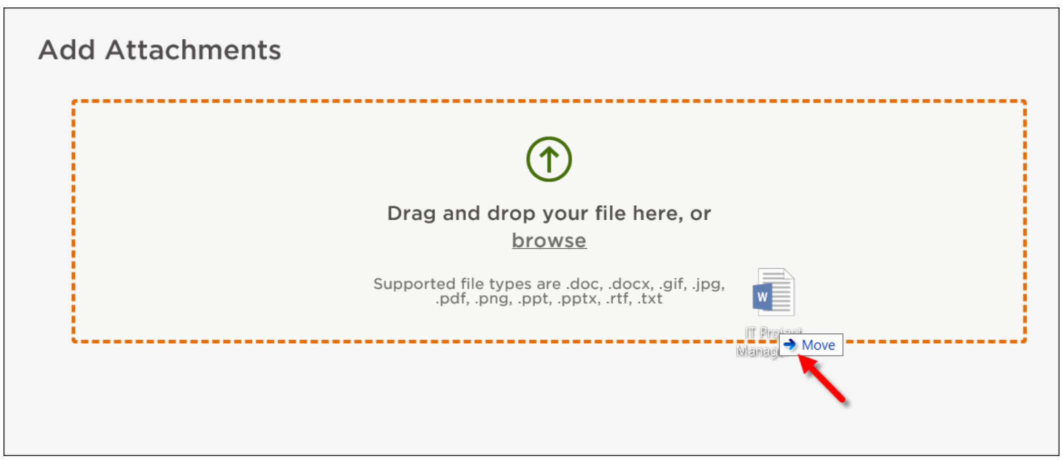
12. Do you have another approval step to add? If so, click Add Approval Group and repeat these steps for the remaining approval steps.

13. Are your approval steps in the proper order? If not, you can easily correct with a drag-and-drop.



14. Once you're done, click Save & Continue to Next Step.

15. Drag any file attachments to the third requisition form page and click Save & Submit.



Note: If you're not quite ready to submit the requisition, click Save & Close. The requisition will display on your dashboard page in the My Requisitions section as a draft.

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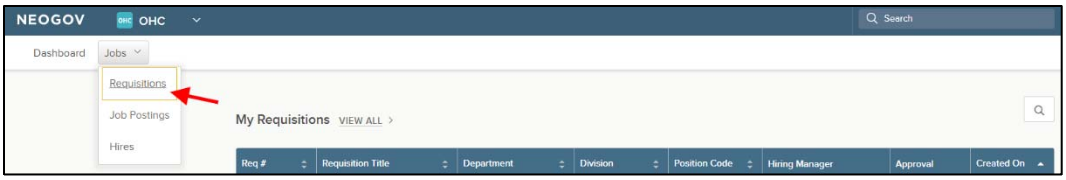
Delete a Requisition

Did you make a mistake by creating a requisition that is not needed? If so, no worries! You can delete the requisition if it has a status of Draft or In Progress.

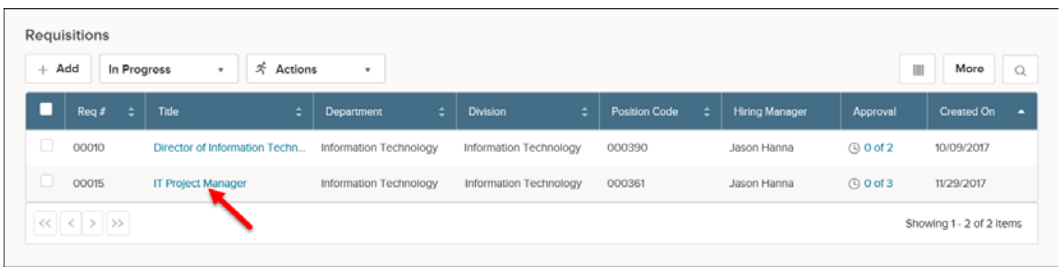
Required OHC role: With the OHC role of Originator or HR Liaison, you can delete a requisition.

Steps to Delete a Requisition

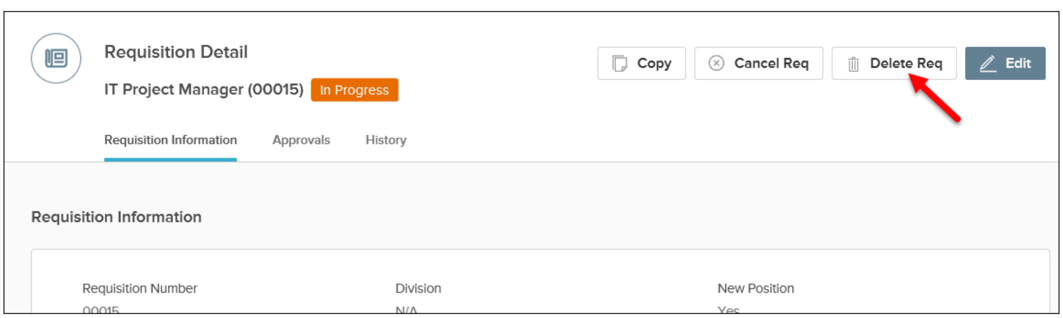
1. On the Jobs menu, click Requisitions.

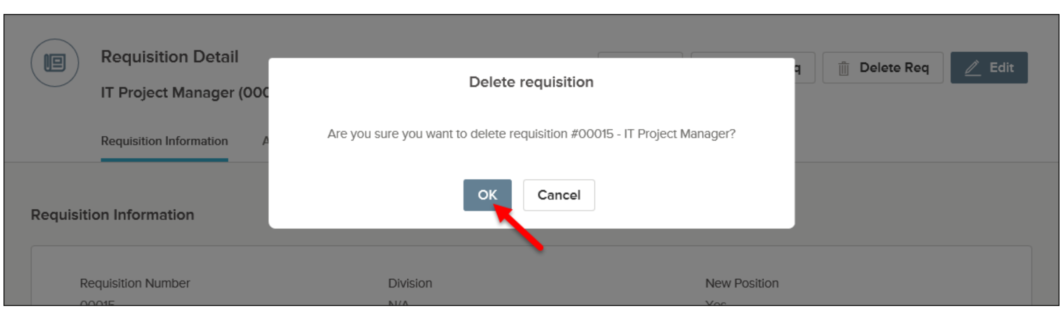


2. Click the requisition to be deleted.



3. Click Delete Req and click OK to confirm deleting the requisition.





Approve a Requisition

The selections of approve, deny and on hold are available are available in the OHC. If a requisition requires canceling, it must be cancelled by the person that created it or someone with the role of HR Liaison. Additionally, if a requisition has been approved, it can be cancelled by an HR staff member with Insight access.

Required OHC role: With the OHC role of Approver, you can review a requisition sent to you for approval.

Requisition Approval Path Example

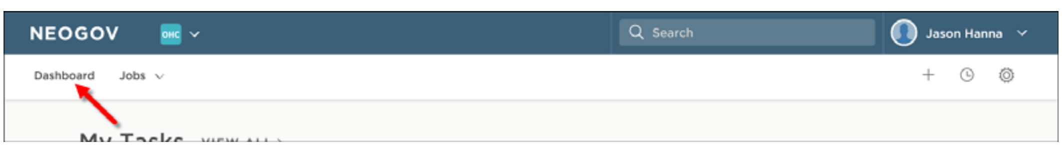
In the example below, the defined approval path requires the requisition to travel through a total of four approval groups before going to HR.

Once the requisition creator clicks Save & Submit, the requisition will go to the first approval group. In this example, both Simon Davies and Melanie Scott will be notified, via email, that a requisition requires their review. Approval is on a first come, first approve basis. Either Simon or Melanie will need to approve the requisition to move it on to the next approval group.

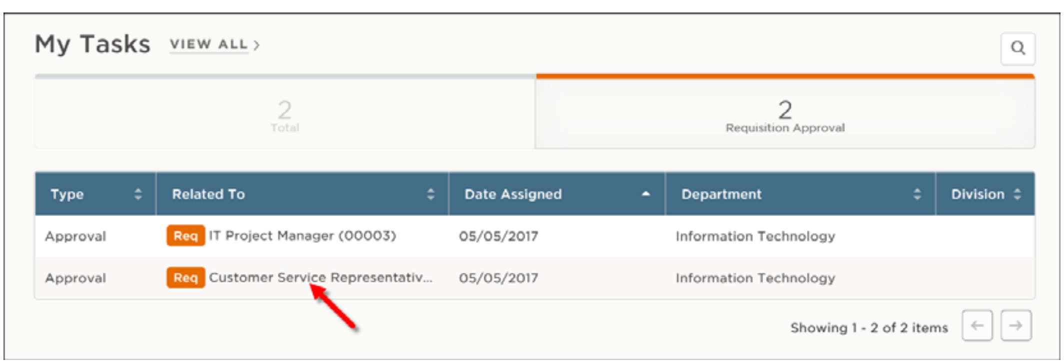
Approval Group	Selected Approver(s)
Group 1: Manager	Simon Davies and Melanie Scott
Group 2: Director	Joyce Lowe and Mark Campbell
Group 3: Budget	Nancy Reed
Group 4: President	Drake Thomas

Steps to Approve a Requisition

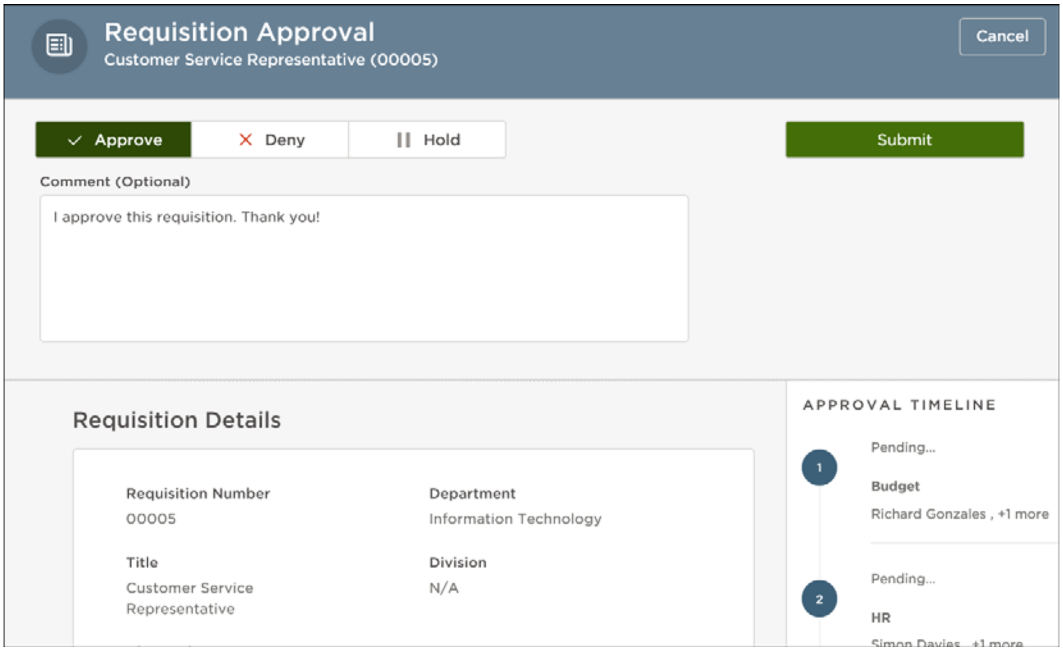
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. From the My Tasks section, click the requisition pending your review.



3. Click Approve, type any comments and click Submit.



4. If you're testing the approval workflow process, you may be an approver for multiple approval groups. In this case, repeat these steps until the requisition has been approved by all groups and sent to HR.

Note: Approvers have the option of denying or placing a requisition on hold. If denied, the requisition record can be sent back to any one of the previous approval groups, or all the way back to the creator. Depending on the circumstances of the denial (e.g., additional justification), the requisition approval process can be restarted.

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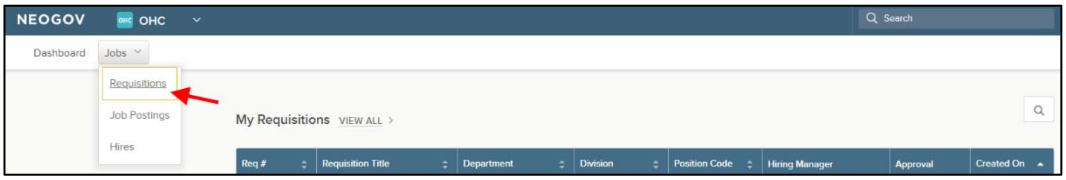
Cancel a Requisition

For various reasons, you may need to simply cancel a requisition and not continue with the recruitment process. The OHC provides the option to cancel a requisition, even after it has been approved.

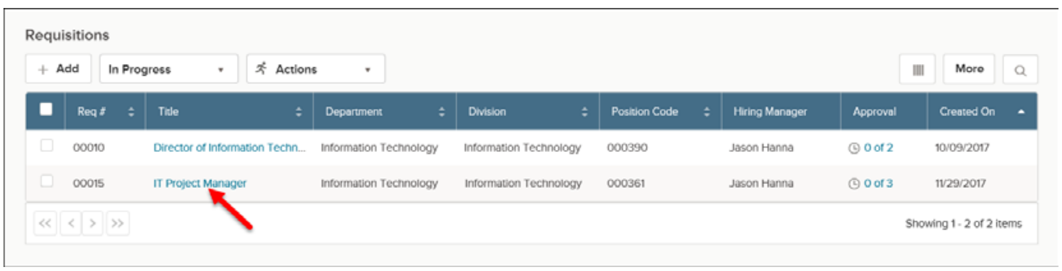
Required OHC role: With the OHC role of Originator or HR Liaison, you can cancel a requisition.

Steps to Cancel a Requisition

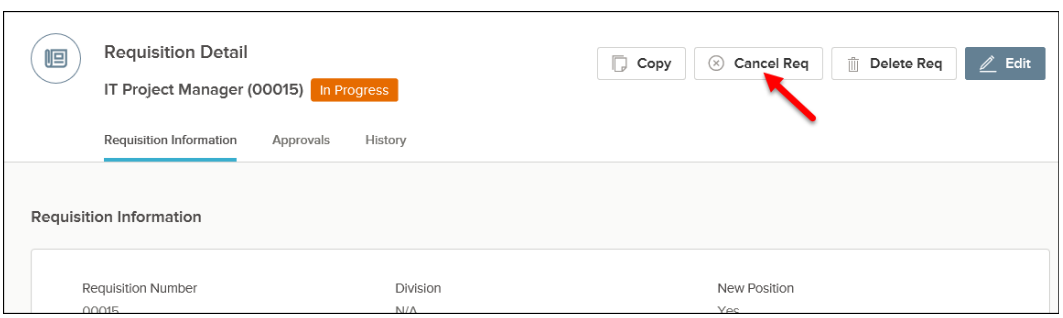
1. On the Jobs menu, click Requisitions.

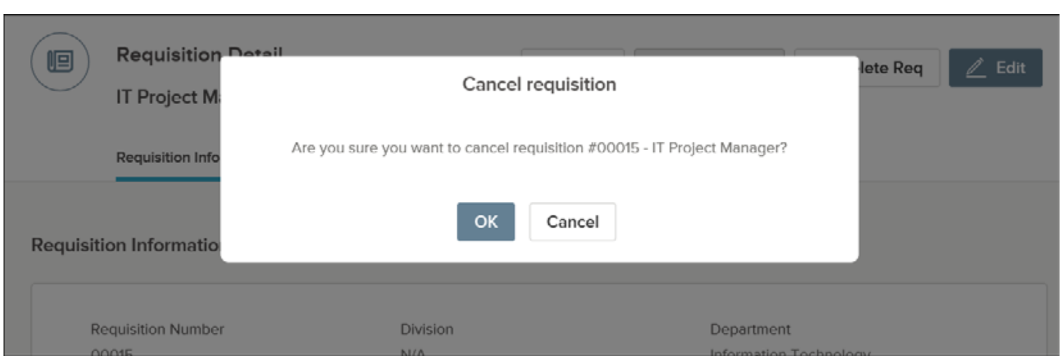


2. Click the requisition to be cancelled.



3. Click Cancel Req and click OK to confirm cancelling the requisition.





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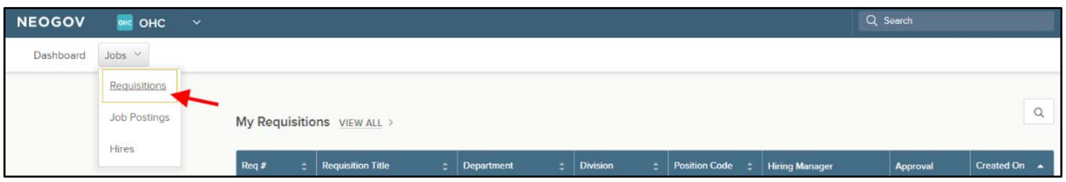
Reassign Requisitions

Perhaps you're taking some time away from the office or you've been promoted to a new position. Whatever the circumstance, you can reassign one or more requisitions to another team member. The requisition(s) will display in the new owner's My Task section.

Required OHC role and permission: With the OHC role of Originator, HR Liaison or Hiring Manager, and the Update Owner permission selected (Insight navigation: Admin > Configuration Settings > Security Roles – OHC), you can reassign one or multiple requisitions to a different owner within your assigned department(s)/division(s).

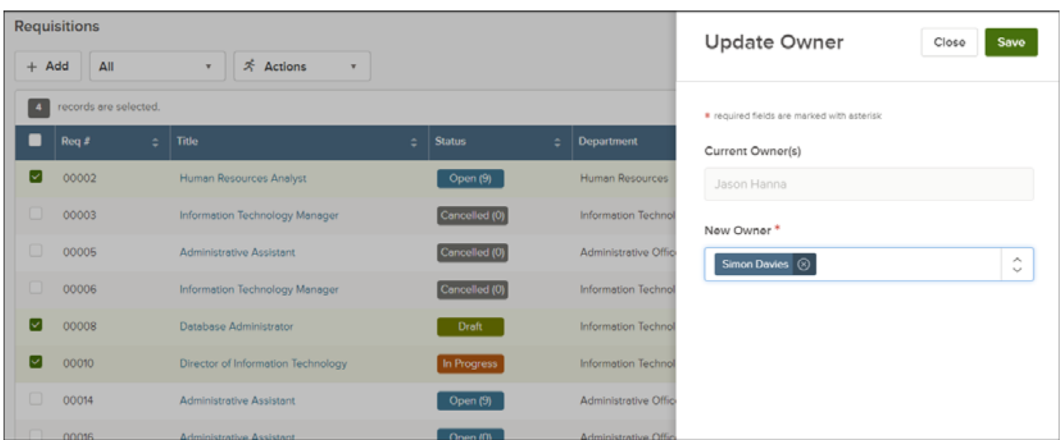
Steps to Reassign Requisitions

1. On the Jobs menu, click Requisitions.



2. Select the requisition(s) requiring reassignment to a different owner. If you've selected multiple requisitions, be sure the current owner is the same for all selections; the OHC allows reassignments, one owner at a time. On the Actions menu, click Update Owner.

3. On the New Owner pulldown, click the new owner's name.



4. Once you're done, click Save and then click Yes, Update.

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Complete an SME Review

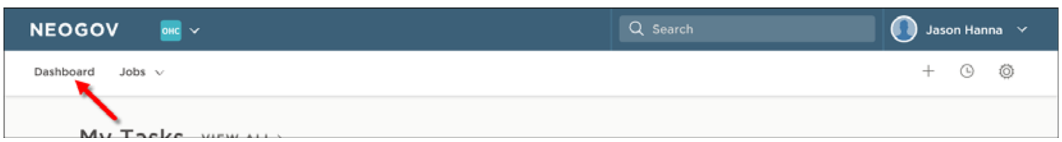
SME reviews are used when HR enlists the expertise of their organization's subject matter experts (SMEs) to assist with the candidate selection process. The application of an SME review ranges from a simple pass/fail rating with a single reviewer, to a scored assessment with a panel of multiple reviewers.

The OHC has an extra layer of user security in the context of scored performance and oral exam evaluation steps. To complete an SME review for either a scored performance or oral exam evaluation step, an OHC user must be given the SME role and a rater record (Insight navigation: Tests > Raters and Proctors) with an email address matching the user profile email address. This added security offers a well-defined scoring area when multiple reviewers are used.

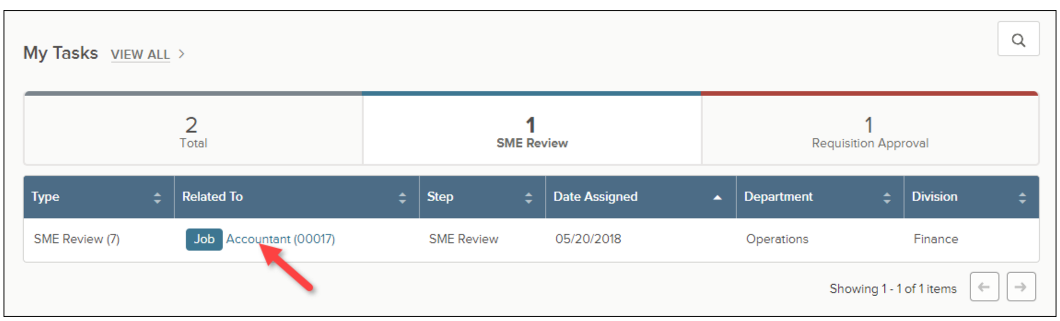
Required OHC role: With the OHC role of SME, you can complete an SME review.

Steps to Complete an SME Review

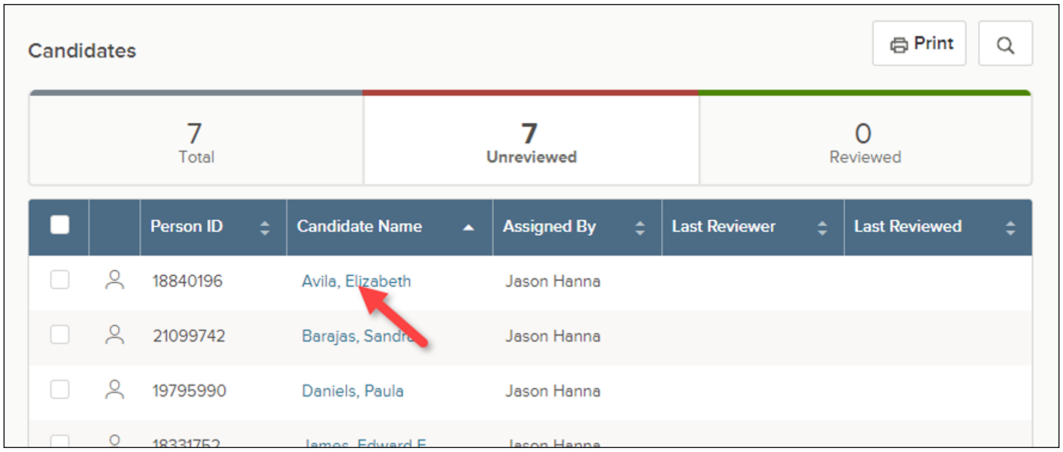
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



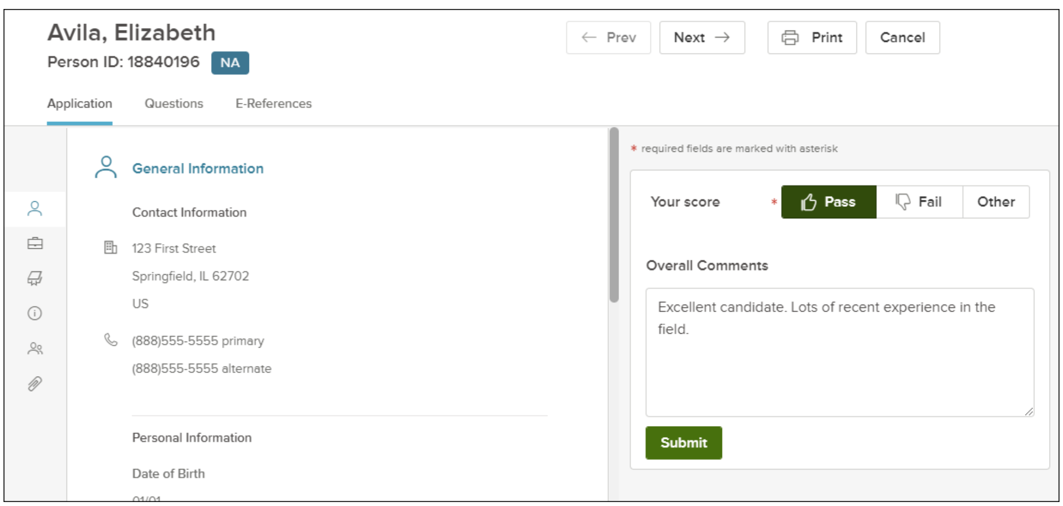
2. From the My Tasks section, click the SME review pending your review.



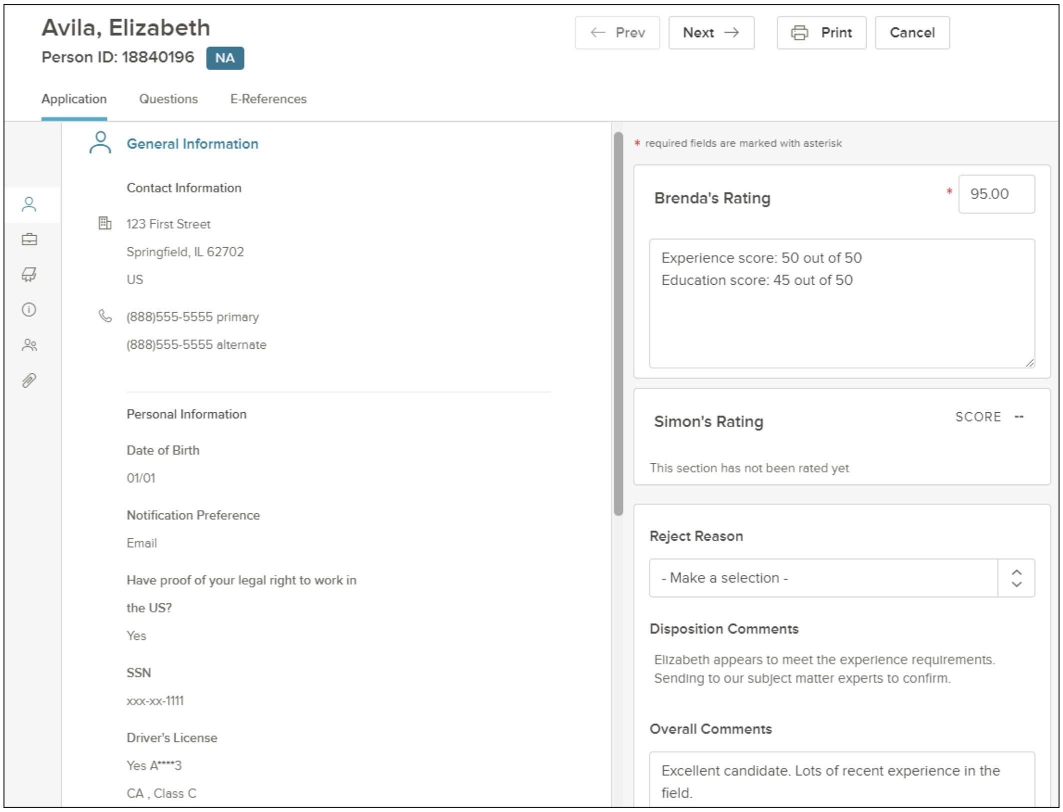
3. Click the name of the first candidate to be reviewed.



4. The application will display including contact information, work experience, education and other information. Click the Questions tab to review the candidate's answers to agency-wide and job-specific supplemental questions. Similarly, click the E-References tab to review feedback provided by reference contacts. You have three ratings in a pass/fail setting: Pass, Fail and Other. Click one of these ratings. Also, enter any general comments in the Overall Comments field.

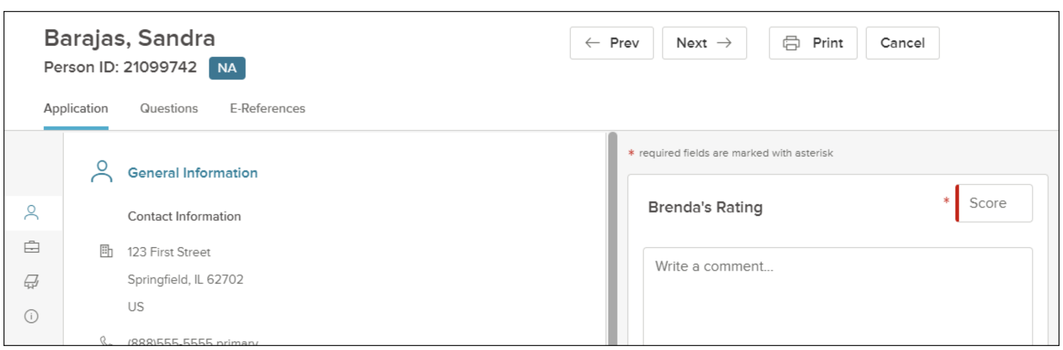


In a scored setting, enter your score and any rating-specific comments in the field below the score. Also, enter any general comments in the Overall Comments. While rating a candidate, you may notice a Disposition Comments section. These are the comments left by HR.

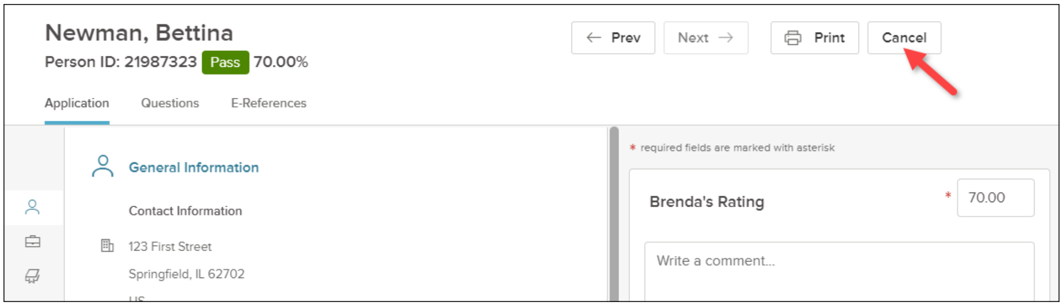


Note: If a candidate has a failing score, you can select the applicable reason from the Reject Reason pulldown.

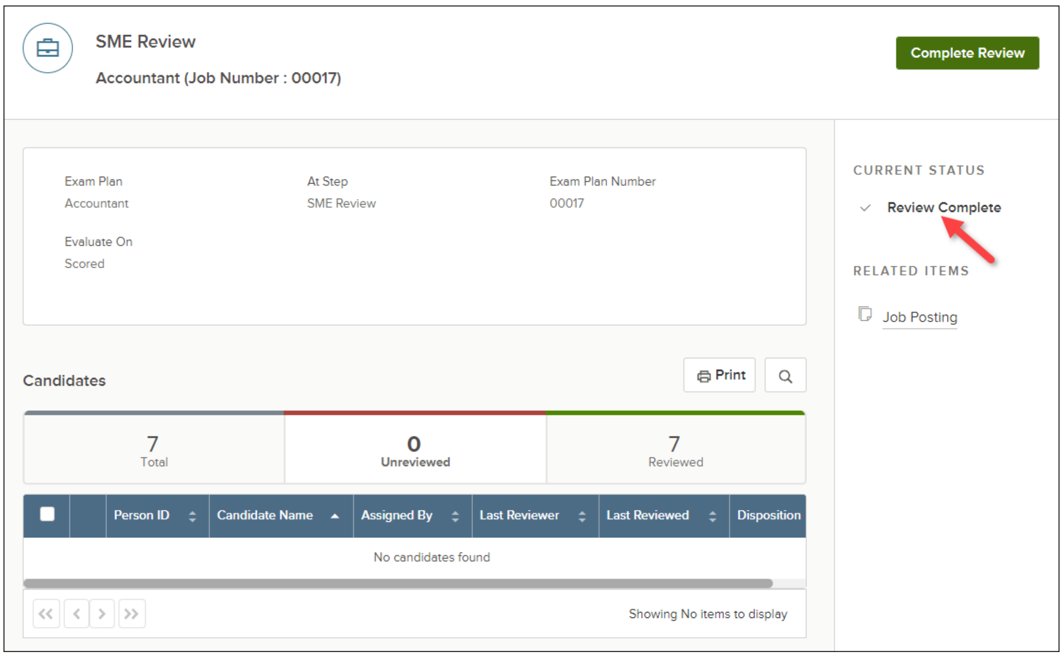
5. Once you're done, click Submit. The next candidate pending your review will display.



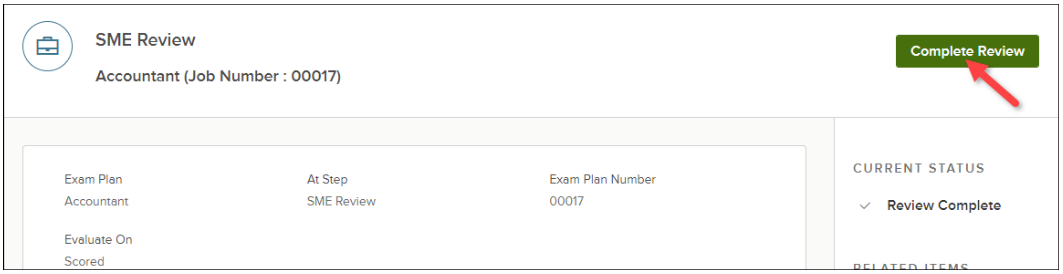
6. Repeat these rating steps for all remaining candidates. Click Cancel or click anywhere to the left of the last candidate's application review page.

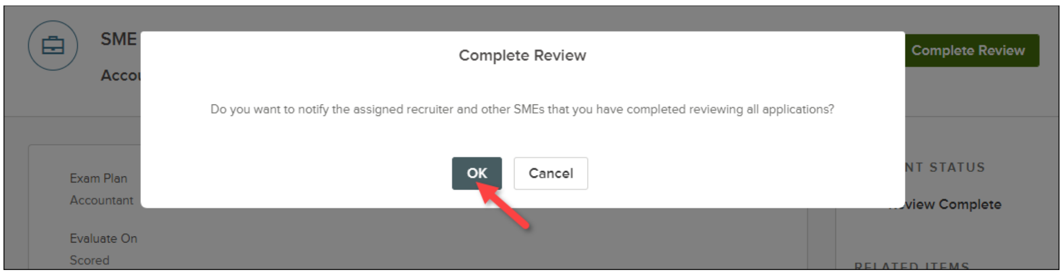


7. Notice you have no unreviewed candidates and your SME review status is complete.

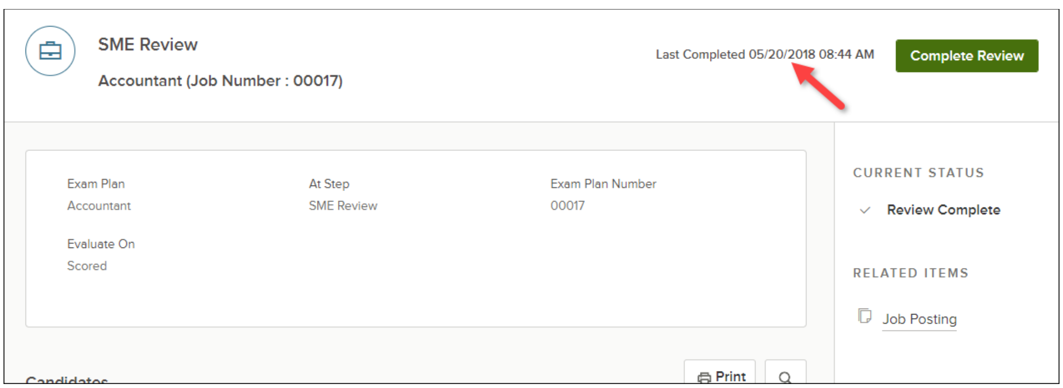


8. Click Complete Review and then click OK to notify, via email, the assigned recruiter and other subject matter experts that you have completed your review.





The date and time of your last completed review notification will display.



9. If additional candidates are sent to you in the future, complete the review, and then click Complete Review, to once again notify the assigned recruiter and other subject matter experts of your completed review.

NEOGOV

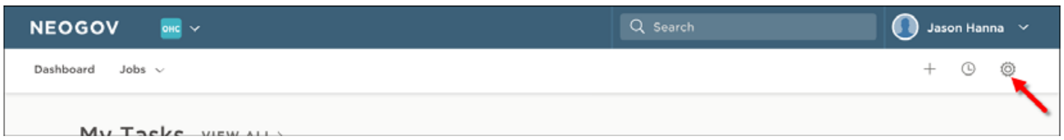
Set up a Test Location

Test locations are used for a scheduling on-site assessments and interviews.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison you can set up a test location.

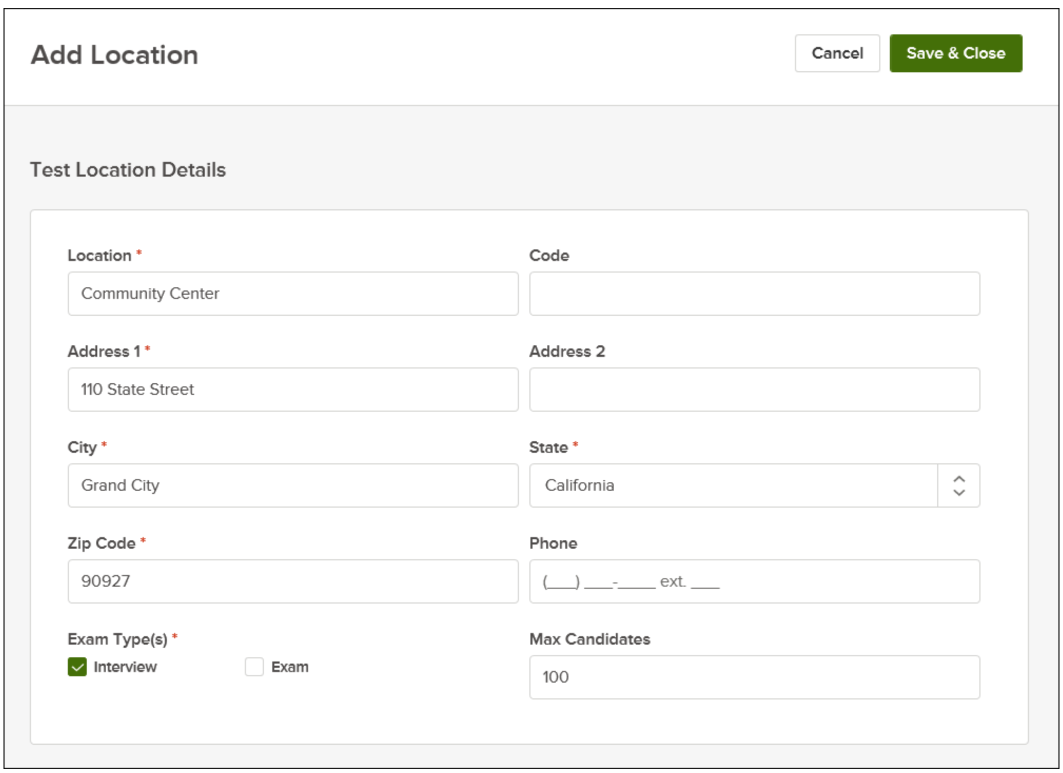
Steps to Set up a Test Location

1. From the upper right, click the Settings button. It looks like a gear.



2. Click Test Locations and click Add.

3. Complete the form and click Save & Close. The information provided in this form can be used to communicate to candidates, via email notice templates, the details of scheduled appointments. E.g., Address, City, State and Zip Code of the test location.

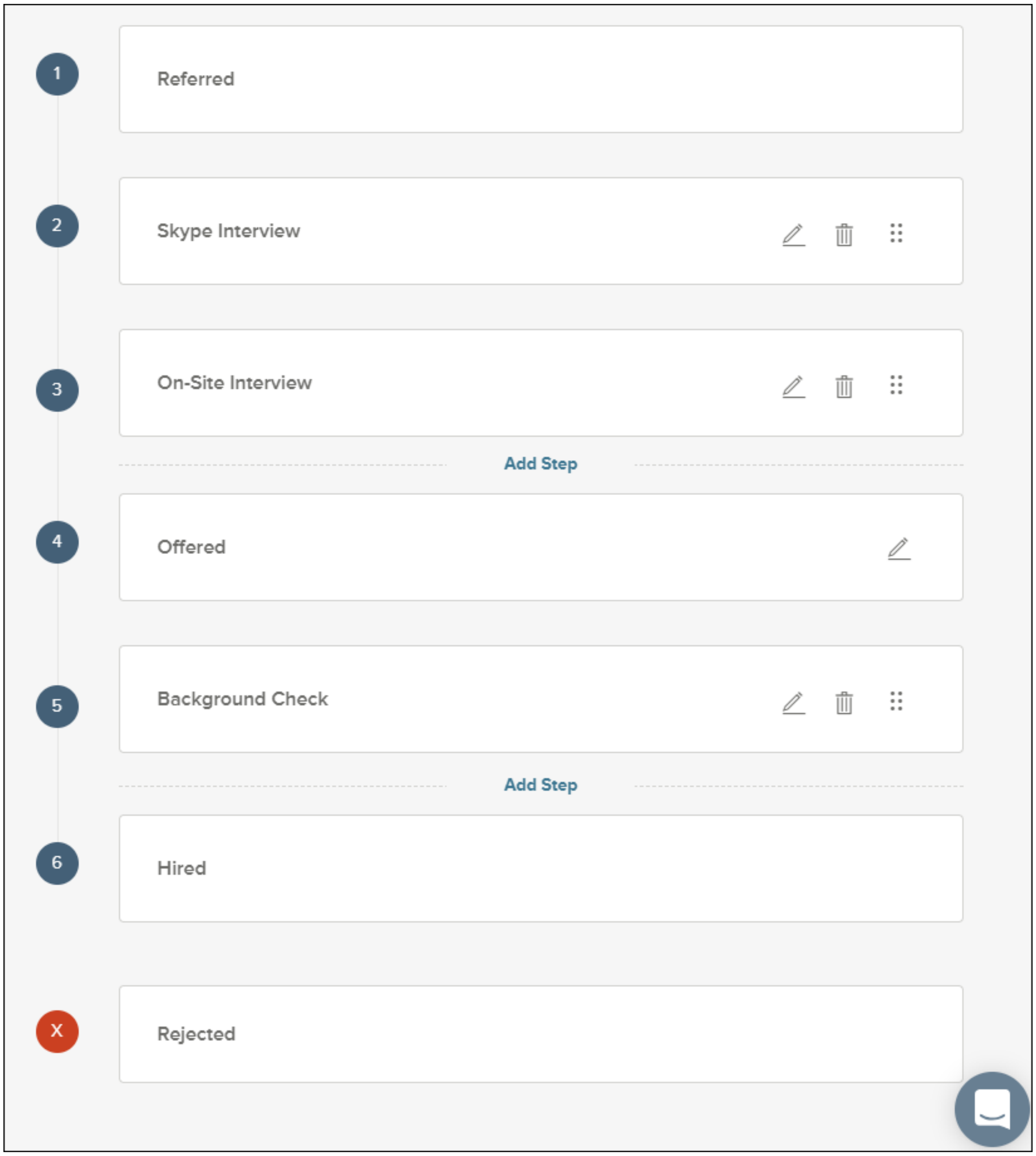


4. Repeat these steps for any additional test locations.

Customize a Hire Workflow

The referred list has hire workflow steps based on your organization's global setting. Customize this workflow if your department requires modifications to existing steps and/or additional pre and post offer steps.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison you can customize a hire workflow.



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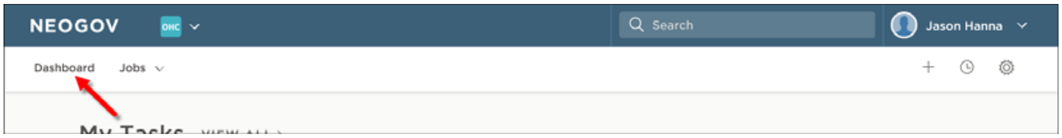
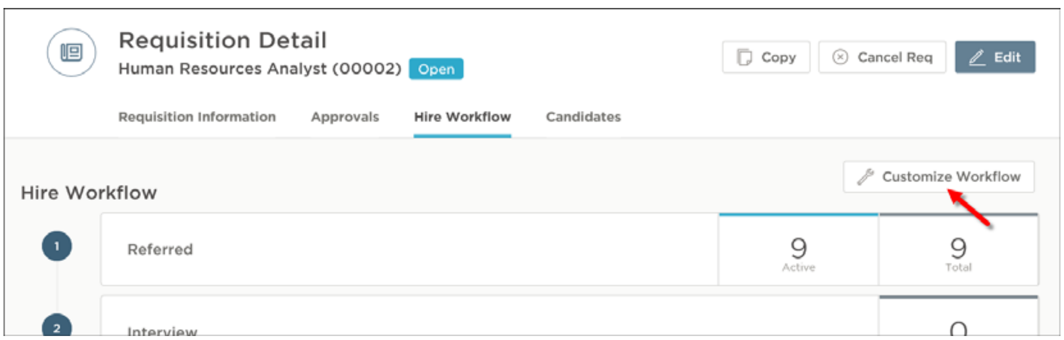
Steps to Customize a Hire Workflow

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. From the My Candidates section, click the referred list that will have a custom hire workflow.

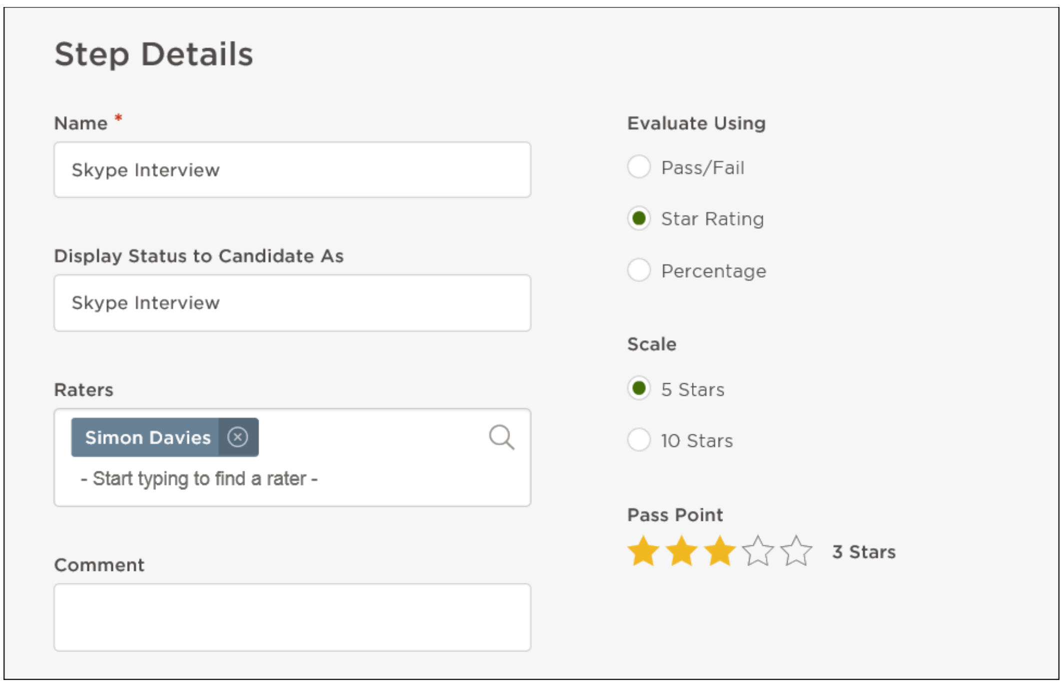
3. Click the Hire Workflow tab and click Customize Workflow.



4. From the Interview step, click . This will be the step to immediately follow the referral of candidates. Update the step name, candidate status, rating method, scale and pass point. Also, if you know who will be conducting the interviews, click , select the applicable rater(s), and then click Done.

Note: Your Insight Administrator must have the Show Jobseekers Referral Dept & Req # set to Yes for candidates to view statuses and/or self-schedule for interviews/assessments (Insight navigation: Admin > Agency Preferences > OHC section).

Treat the star rating method the same as point method, e.g., 5 stars equals 5 points. You have a choice of a 5-star or 10-star scale. Like the percentage score rating method, the star rating is averaged if there are multiple raters.



5. Once you're done, click Save & Continue to set up pre-configured interview slots for scheduling.

Note: If you're not yet ready to set up interview slots, click Save & Close and return back later.

6. From the Pre-Configure Interview Slots switch, click to the on setting.

7. Will candidates be allowed to sign back into Career Pages and self-schedule for interviews? If so, enable self-scheduling! From Allow Candidate Self-Scheduling switch, click to the on setting.

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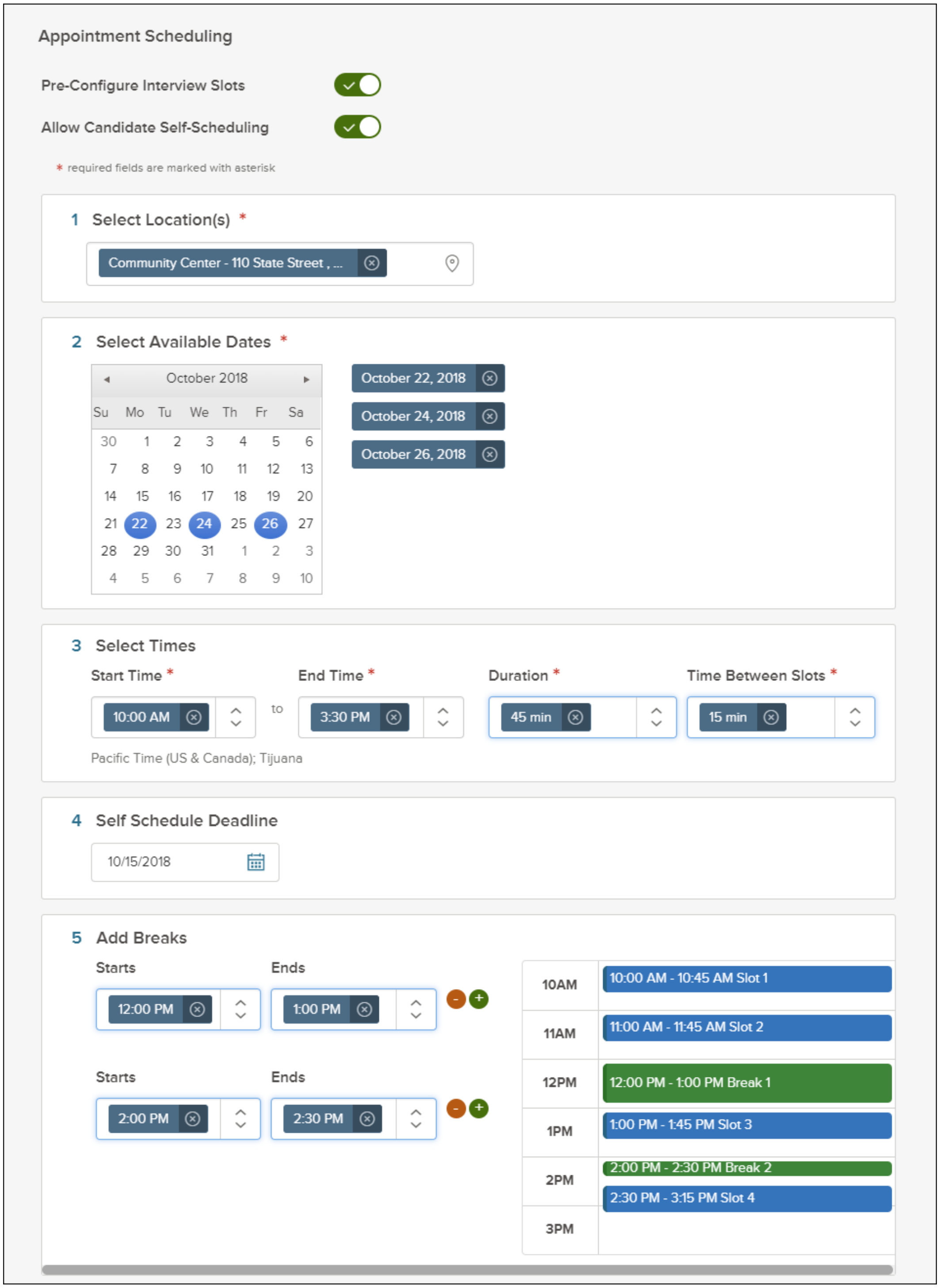
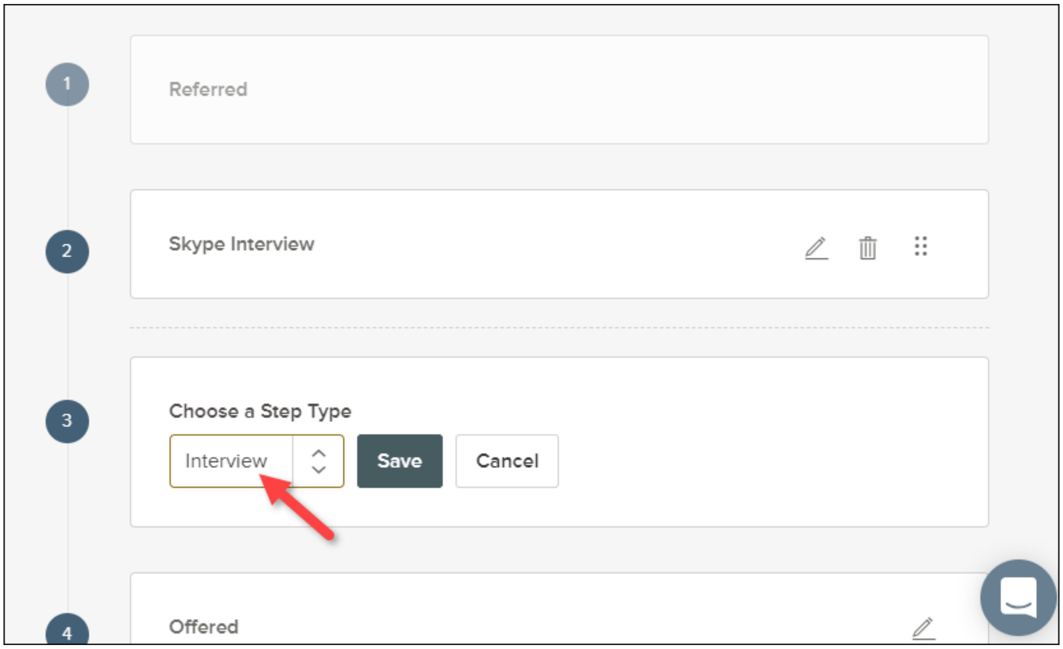
8. Continue with setting up the interview slots including: locations(s), date(s), times, self-scheduling deadline and breaks. The preview pane will conveniently display your interview slots, per day, based on the lengths of time.

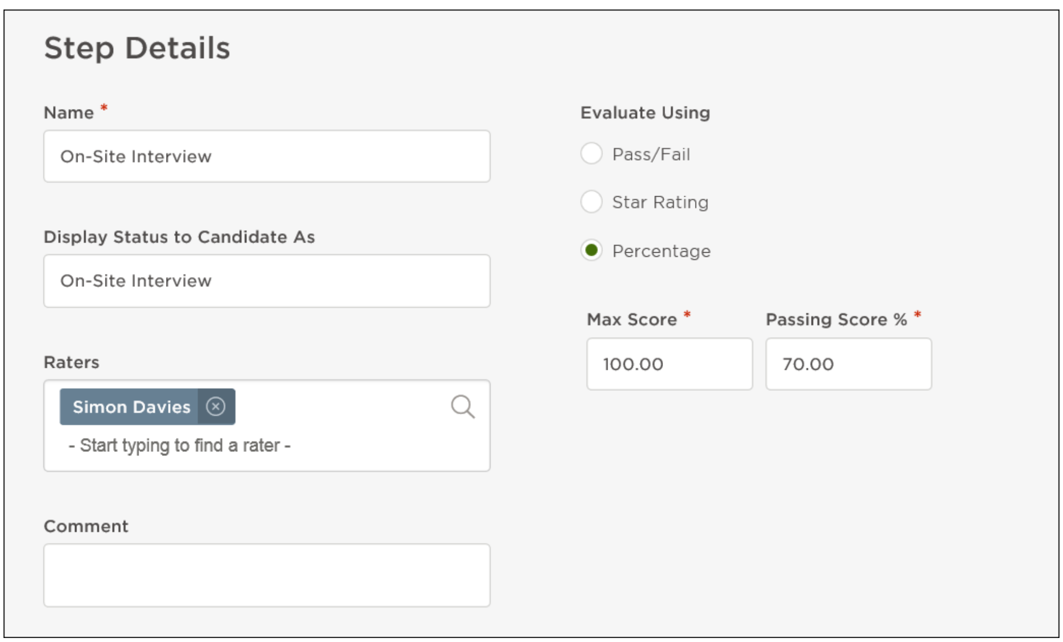


9. Once you're done, click Save & Close.

10. Will there be another pre-offer step? If so, click Add Step, above the Offered step, select Interview, and the click Save.



11. From the Interview step, click . Update the step name, candidate status, rating method, scale and pass point. Also, if you know who will be conducting the interviews, click , select the applicable rater(s), and then click Done.



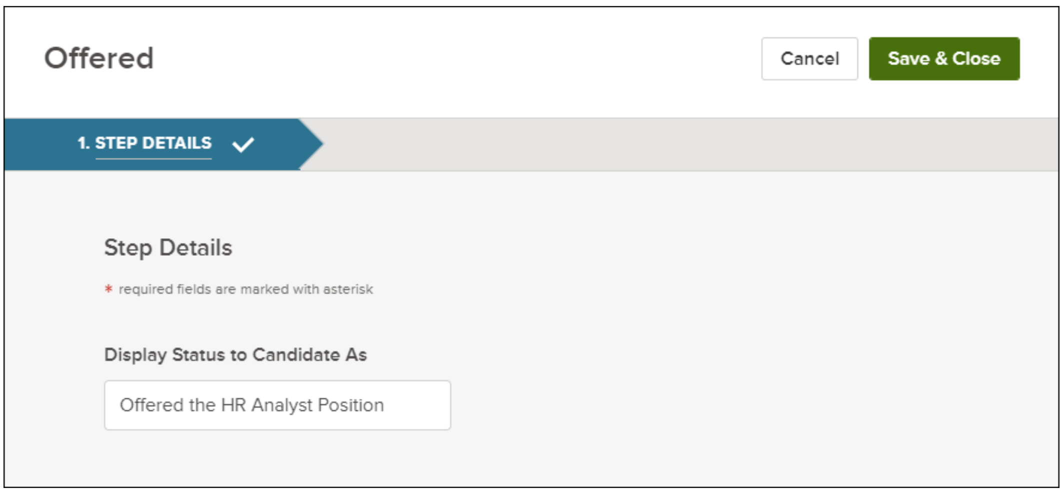
12. Once you're done, click Save & Continue to set up pre-configured interview slots for scheduling.

13. Repeat steps 6 through 9 to set up interview slots.

Note: This guide illustrates an example of two-interview process: a Skype interview and an on-site interview. Of course, this example only scratches the surface of all the custom workflows that you can create. Although the step type is referred to as an "interview," it can be used for any type of pre-offer assessment. E.g., a performance exam or an agility test.

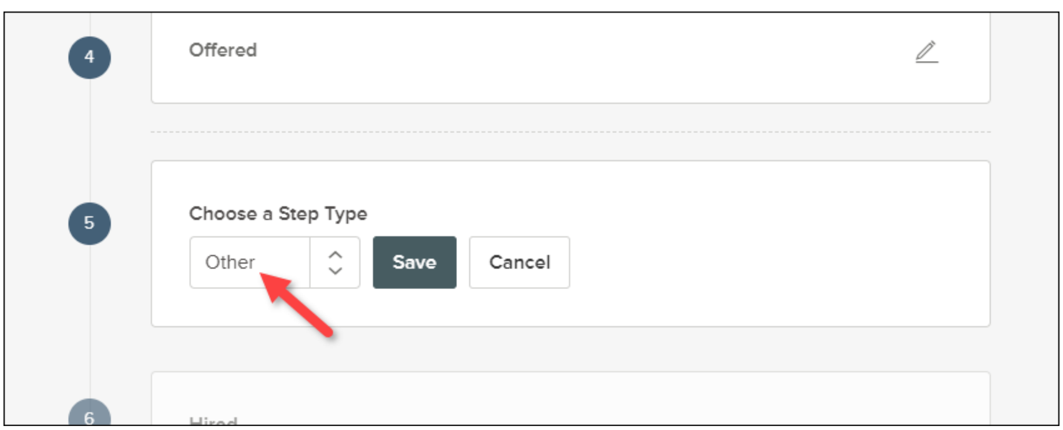
14. Repeat these steps for any additional pre-offer hire workflow steps.

15. If preferred, you can update candidates' statuses once they reach the Offered step. From the Offered step, click . Enter a brief status message.

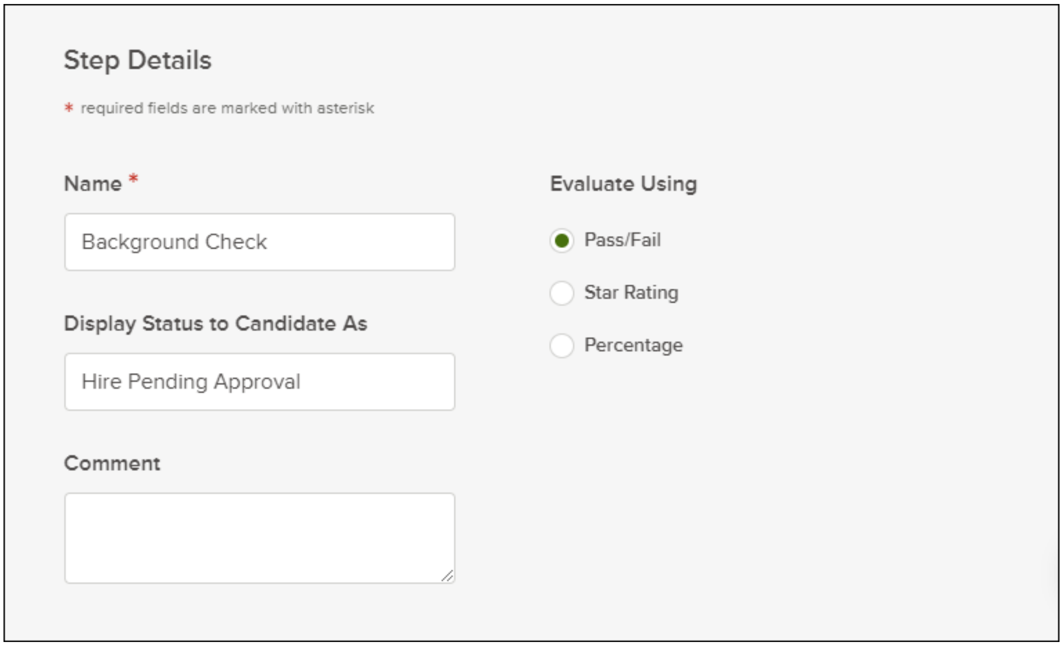


16. Once you're done, click Save & Close.

17. Will there be a post-offer step? If so, click Add Step, below the Offered step, select Other, and then click Save.

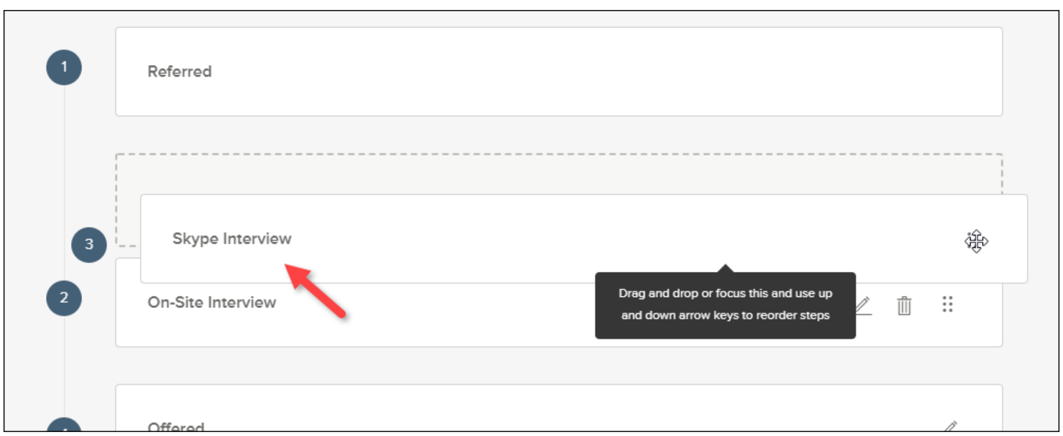


18. From the post-offer step, click . Update the step name, candidate status, rating method, scale and pass point.



19. Once you're done, click Save & Close.

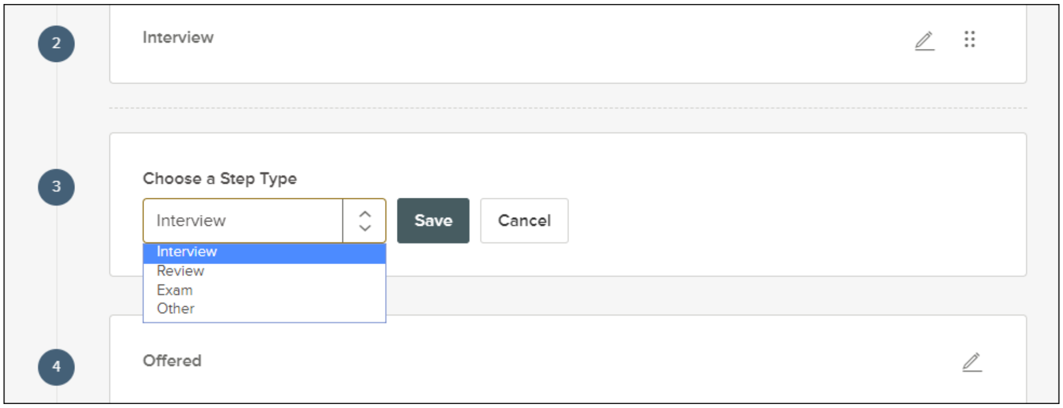
20. Are your hire workflow steps in the proper order? If not, you can easily correct with a drag-and-drop.



21. Once you're done, click Close.

Additional Hire Workflow Step Types

The hire workflow step types of Interview and Other were featured in the previous section. If needed, your organization may contact the NEOGOV help desk to enable two additional types: Review and Exam. Once enabled, these hire workflow types will be available for all departments/divisions.



With the hire workflow step type of Review, candidates are evaluated using one of the three standard rating methods (pass/fail, star, or percentage). This is a pre-offer step that does not require scheduling candidates to complete an assessment, e.g., a review of candidates' submitted application materials. Completion of this step may take place prior to candidate interviews.

Similarly, with the hire workflow step type of Exam, candidates are evaluated using one of the three standard rating methods (pass/fail, star, or percentage). This is a pre-offer step that does have an available scheduling component; where a group of candidates complete an assessment, e.g., a performance exam.

The table below provides details regarding all hire workflow step types.

Tasks/Features	Interview	Review	Exam	Other
Assign OHC Raters	•	•	•	
Assign due dates for OHC Raters		•		
Available rating methods: Pass/Fail, Star, Percentage	•	•	•	•
Individual scheduling for candidates	•			
Group scheduling for candidates			•	
Hire workflow step notice merge fields	•		•	
OHC Hiring Manager/HR Liaison update hire workflow step results	•	•	•	•

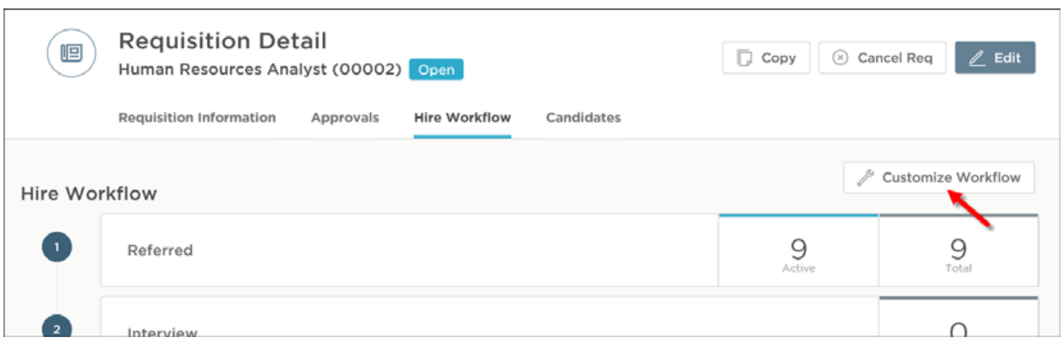
Required OHC role: With the OHC role of Hiring Manager or HR Liaison you can add a review and/or exam hire workflow step.

Steps to Add a Review and/or Exam Hire Workflow Step

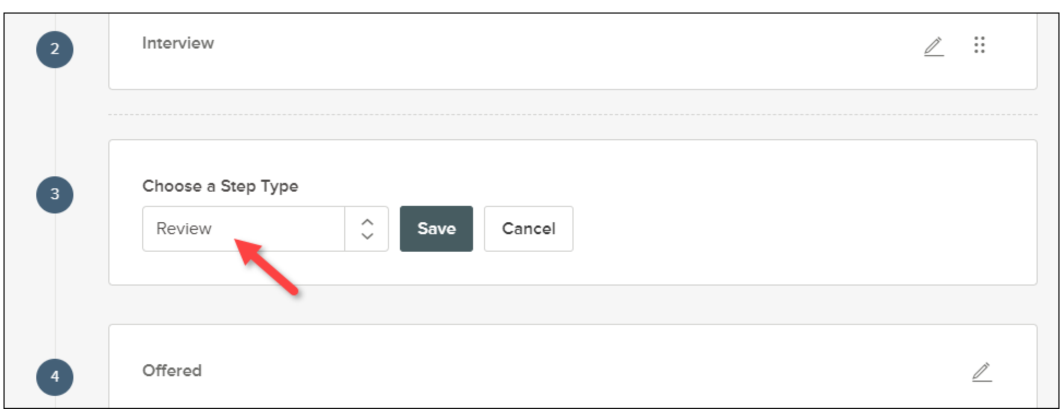
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

2. From the My Candidates section, click the referred list that will have a custom hire workflow.

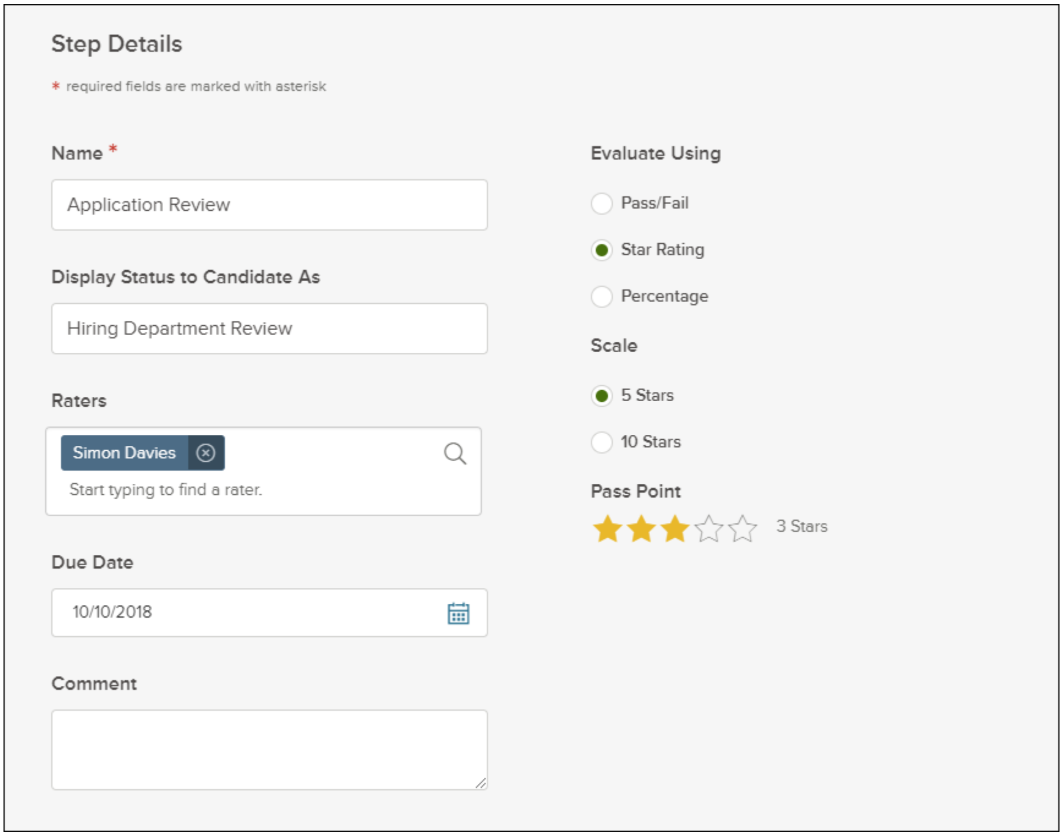
3. Click the Hire Workflow tab and click Customize Workflow.



4. Will there be a review step? If so, click Add Step, above the Offered step, select Review, and then click Save.

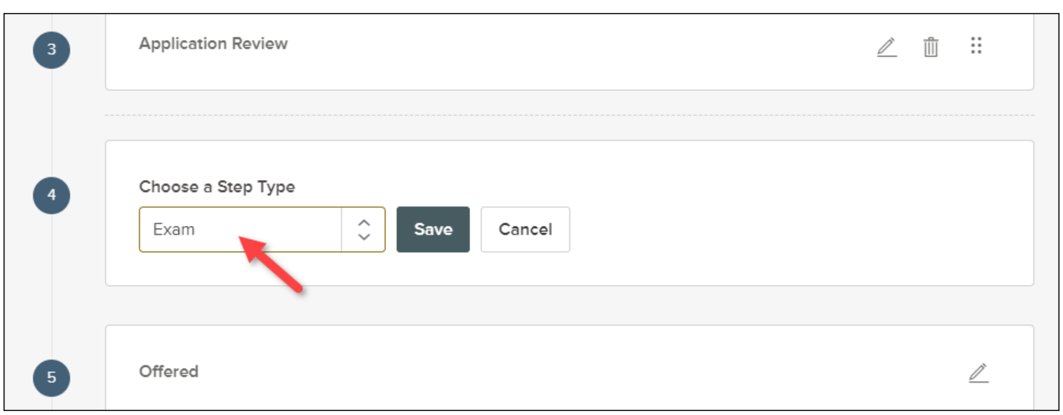


5. From the Review step, click . Update the step name, candidate status, rating method, scale and pass point. Also, if you know who will be conducting the review, click , select the applicable rater(s), and then click Done. You can also set a due date to keep your assigned rater(s) reminded about the review task.

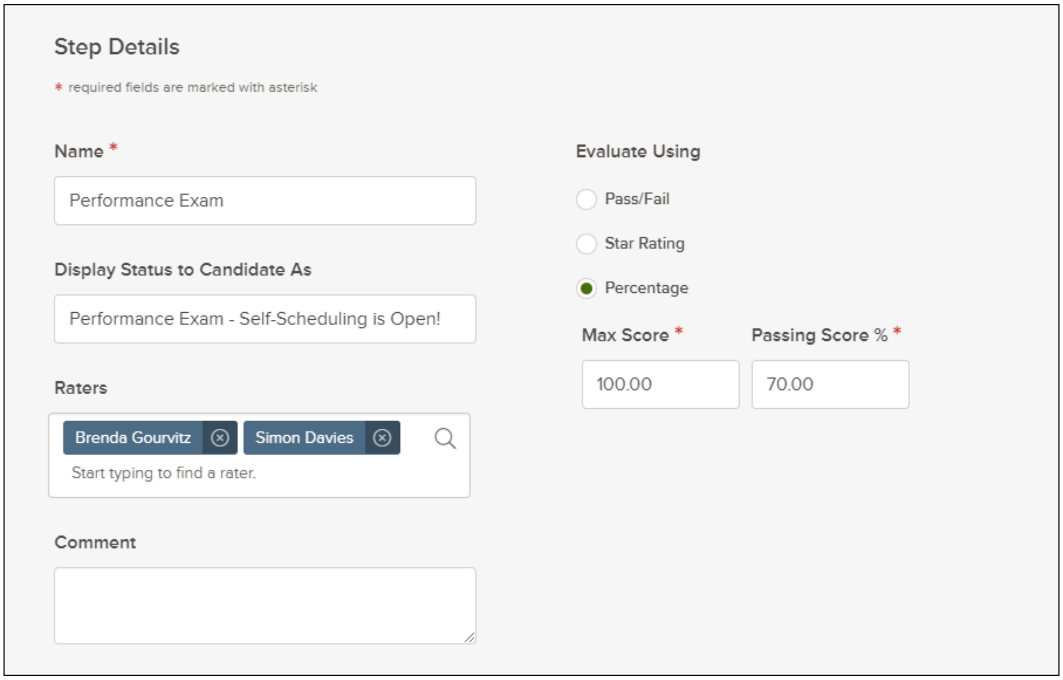


6. Once you're done, click Save & Close.

7. Will there be an exam step? If so, click Add Step, above the Offered step, select Exam, and then click Save.



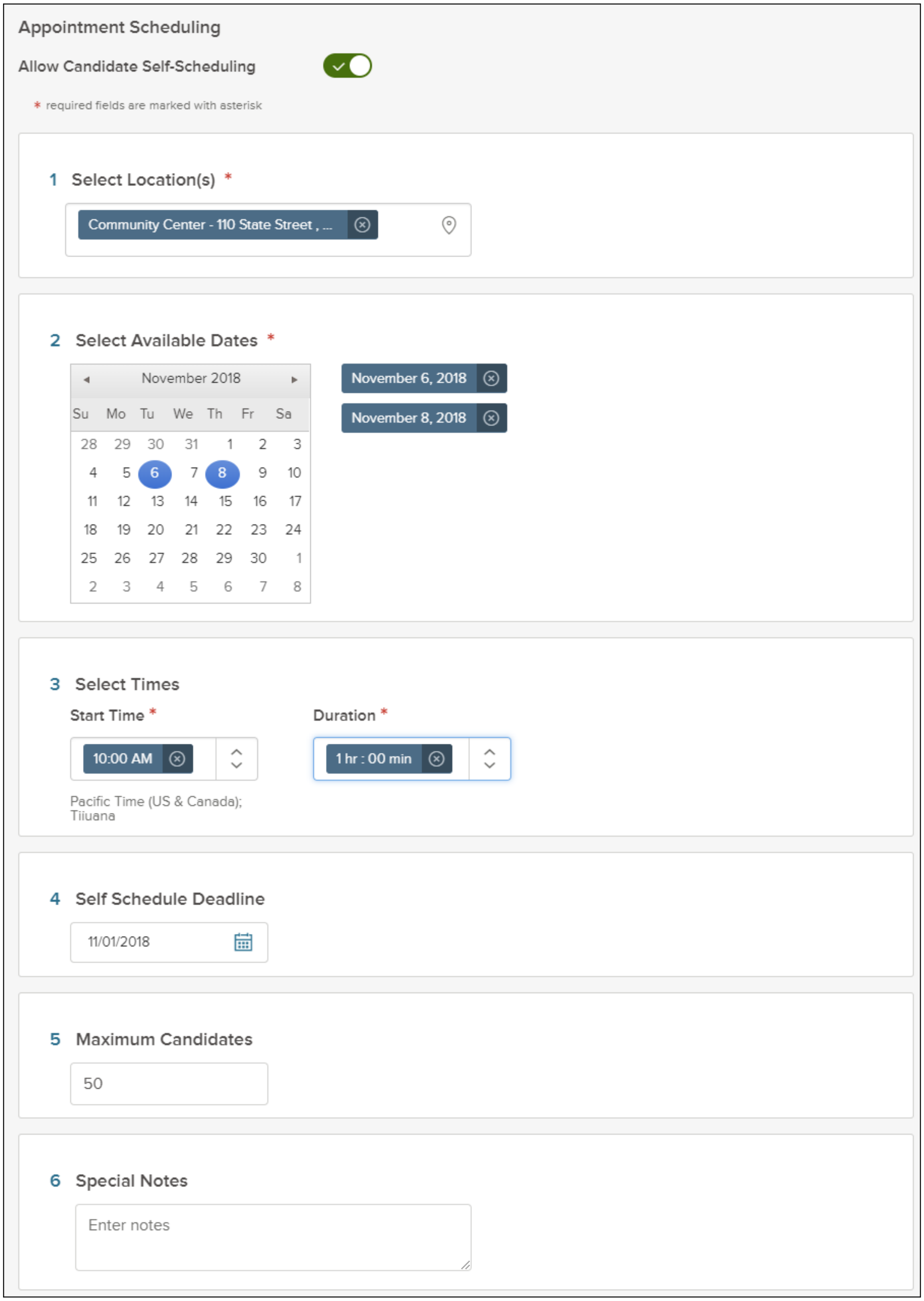
8. From the Exam step, click . Update the step name, candidate status, rating method, scale and pass point. Also, if you know who will be conducting the review, click , select the applicable rater(s), and then click Done.



9. Once you're done, click Save & Continue.

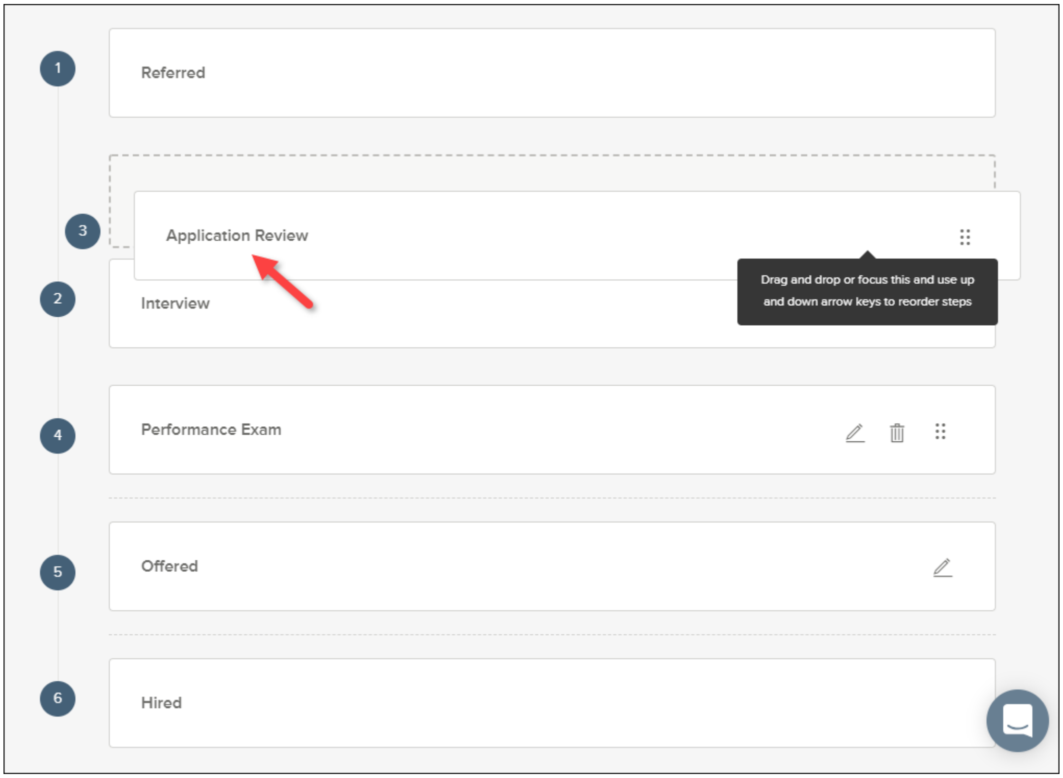
10. Will candidates be allowed to sign back into Career Pages and self-schedule for the exam? If so, enable self-scheduling! From Allow Candidate Self-Scheduling switch, click to the on setting.

11. Continue with setting up the exam scheduling: locations(s), date(s), times, self-scheduling deadline, maximum candidates and notes.



12. Once you're done, click Save & Close.

13. Are your hire workflow steps in the proper order? If not, you can easily correct with a drag-and-drop.



14. Once you're done, click Close.

NEOGOV

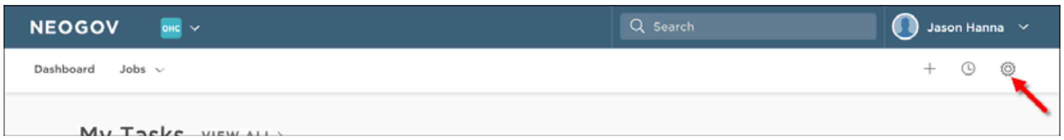
Set up a Notice Template

Notice templates can be used for a variety of notice types including interview scheduling, assessment results, candidate rejection and job offer.

Required OHC permission: With the OHC permission of Create OHC Notice Templates you can create a notice template for your assigned department(s)/division(s).

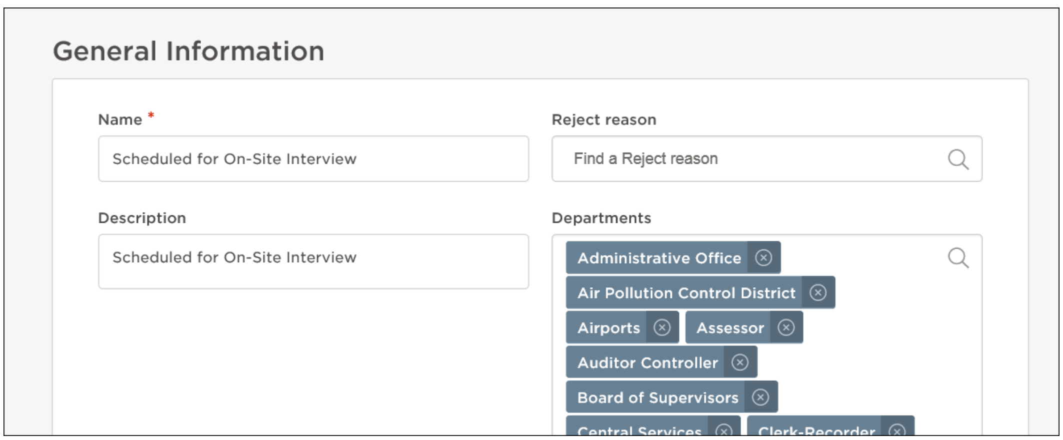
Steps to Set up a Notice Template

1. From the upper right, click the Settings button. It looks like a gear.



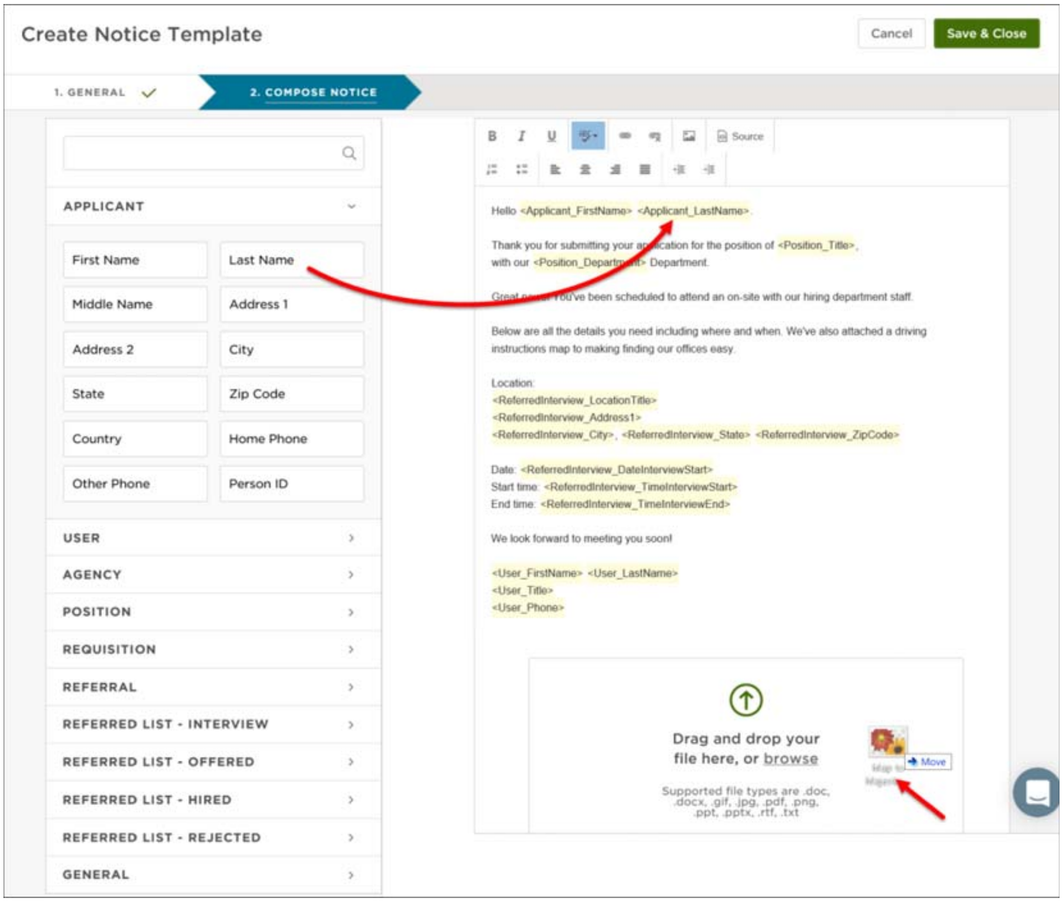
2. Click Notice Templates and click Add.

3. The first of two notice template pages will display.



4. Complete the notice template form and click Save & Continue to Next Step.

5. Type the contents of your notice template. When a merge field is required, locate it using left-side search and then drag to the proper area of the notice. Also, drag any applicable files to the attachments section.



Note: In the previous version of the OHC, inserting a merge field was a process of either typing or copying and pasting, from left angle bracket (<) to right angle bracket (>), e.g., <Applicant_LastName>. With the current version of the OHC, dragging the merge field to the notice body is required. Typing or copying and pasting the merge field will not work properly.

6. Once you're done, click Save & Close.

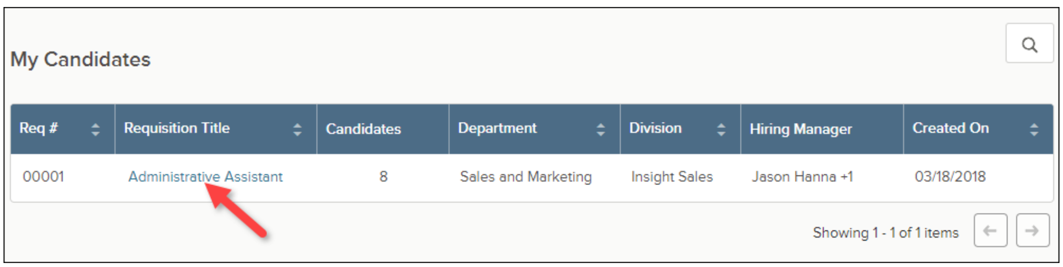
Review the Referred List

Up until now, you've been preparing to work with your referred list of candidates, e.g., schedule and/or confirm interview appointments, conduct interviews, enter results, etc. It's now time to have a closer look at the referred list.

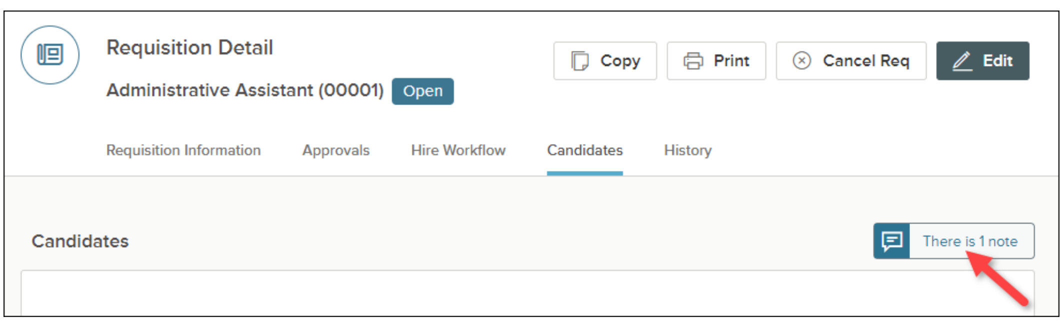
Steps to Review the Referred List

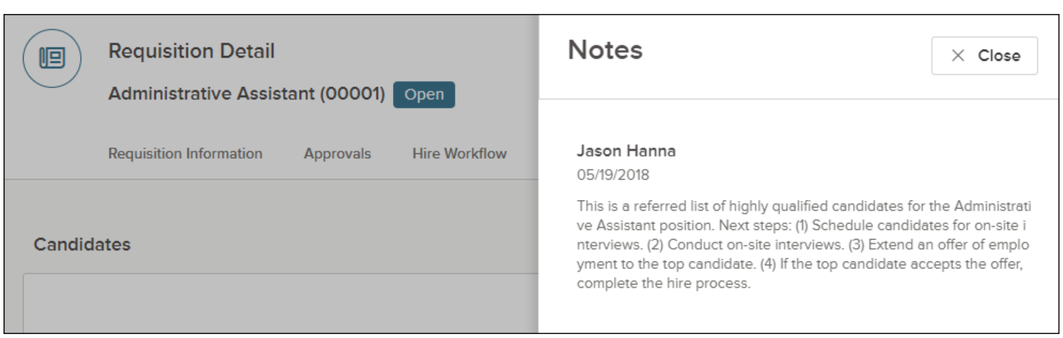
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

2. From the My Candidates section, click the referred list to review.

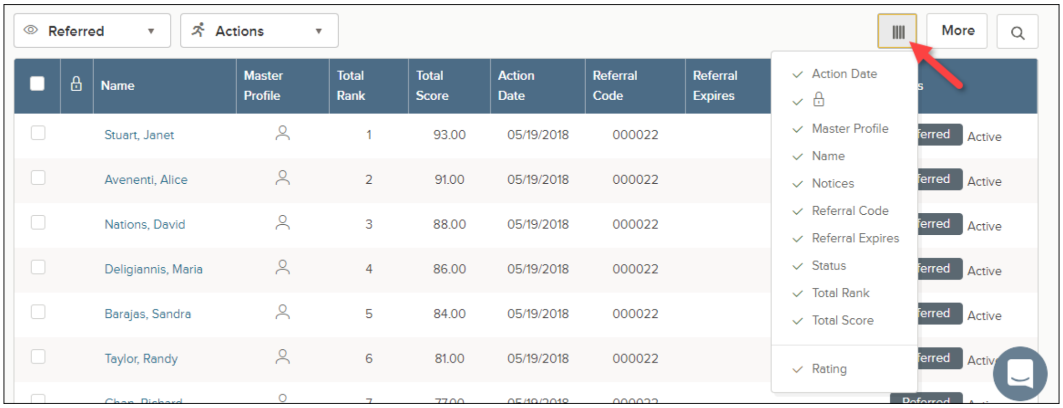


Note: If the HR staff member left one or more notes on the referred list for you, a button will display indicating the number of notes available to read.

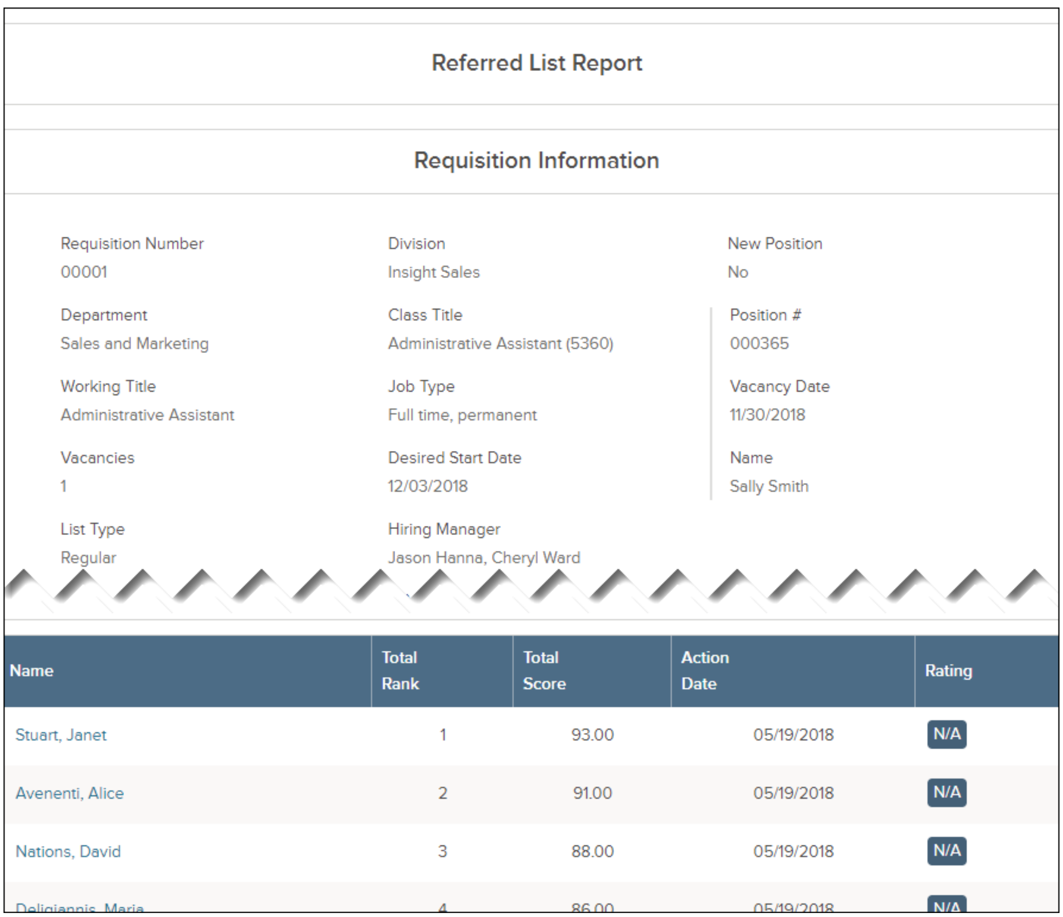




3. Your Insight Administrator has configured the referred list’s columns of data. If you prefer to display fewer columns, click and deselect.

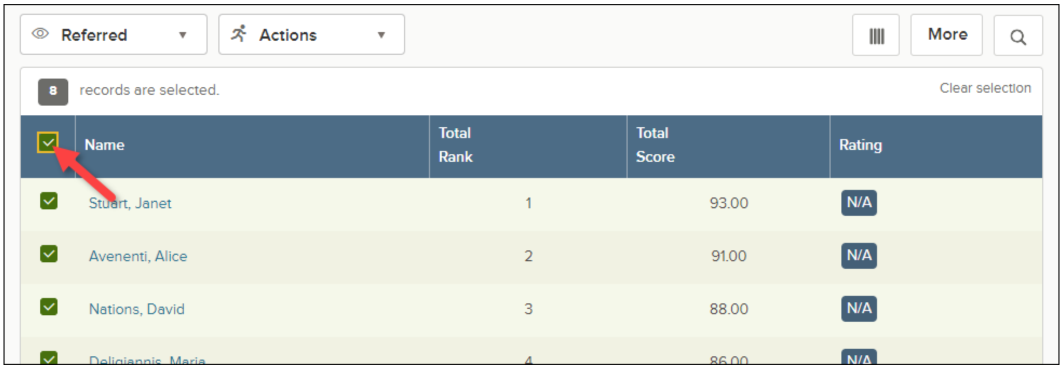


4. Once you’re done, you have the option of either printing the exporting the referred list. To print the referred list, simply click Print. This will render a new web browser page to display the Referred List Report. Pres Ctrl+P on your keyboard to print.

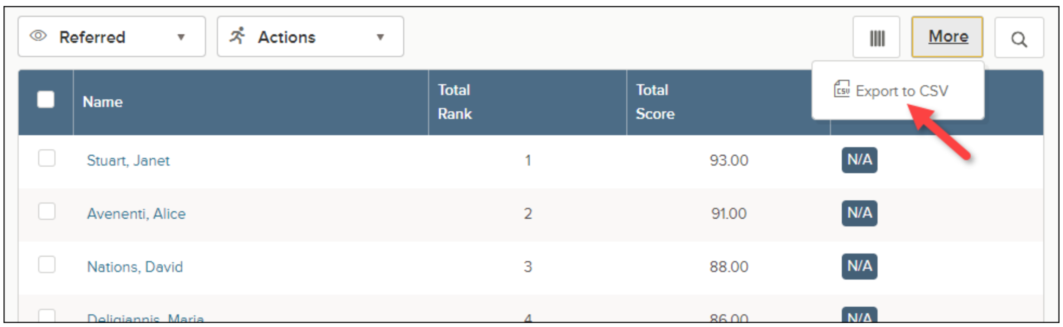


5. Close the report page it to return back to the referred list.

6. Exporting the referred list also takes place from the same page. Select the candidates to be exported.

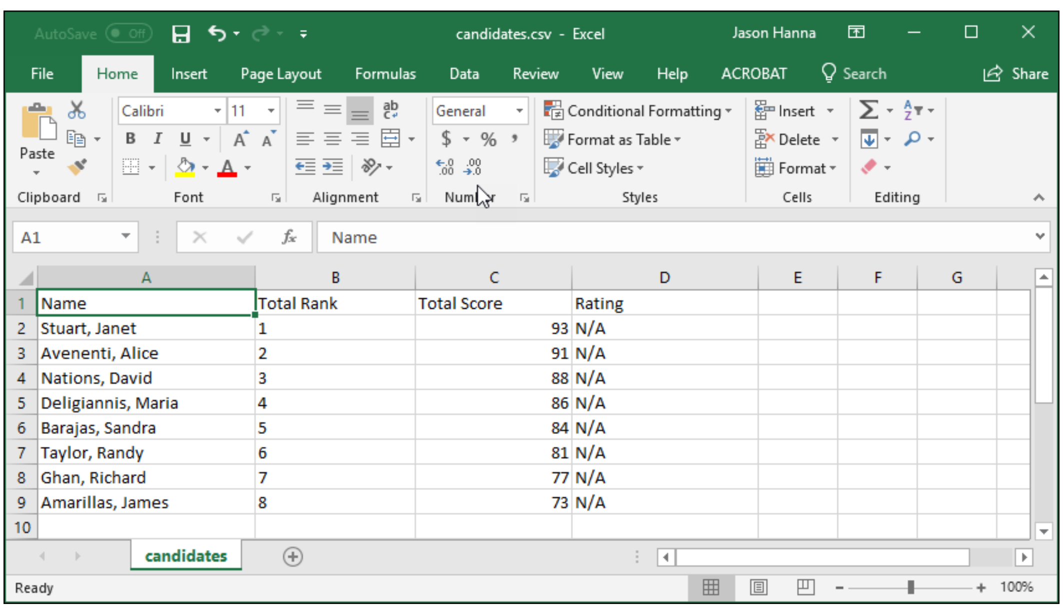


7. On the More menu, click Export to CSV.



8. Save the export file to your preferred file location.

9. Once you're done, open the export file!



Schedule Interviews

It's now time to move your candidates to the interview step! If you're using self-scheduling, all you need to do is move the candidates to the interview step. If you're not using self-scheduling, you'll need to schedule candidates after moving them to the interview step. In either case, you'll want to send them a notice about self-scheduling or their assigned interview appointments. That process detailed in the upcoming, *Send Notices* section.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison you can schedule interviews.

Steps to Schedule Interviews

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

2. From the My Candidates section, click the referred list that will have scheduled interviews.

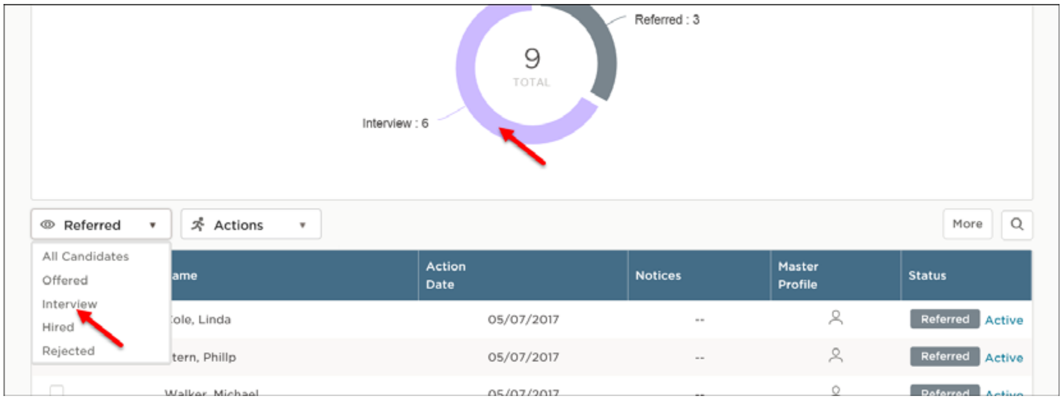
3. Select the candidates that will be moved to the interview step.

4. On the Actions menu, click Move to Interview.

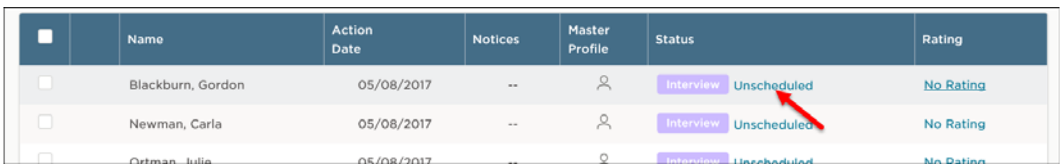
Note: Your hire workflow may have a customized name for the interview step, e.g., On-Site Interview. If so, click the customize name to move the candidates to that step.

5. Click OK to confirm moving the candidates.

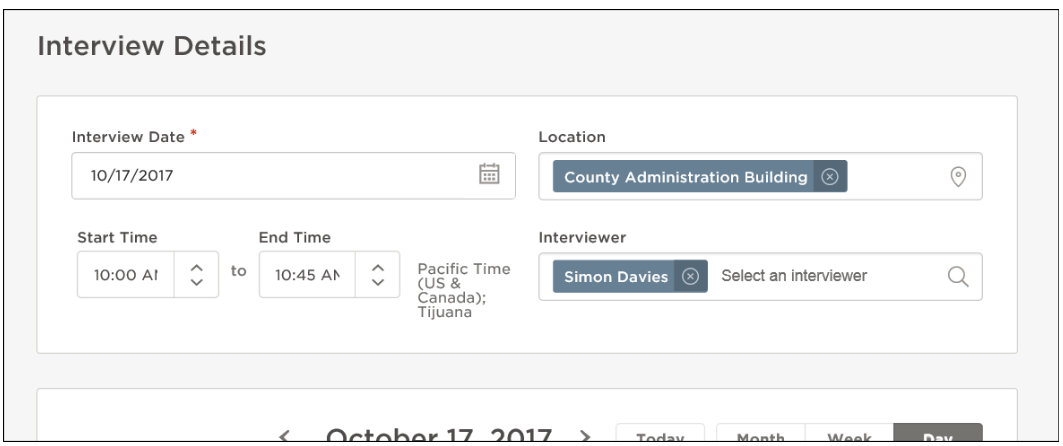
6. The selected candidates have been moved from the referred step to the interview step. To see them again, the view must be switched to the interview step candidates. On the doughnut chart, click Interview, or on the Candidates menu, click Interview.



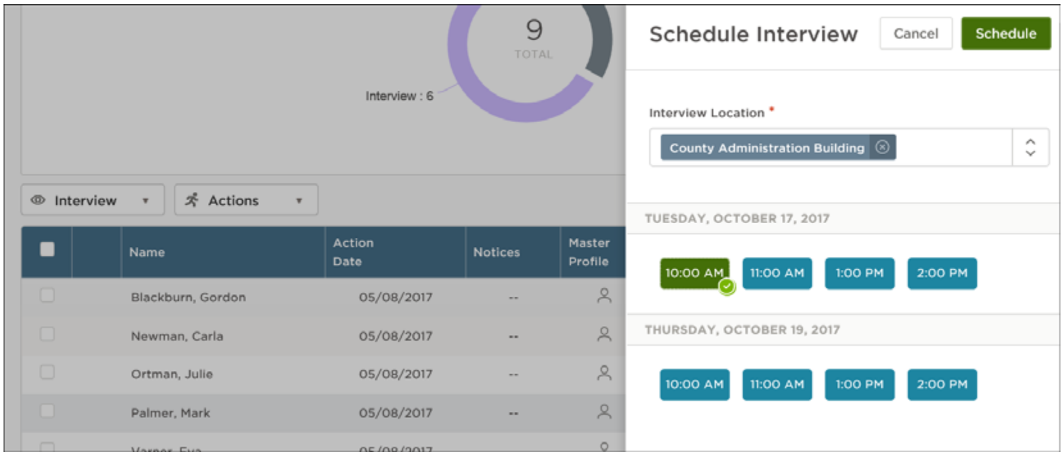
7. From the first candidate to be scheduled for an interview, click Unscheduled.



8. If you do not have pre-configured interviewed slots, a full-detail schedule form will display including date, time, location and interviewer(s). Complete the form and click Save.



9. If you have pre-configured interview slots, you will only need to select the location and date/time. Once you're done, click Schedule.



10. Repeat these steps to schedule the remaining candidates for interviews.

Send Notices

Great news! There' no need to send emails to candidates from your mail client. You can send them directly from the OHC! A few examples of notices may include, self-schedule interview, assigned interview appointment and interview/assessment results.

Required OHC role and permission: With the OHC role of Hiring Manager or HR Liaison and the OHC permission of Send OHC Notices, you can send notices.

Steps to Send Notices

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

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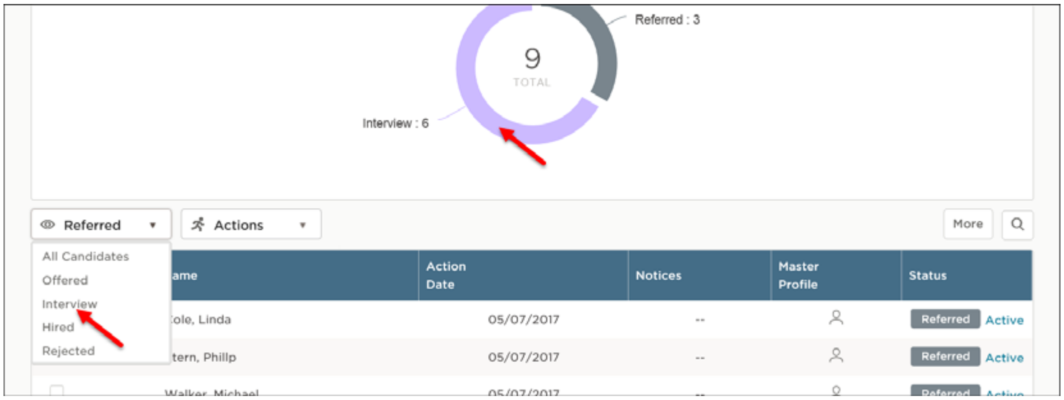
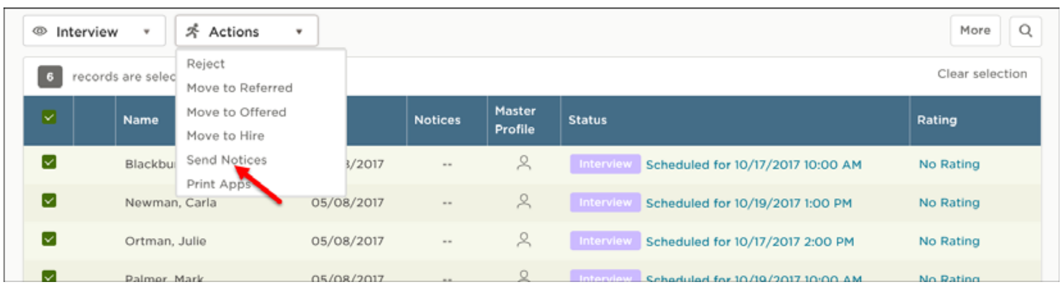
2. On the doughnut chart or on the Candidates menu, click the step name where candidates require notification.



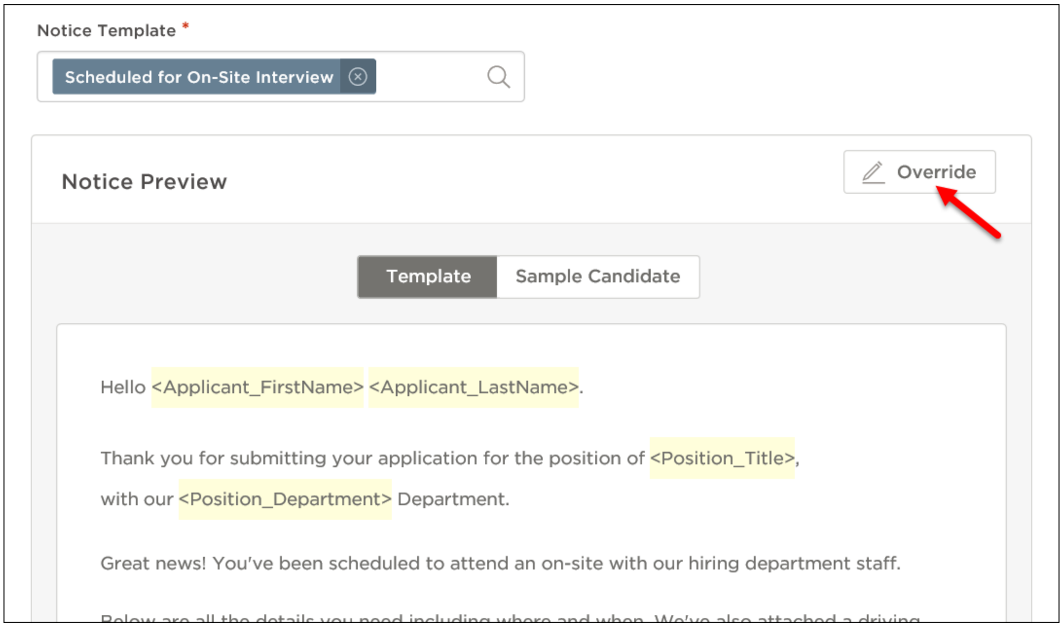
3. Select the candidates to receive notices.

4. On the Actions menu, click Send Notices.

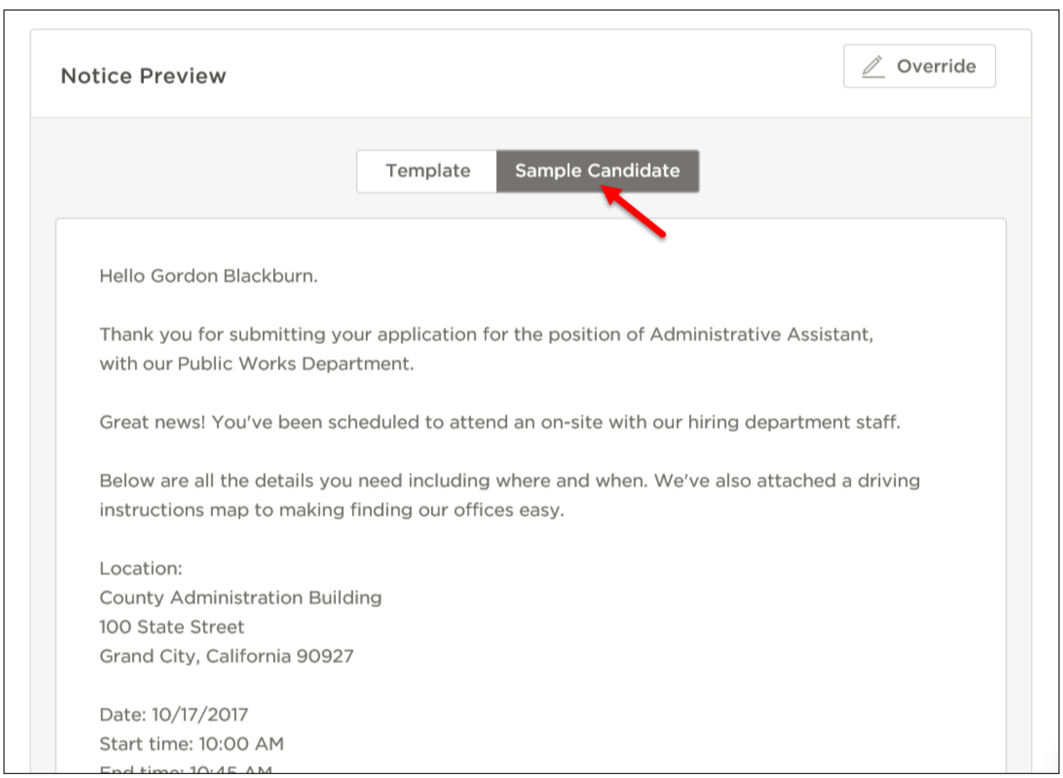


5. Select a notice template.

6. If necessary, click Override to make a one-time update to the notice prior to sending. This update will not affect the saved notice template.



7. Click Sample Candidate to view the notice with merged text.



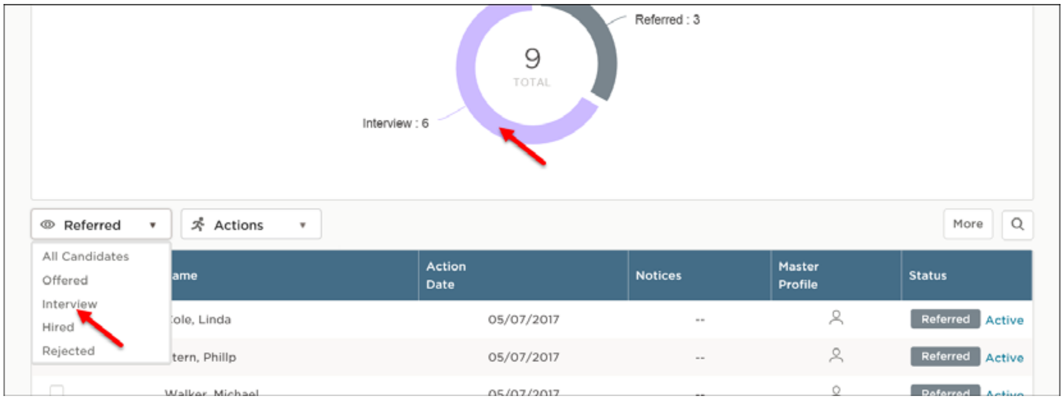
8. Click Send to send the notice to all selected candidates.

Steps to Send an Individual Notice

Rather than sending notices in bulk, you can send an individual candidate a notice. This practice may come in handy if each candidate notice must have its own personalized verbiage.

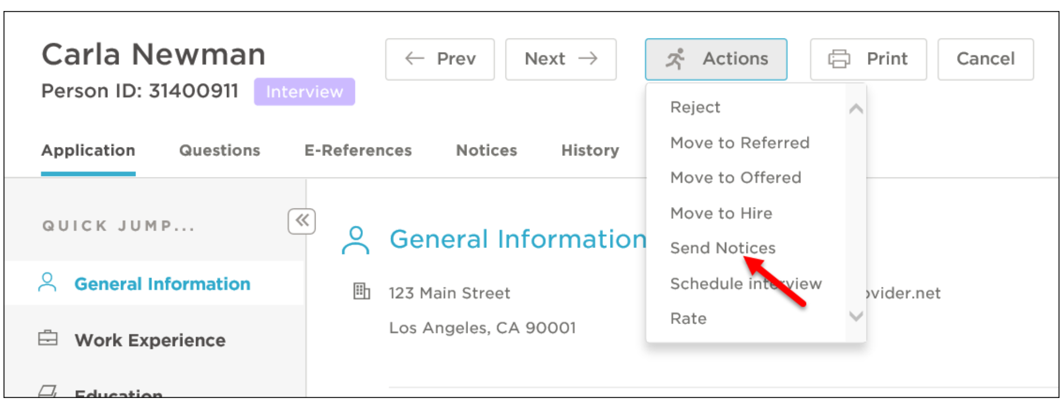
1. Go to your referred list.

2. On the doughnut chart or on the Candidates menu, click the step name a candidate requires a notification.



3. Click the name of the candidate to receive the notice.

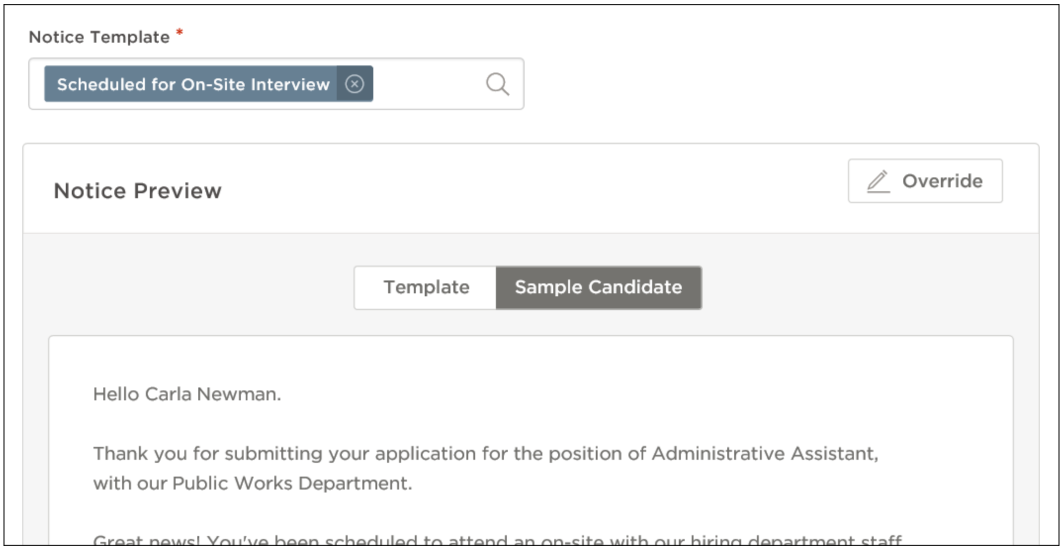
4. On the Actions menu, click Send Notices.



5. Select a notice template.

6. If necessary, click Override to make a one-time update to the notice prior to sending. This update will not affect the saved notice template.

7. Click Sample Candidate to view the notice with merged text.



8. Click Send to send the notice to the candidate.

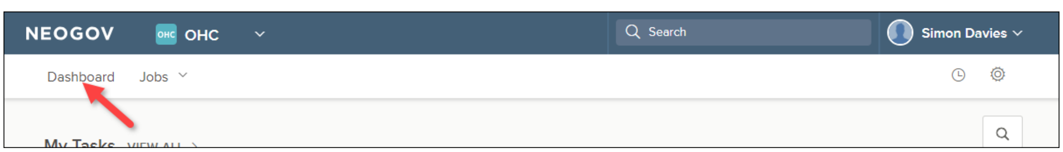
Complete a Rating

If you've been tasked with completing a rating for one or more candidates, you will receive an email notification and the task will appear in the My Tasks section of your dashboard. Depending on the scoring method setup, you will rate based on a star rating, pass/fail, or a numeric score value.

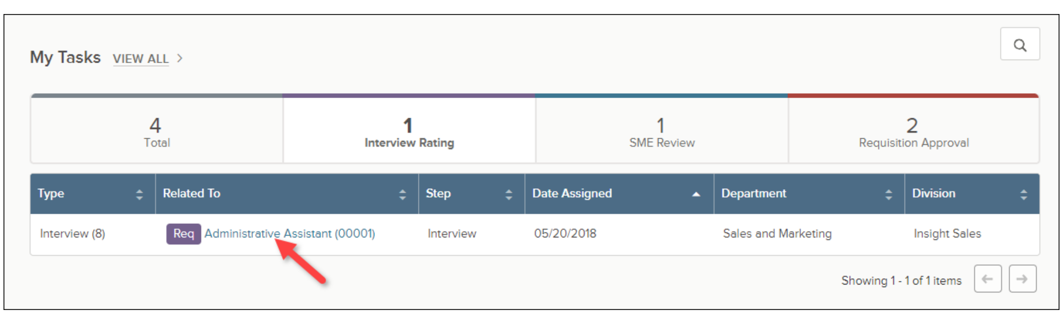
Required OHC role: With the OHC role of Rater, you can complete a rating.

Steps to Complete a Rating

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. From the My Tasks section, click the rating pending your review.



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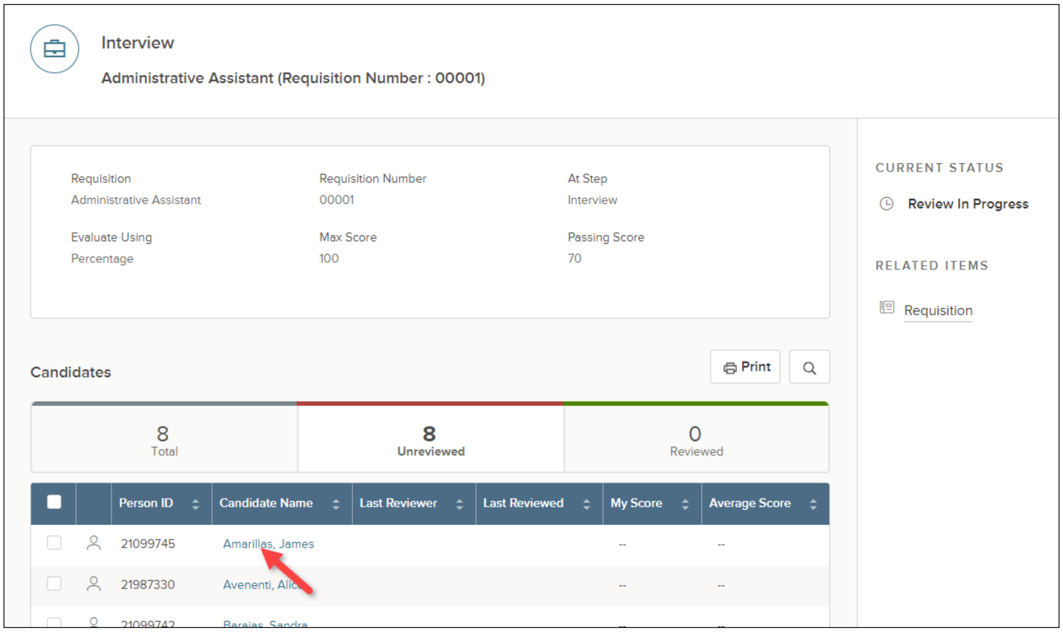
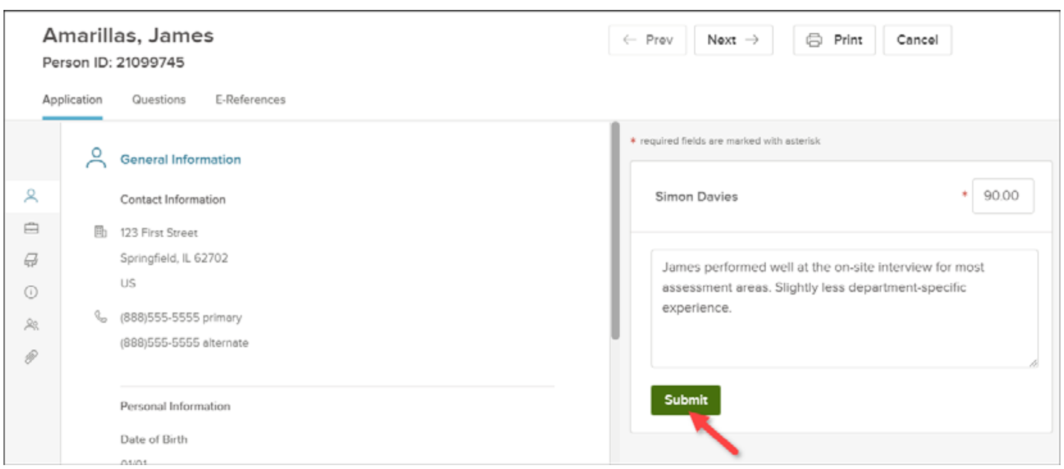
3. Click the name of the first candidate to be rated.

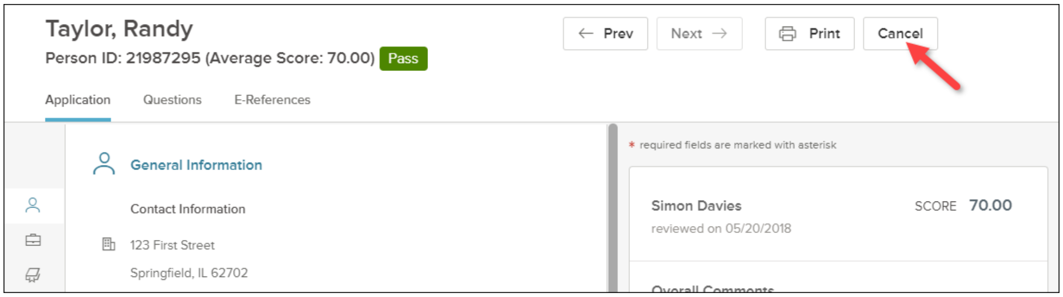


4. Depending on how the step is configured, this can be a pass or fail, a star rating, or a numeric value. Also, enter any comments and click Submit. The next candidate pending your review will display.

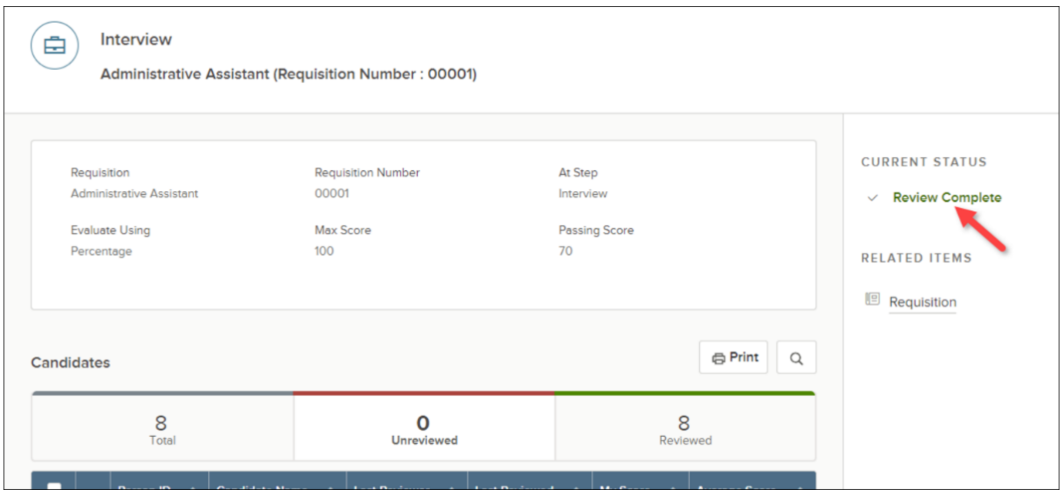


Note: Once a rater submits a rating it is locked and cannot be changed. If a rating must be changed, an OHC user with the role of Hiring Manager or HR Liaison can complete the changes on behalf of the rater or send the rating back to the rater. The process of sending back unlocks the rating, allowing for the rater to complete changes.

5. Repeat these rating steps for all remaining candidates. Click Cancel or click anywhere to the left of the last candidate's application review page.



6. Notice you have no unreviewed candidates and your review status is complete.



7. After the rating is complete, you can view the results from the workflow step.

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Create Candidate Notes

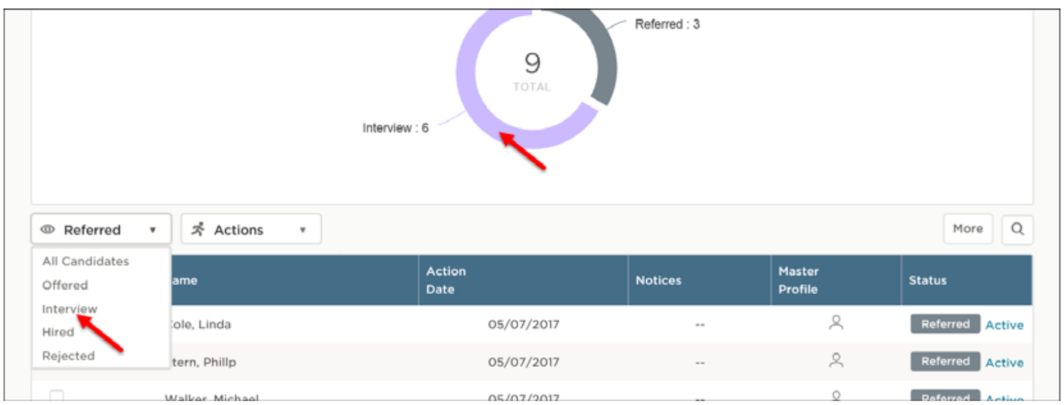
While evaluating candidates, taking notes along the way is crucial. From a general application review to an on-site interview; each candidate's application record has a notes section for you to accurately document the moment.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can create notes about the candidates you evaluate.

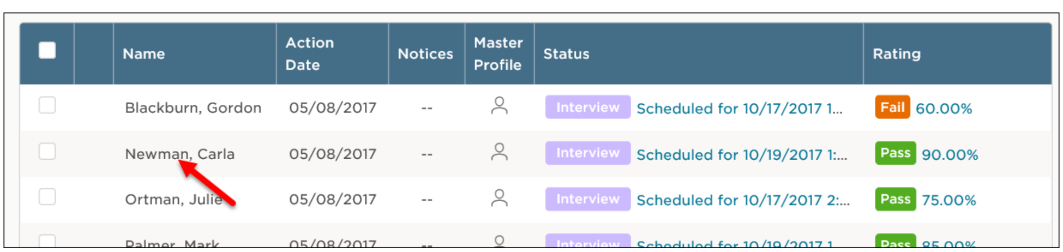
Steps to Create Candidate Notes

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

2. On the doughnut chart or on the Candidates menu, click the step name where you have candidates.

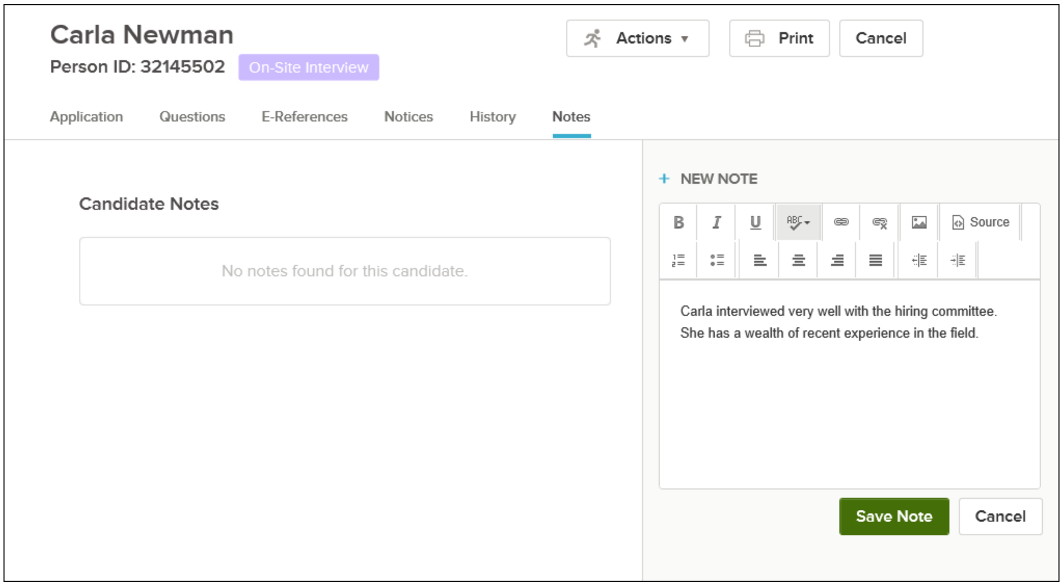


3. Click the name the candidate to view their application record.

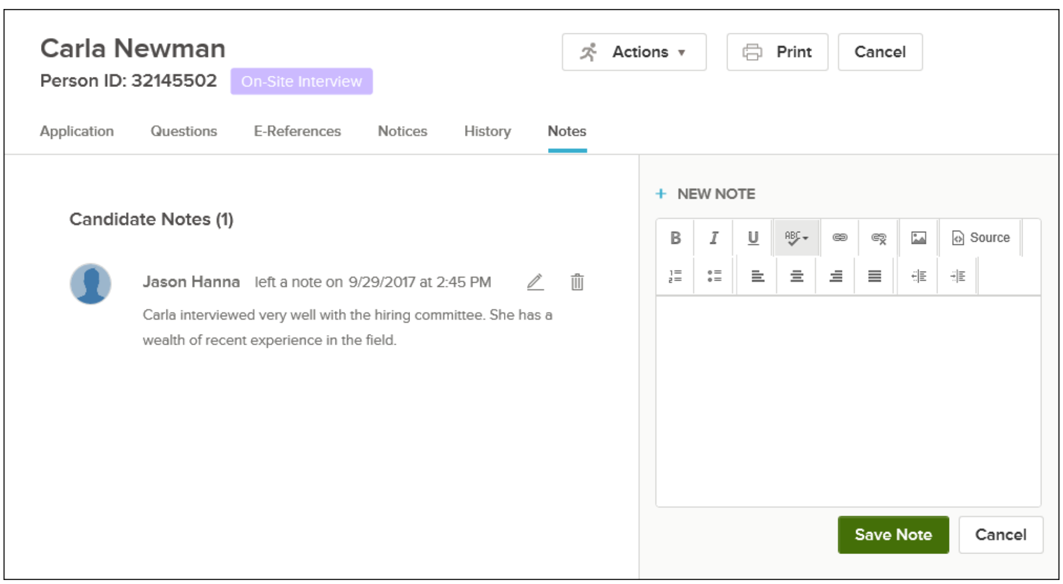


4. Click the Notes tab.

5. From the New Note section, enter your note and then click Save Note.



The note will be logged with a date/time stamp. You can return back at any time to view, edit or delete the note.



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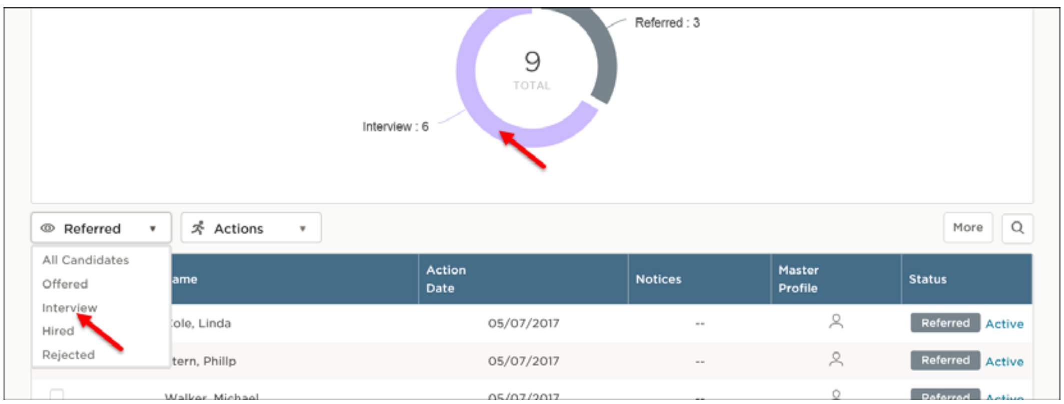
Reject a Candidate

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can reject a candidate.

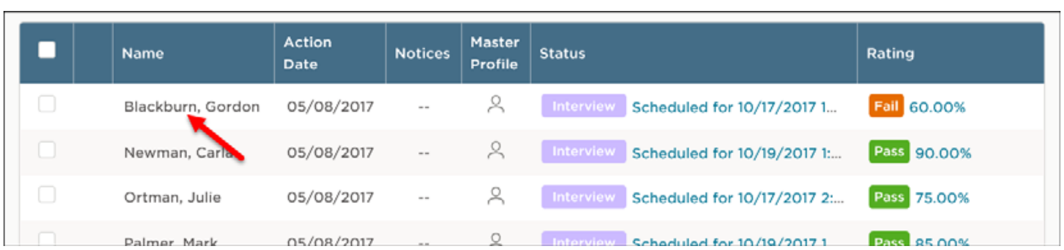
Steps to Reject a Candidate

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

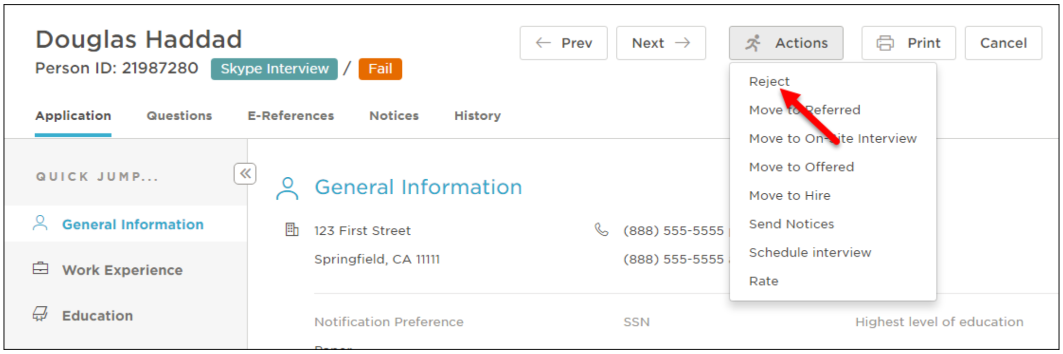
2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined one or more will be rejected.



3. Click the name of the first candidate to be rejected.



4. On the Actions menu, click Reject.



5. Click  and select a reject reason.

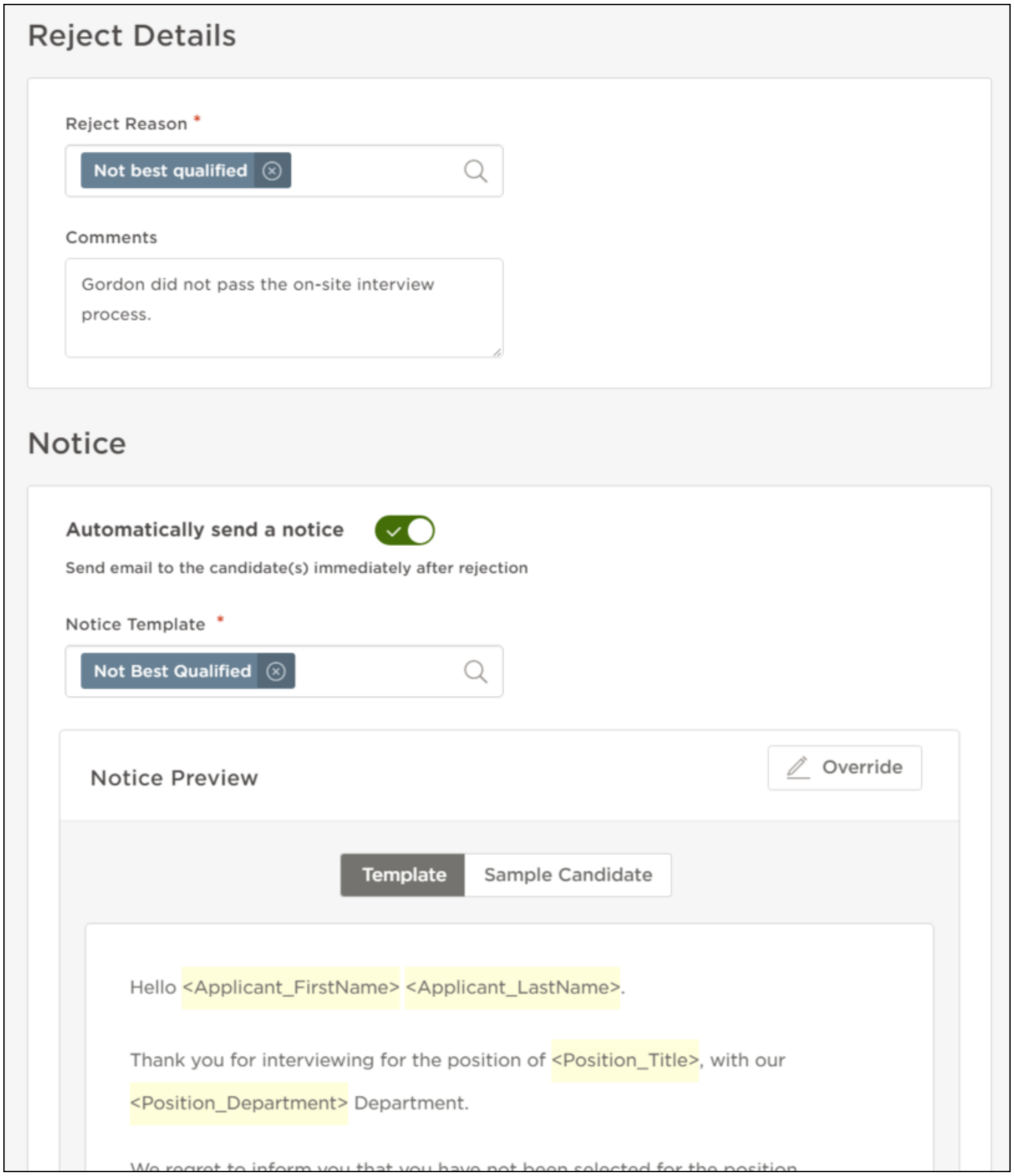
6. If preferred, enter comments providing more details.

7. Additionally, you can choose to automatically send a notice to the candidate. From the “Automatically send a notice” switch, click to the on setting.

Note: If you’d prefer to leave this switched off and send all rejected candidates notices at the same time, check out the upcoming, *Send Rejection Notices in Bulk* section.

8. If a notice template is not linked to your reject reason, select the proper notice template

9. If necessary, click Override to make a one-time update to the notice prior to sending.



10. Once you're done, click Save.

11. Repeat these steps for any remaining rejected candidates.

Steps to Reject Candidates in Bulk

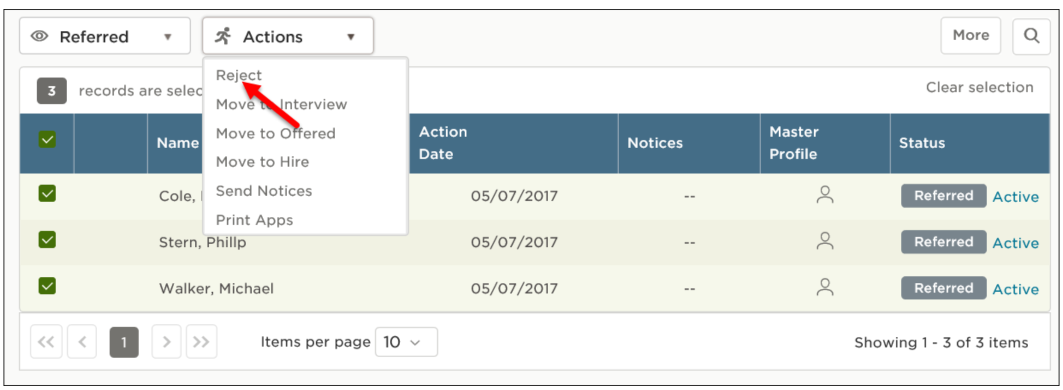
Alternatively, you can reject multiple candidates at the same time. This process will designate the same reject reason and comments for all selected candidates. As a result, you may have a few of rounds of bulk rejecting if candidates have different reject reasons and/or comments.

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and determined multiple will be rejected.

3. Select the all candidates that will have the same reject reason and comments.

4. On the Actions menu, click Reject.



5. Click  and select a reject reason.

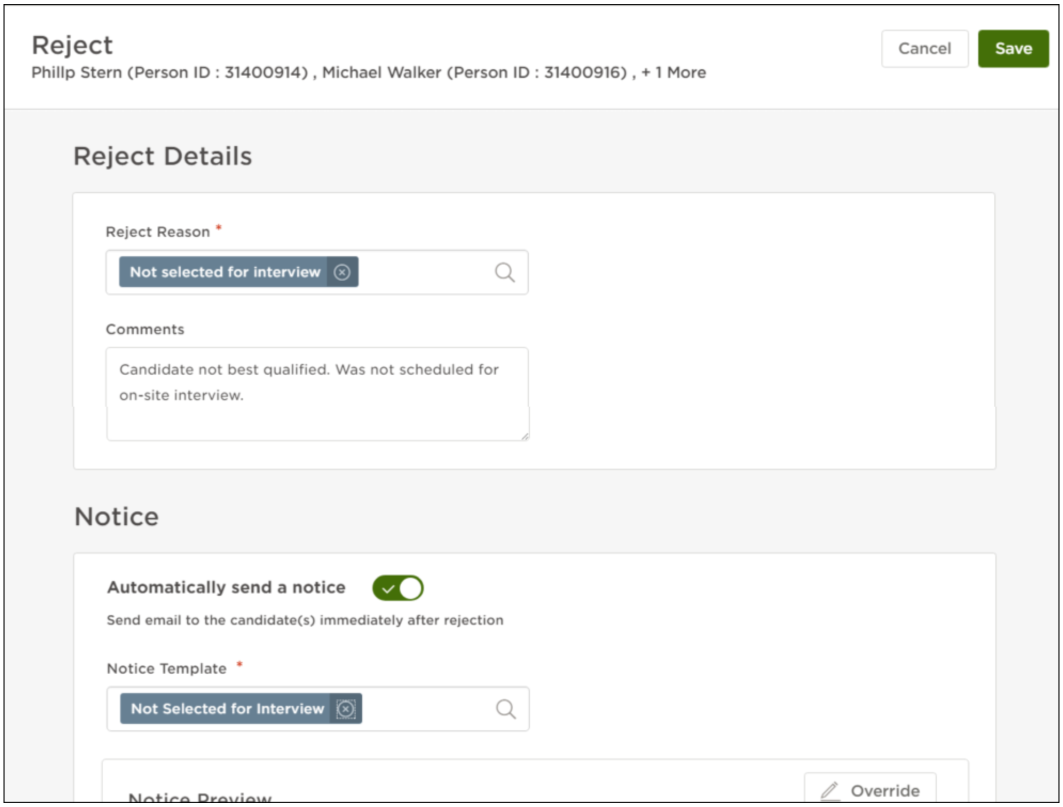
6. If preferred, enter comments providing more details.

7. Additionally, you can choose to automatically send a notice to the candidate. From the "Automatically send a notice" switch, click to the on setting.

Note: If you'd prefer to leave this switched off and send all rejected candidates notices at the same time, check out the upcoming, *Send Rejection Notices in Bulk* section.

8. If a notice template is not linked to your reject reason, select the proper notice template

9. If necessary, click Override to make a one-time update to the notice prior to sending.



10. Once you're done, click Save.

11. Repeat these steps for any remaining rounds of rejected candidates.

Send Rejection Notices in Bulk

If you've rejected all applicable candidates for various reasons, but haven't yet sent them notices, you can do so in bulk.

Steps to Send Rejection Notices in Bulk

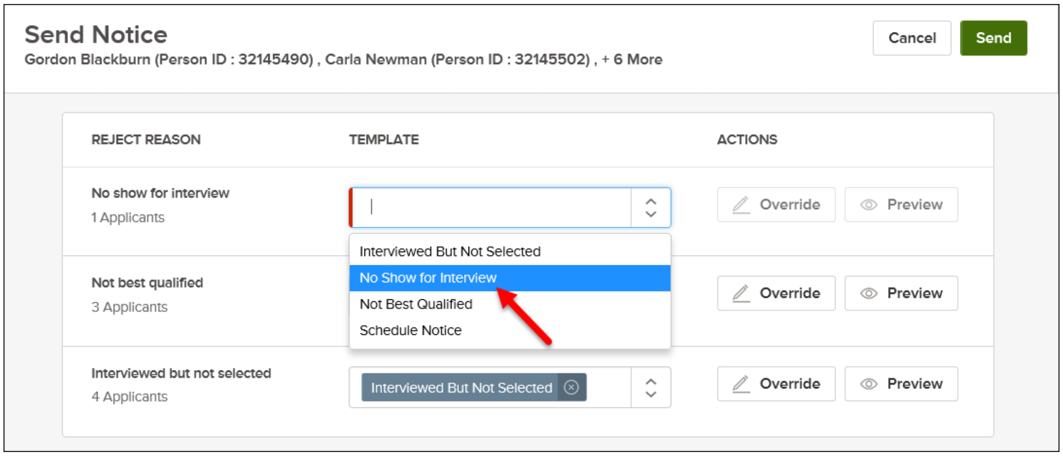
1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

2. On the doughnut chart, click Rejected, or on the Candidates menu, click Rejected.

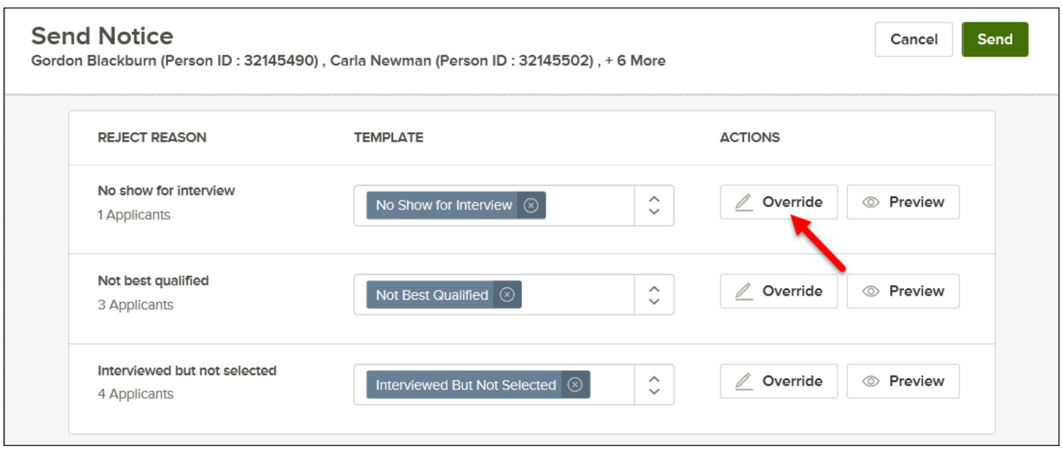
3. Select the all candidates that will receive rejection notices.

4. On the Actions menu, click Reject.

5. Pre-selected notice templates will display based on the reject reason. If one or more reject reasons do not have associated notice templates, select them at this time.



6. If necessary, click Override to make a one-time update to the notice prior to sending. This update will not affect the saved notice template.



7. Once you're done, click Send.

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Make an Offer

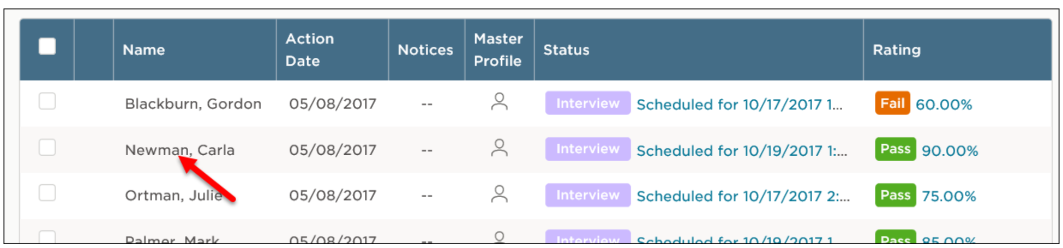
Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can make an offer of employment for the preferred candidate.

Steps to Make an Offer

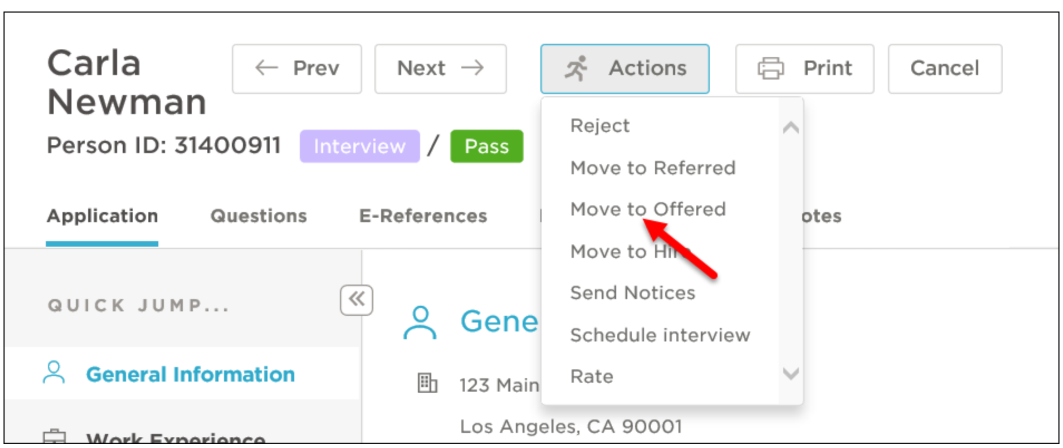
1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and will make an offer for one of them.

3. Click the name the candidate to receive the offer.



4. On the Actions menu, click Move to Offered.



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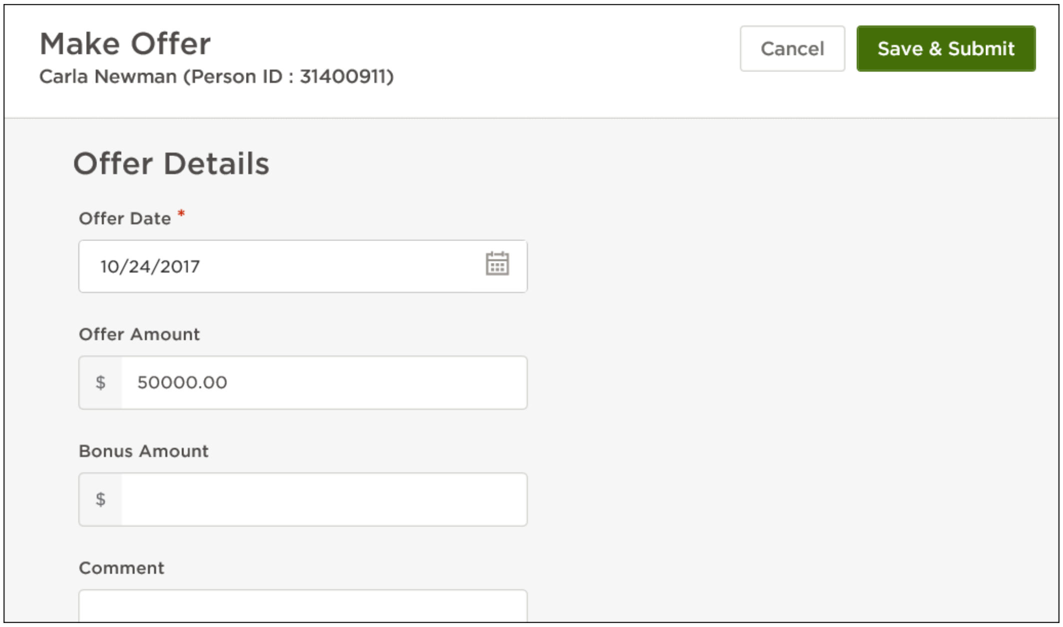
5. Enter the offer date and any additional details including dollar values and comments.



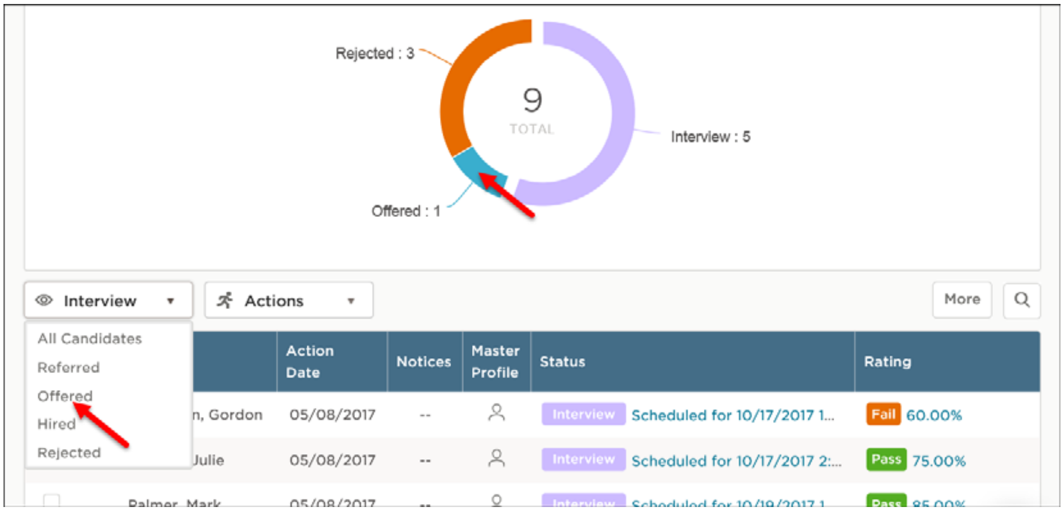
6. Once you’re done, click Save & Submit.

Steps to Update Offer Status

If the candidate has accepted or rejected your offer of employment, the status can be updated to track the event.

1. If you’re not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

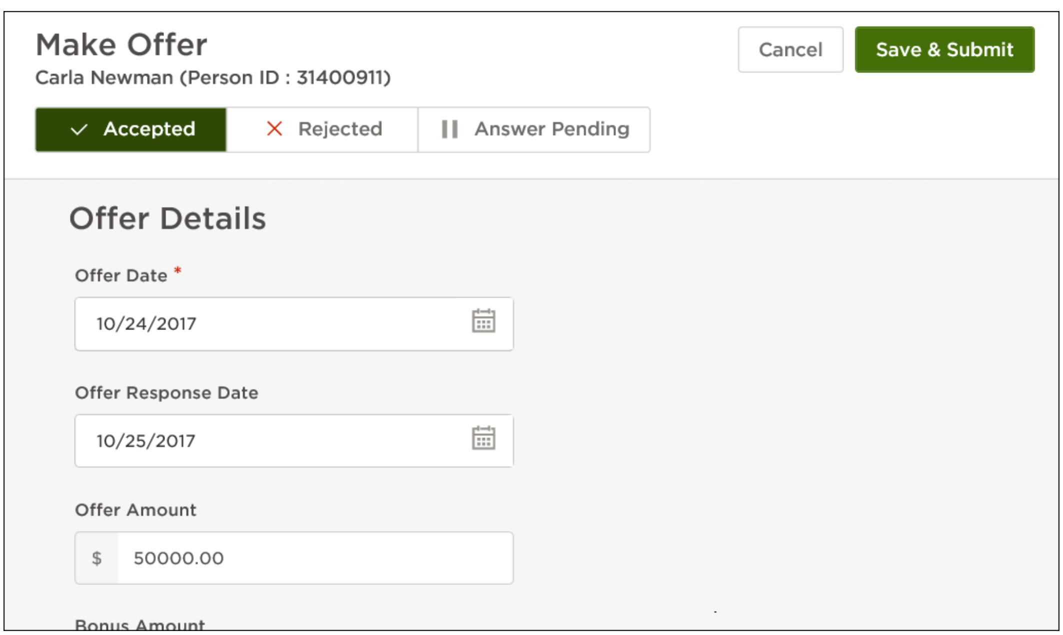
2. On the doughnut chart or on the Candidates menu, click the offered step.



3. From the Status column, click Pending.

4. Click Edit and either Accepted or Rejected.

5. Enter the response date and any additional details.



6. Once you're done, click Save & Submit.

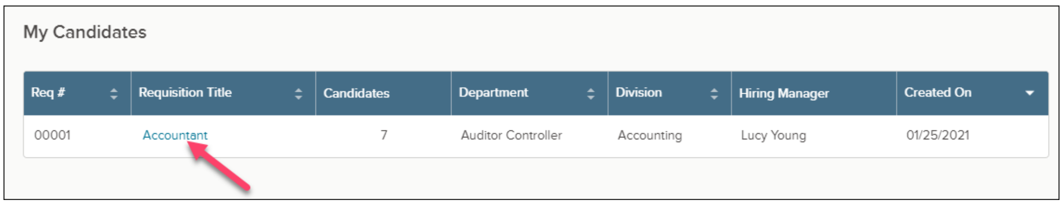
Make an Offer With Approvals

Your organization may require an offer of employment to go through an approval workflow prior to being sent to the preferred candidate.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can make an offer with approvals.

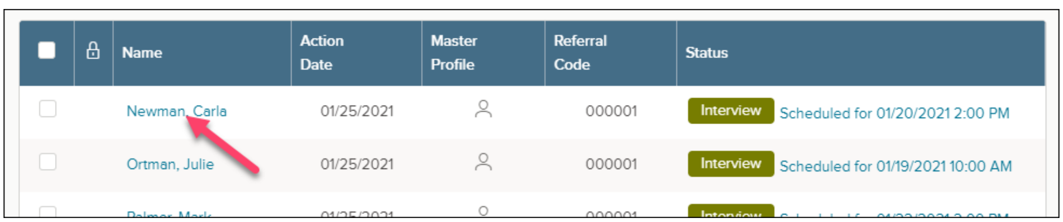
Steps to Make an Offer With Approvals

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

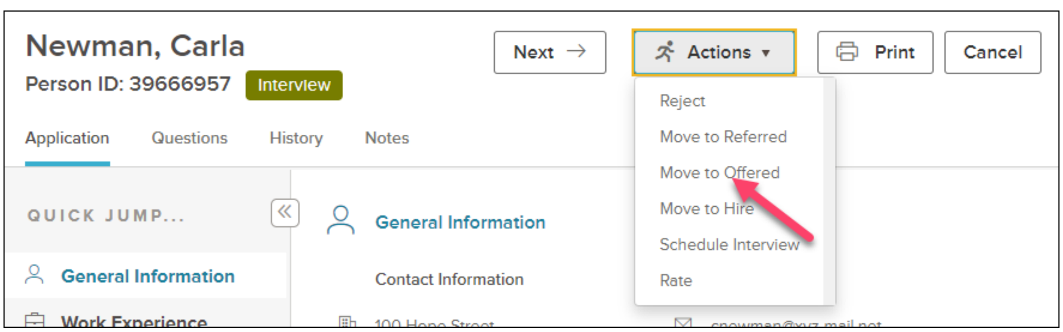


2. On the doughnut chart or on the Candidates menu, click the step name where you have reviewed candidates and will make an offer for one of them.

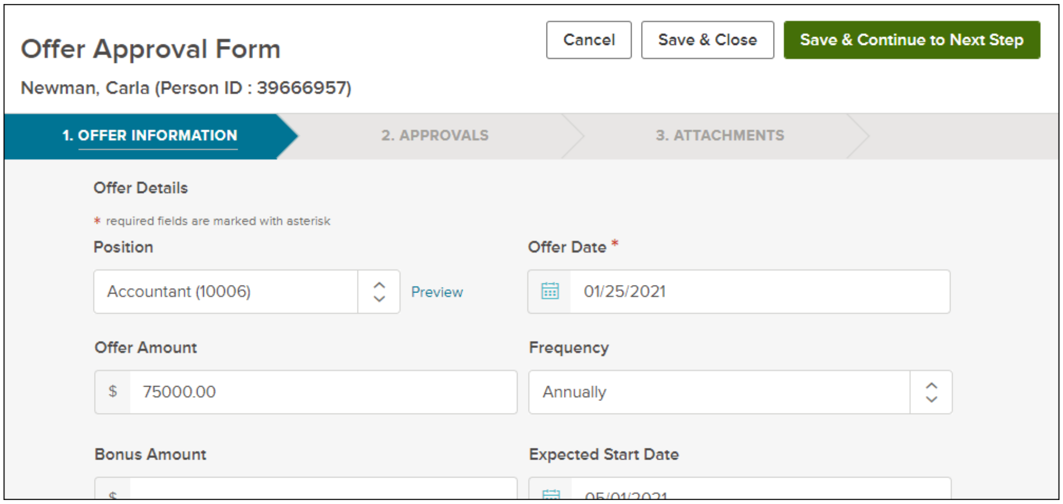
3. Click the name the candidate to receive the offer.



4. On the Actions menu, click Move to Offered.

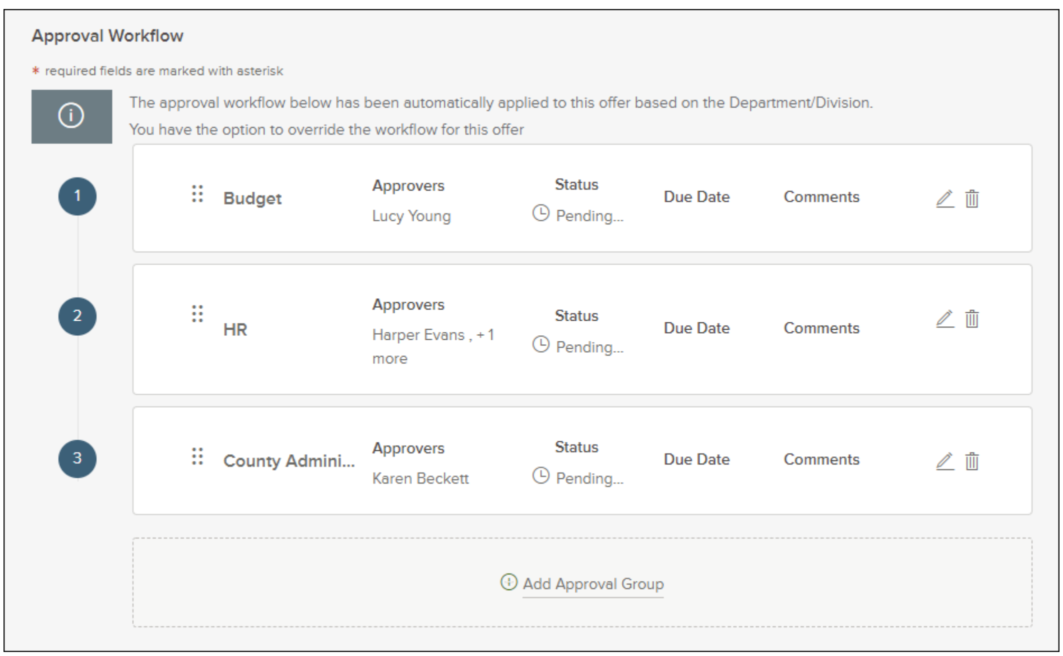


5. Enter the offer date and any additional details including dollar values and comments.

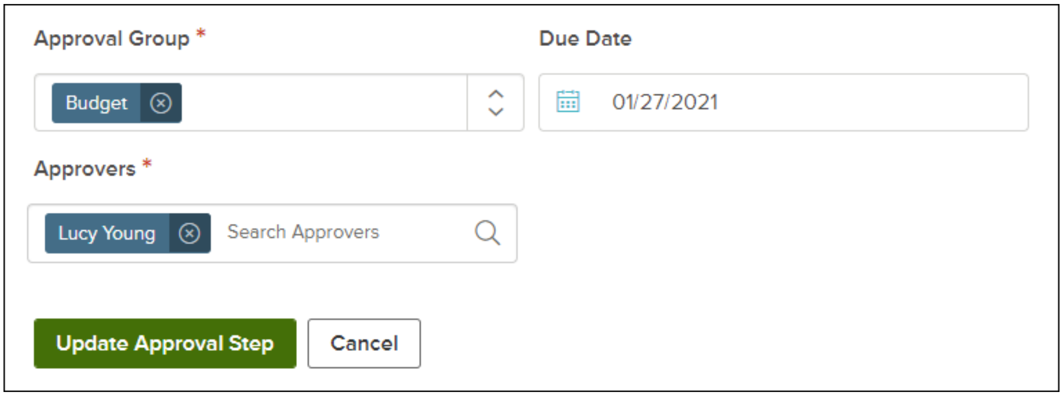


6. Once you're done, click Save & Continue to Next Step.

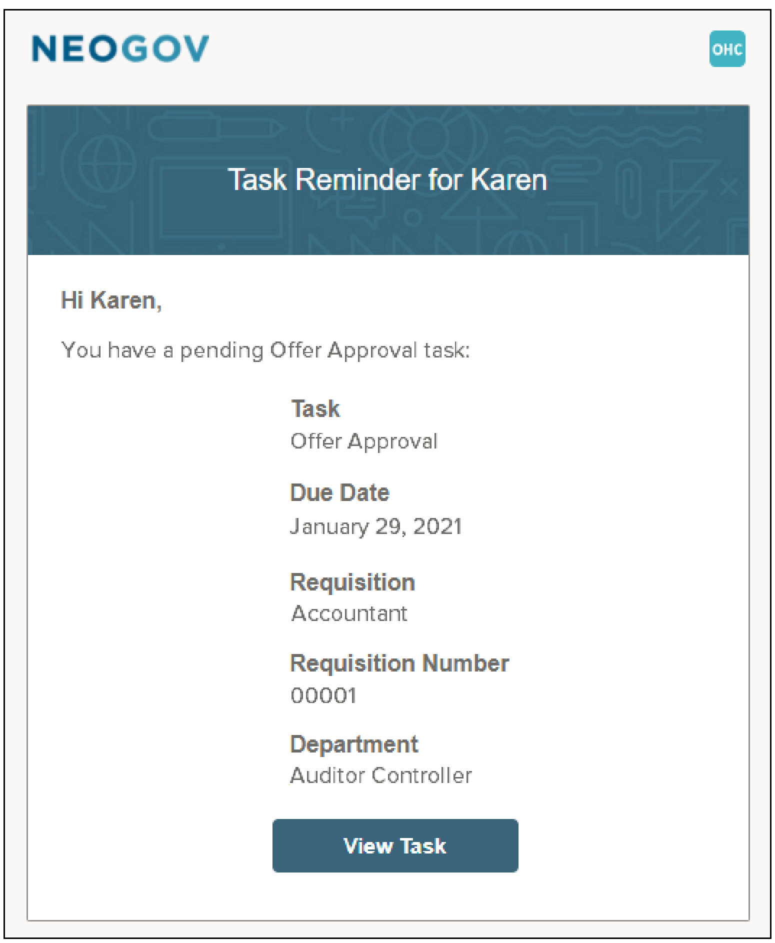
7. If you have an approval workflow template, it will display on the second offer form page. In the event of a special circumstance that requires changes, you have the option to override the workflow. Any changes will only be applied to this offer, not the saved approval workflow template.



8. Keep the assigned approver(s) reminded about their approval task with a due date. Click , enter a due date, and then click Update Approval Step.



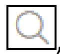
9. Repeat these steps for all remaining approval steps that require due dates. The assigned approver(s) will receive a reminder email from info@neogov.com, with the subject line, NEOGOV OHC Task Reminder, on the due day and each day the approval task is past due; until the task is completed. In the contents of the reminder email will be a View Task button, guiding the approver(s) to the task requiring their attention.



Note: Task reminder emails, such as the offer approval reminder, must be enabled by an Insight Administrator (Insight navigation: Admin > Agency Preferences > OHC section).

10. If a template for your department/division does not exist, you will be prompted to create an approval workflow. You have two options: (1) Create an approval workflow. (2) Skip the approval workflow and click Save & Continue to Next Step. The following steps will detail the first option.

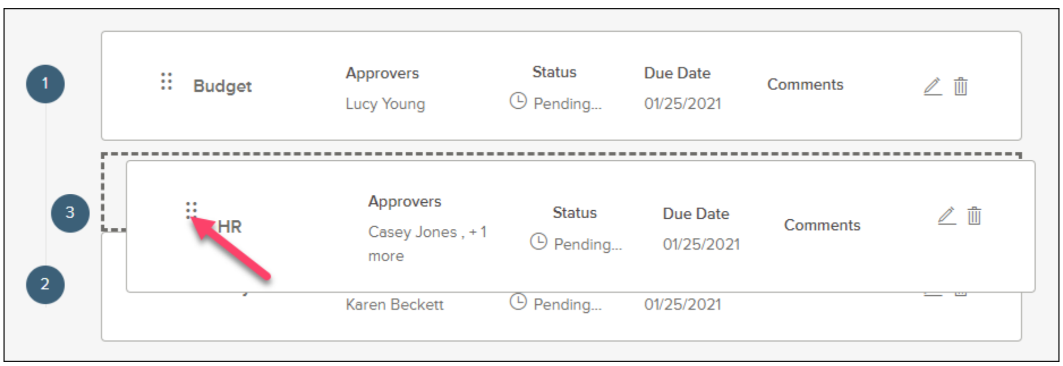
11. On the Approval Group pulldown, click the applicable approval group.

12. From the Approvers field, click , select the applicable approvers, and then click Done.

13. Click Add Approval Step.

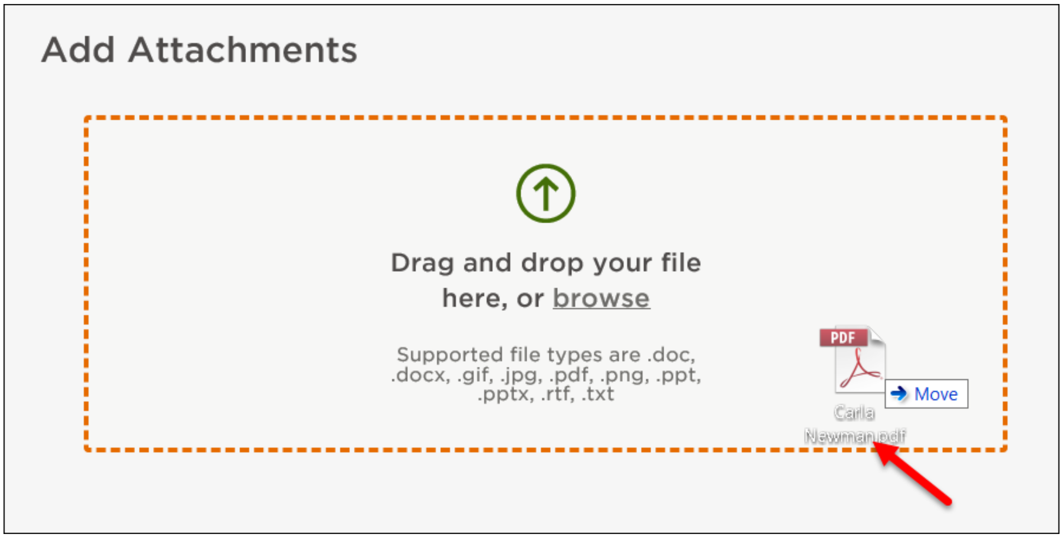
14. Do you have another approval step to add? If so, click Add Approval Group and repeat these steps for the remaining approval steps.

15. Are your approval steps in the proper order? If not, you can easily correct with a drag-and-drop.



16. Once you're done, click Save & Continue to Next Step.

17. Drag any file attachments (e.g., draft offer letter and/or offer details) to the third offer form page and click Save & Submit.



Note: If you're not quite ready to submit the offer, click Save & Close. The offer will display in your referred list with a pending release status. Once you're ready to submit, edit the offer, make any updates and click Save & Submit.

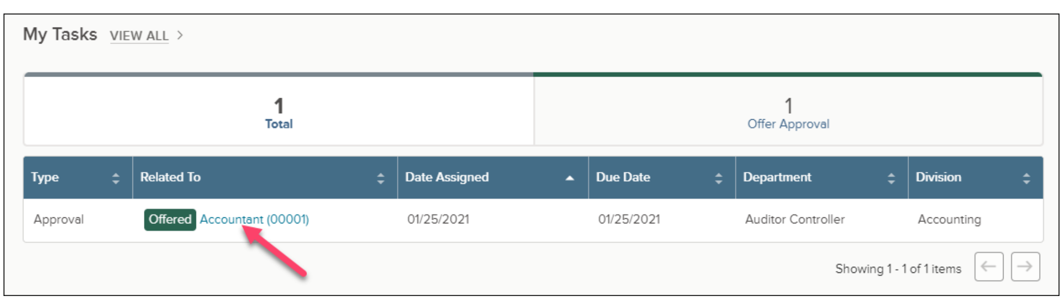
Approve an Offer

Required OHC role: With the OHC role of Approver, you can review an offer sent to you for approval.

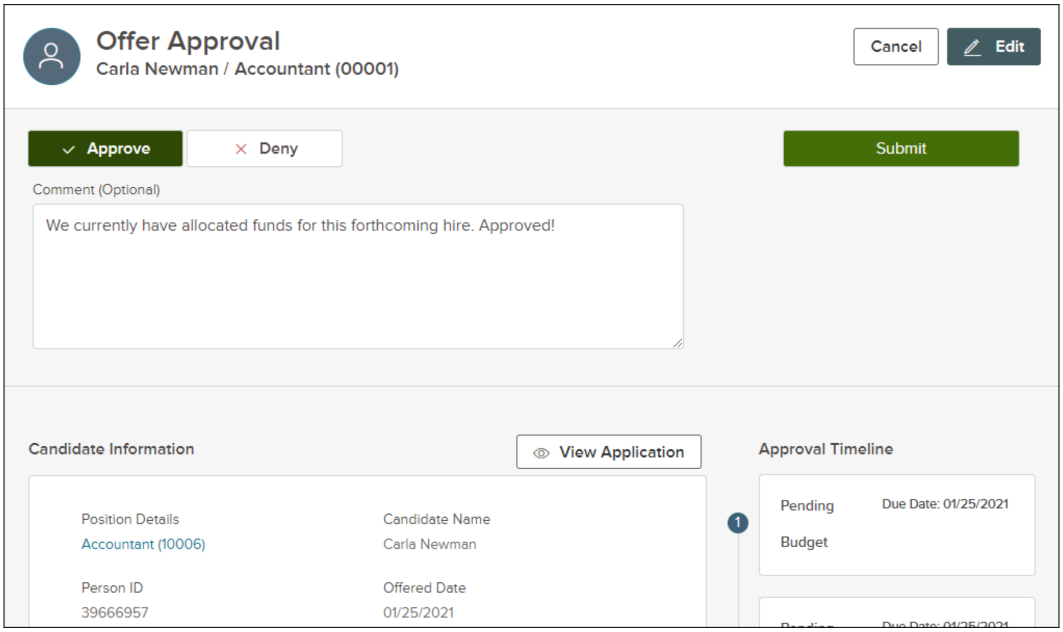
Steps to Approve an Offer

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

2. From the My Tasks section, click the offer pending your review.

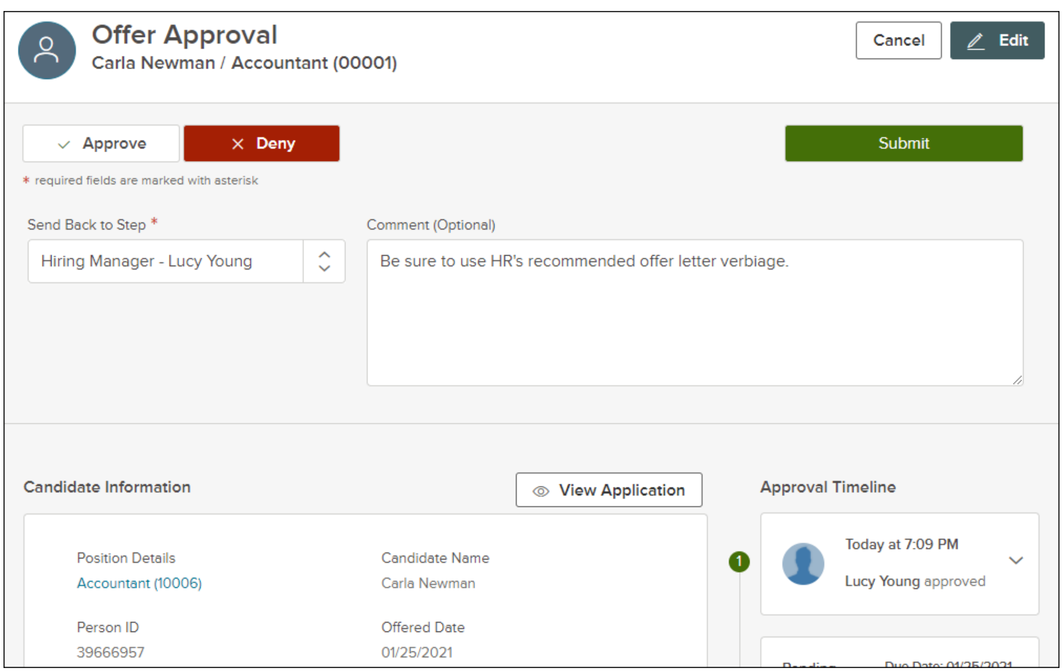


3. Click Approve, type any comments and click Submit.



4. If you're testing the approval workflow process, you may be an approver for multiple approval groups. In this case, repeat these steps until the offer has been approved by all groups.

Note: Approvers have the option of denying an offer. If this is done, the offer record can be sent back to any one of the previous approval groups, or all the way back to the hiring manager. Depending on the circumstances of the denial (e.g., additional justification), the offer approval process can be restarted.



Make an e-Offer

The e-Offer feature automates allows you to send an offer letter directly to the preferred candidate through the system. The candidate is then able to login to their Governmentjobs.com profile to view the offer details and sign and accept or reject the offer. This feature must be enabled by your Insight Administrator.

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can make an e-Offer of employment for the preferred candidate.

Steps to Create e-Offer Letter Templates

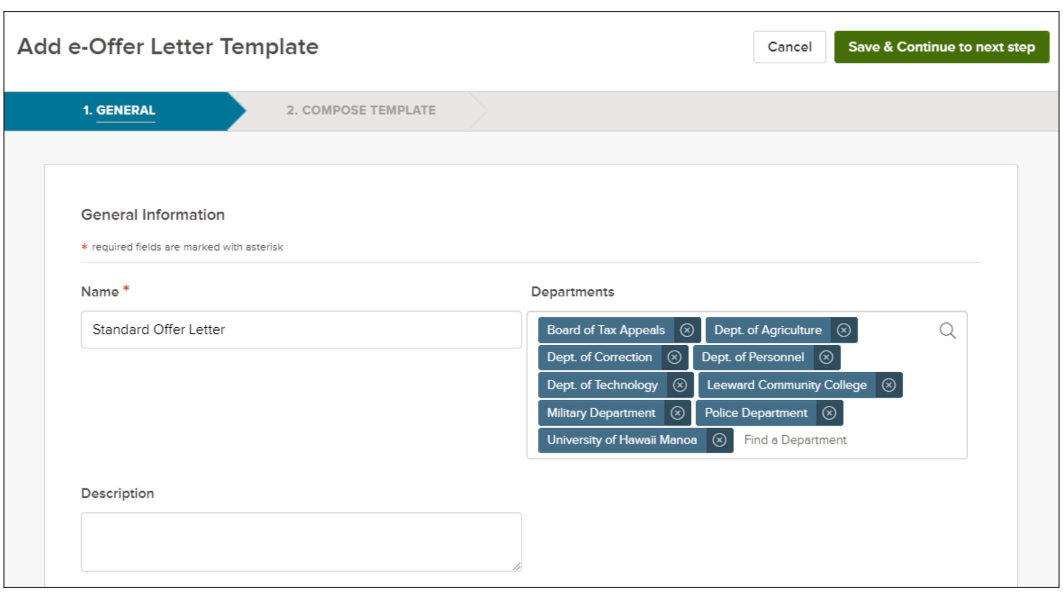
When the e-Offer feature is enabled, HR Liaisons can create and edit offer letter templates. By default, Hiring Managers do not have access to create and edit offer letter templates. However, Insight Administrators can grant them access by adjusting your OHC Security Roles settings.

To create an e-Offer Letter Template:

1. From the upper right, click the Settings button. It looks like a gear.

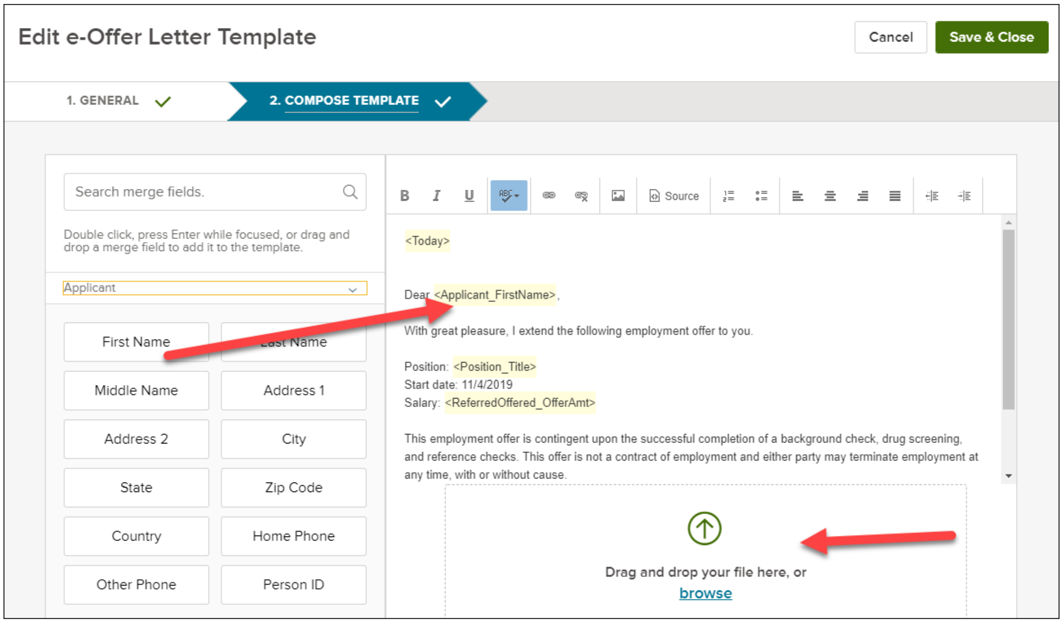
2. Click e-Offer and then click Add

3. The first of two e-Offer letter template pages will display.



4. Complete the e-Offer letter template form and click Save & Continue to Next Step.

5. Type the contents of your e-Offer letter template. When a merge field is required, locate it using left-side search and then drag to the proper area of the notice. Also, drag any applicable files to the attachments section.



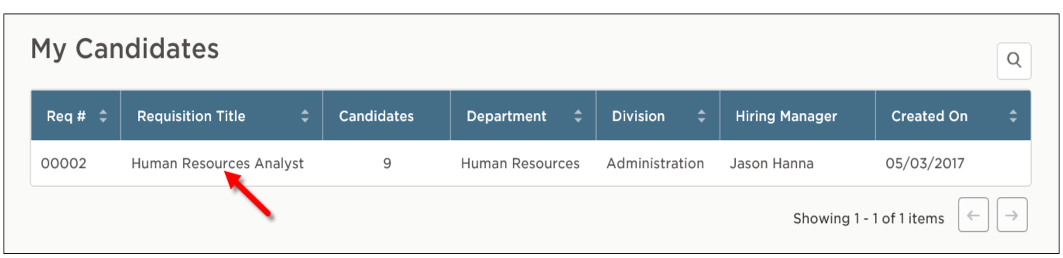
6. Once you're done, click Save & Close.

Steps to Enable e-Offers in the Hire Workflow

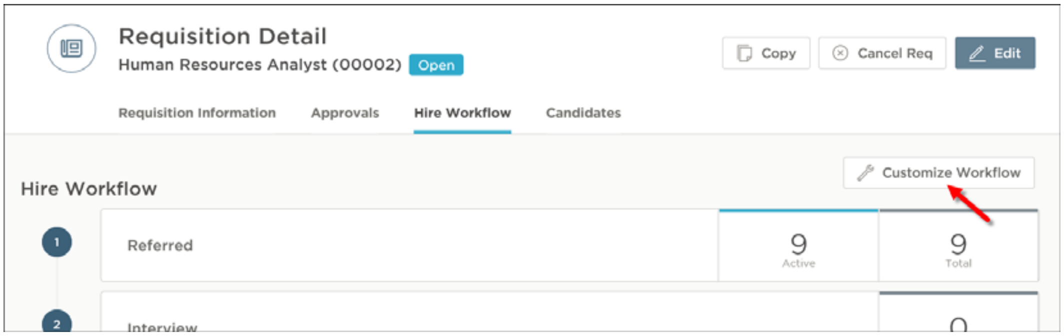
In order to send candidates an e-Offer, the HR Liaison or Hiring Manager will need to customize the OHC hire workflow to enable the feature on the individual referred list.

1. If you're not already viewing your OHC dashboard page, click Dashboard from the upper left.

2. From the My Candidates section, click the referred list for which you want to enable e-Offers.



3. Click the Hire Workflow tab and then click Customize Workflow.



4. From the Offered step, click . Update the candidate status and toggle the Enable Electronic Offer Letter switch to the right.

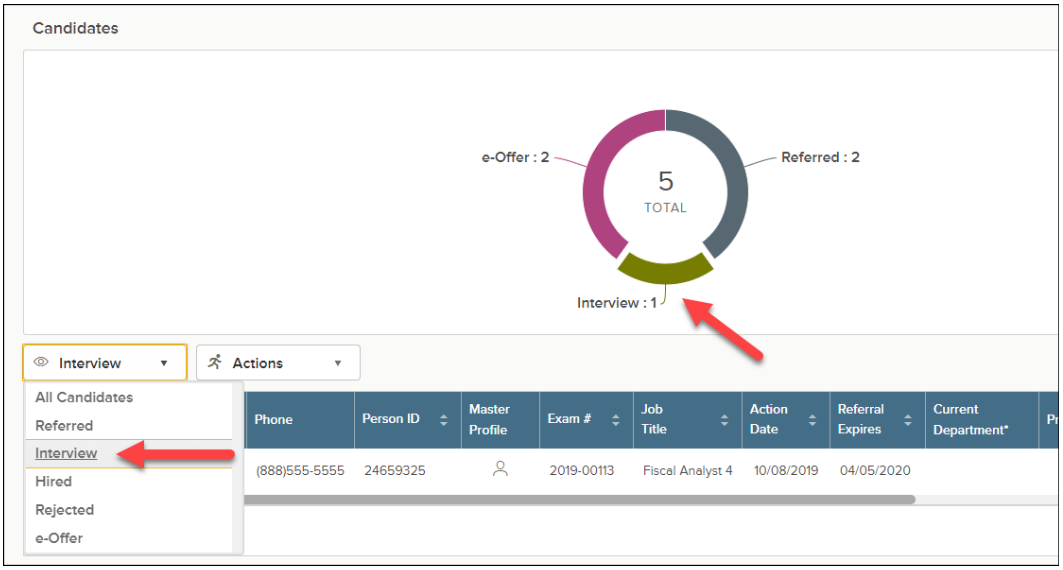
5. Click Save

Steps to Send an e-Offer Letter

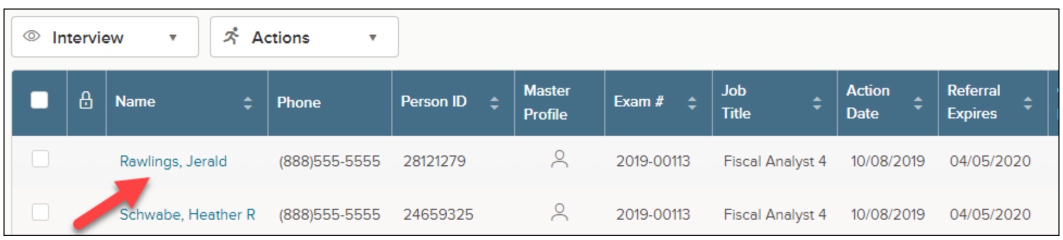
Now that you have created your offer letter template and enabled e-Offers in the hire workflow, you're ready to send the offer to the candidate.

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

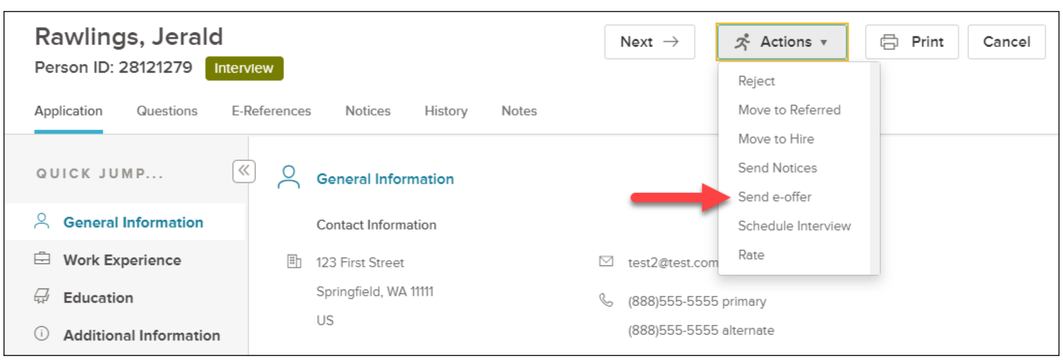
2. On the doughnut chart or on the Candidates menu, select the step name where the candidate to whom you want to make an offer currently resides.



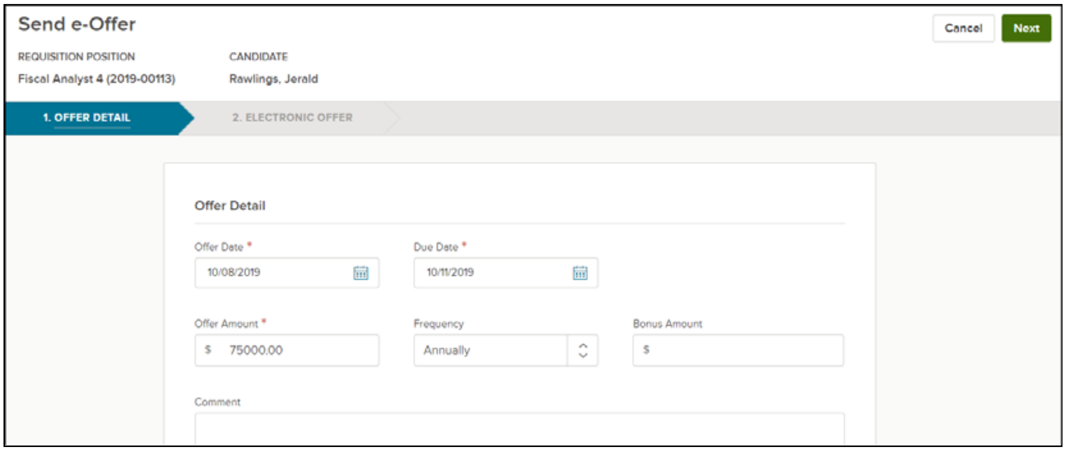
3. Click the name the candidate to receive the offer.



4. On the Actions menu, click Send e-offer.

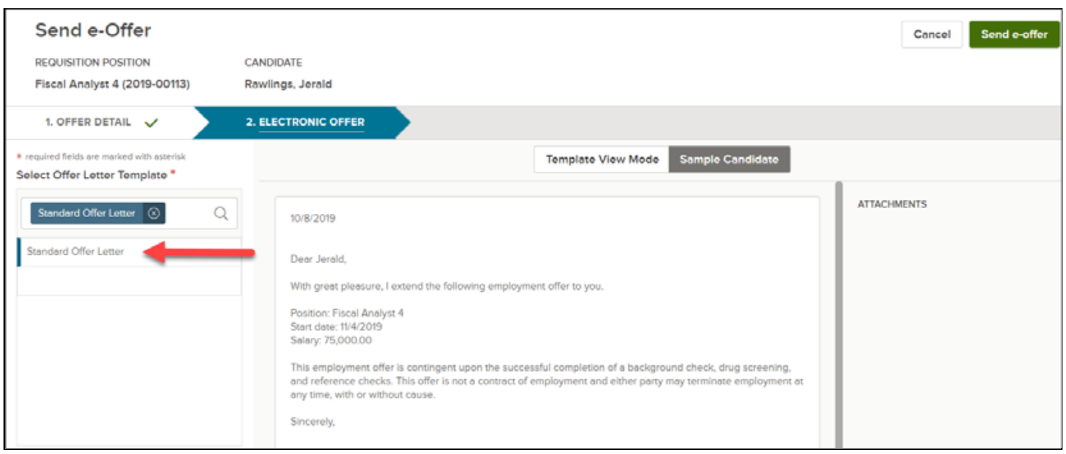


5. Enter the offer date, offer due date, offer amount, and frequency (e.g., annually), and any additional details including bonus amount and comments.



6. Click Next

7. Select the appropriate offer letter template and review the text carefully. Click the Sample Candidate button to see a preview of exactly how the letter will appear to the candidate.

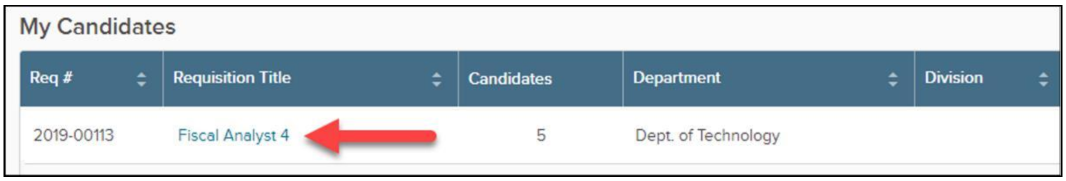


8. Click Send e-offer.

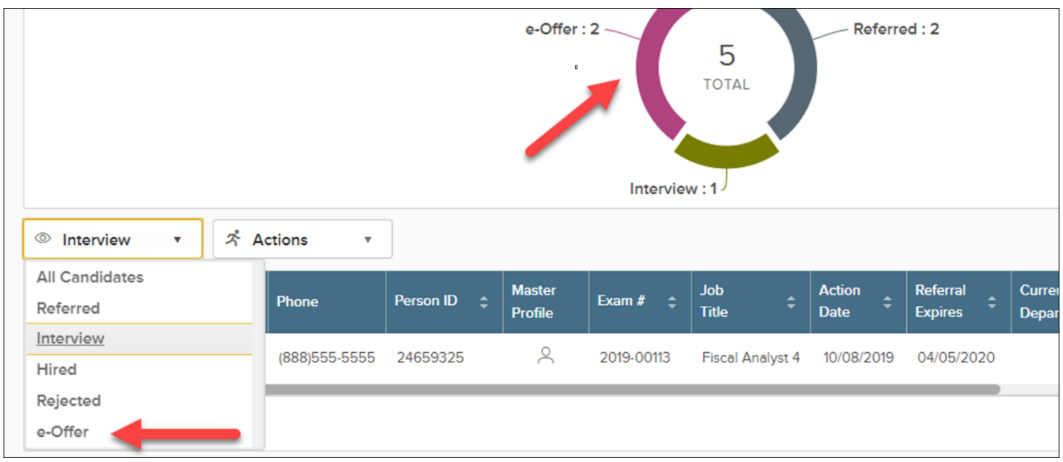
Steps to Review Offer Status

When a candidate accepts or rejects an offer, the hiring manager(s) assigned to the requisition will receive an email. To check the status of an offer:

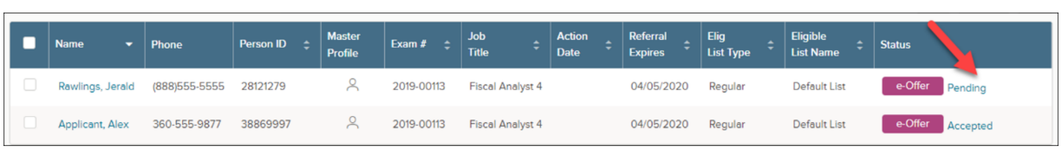
1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

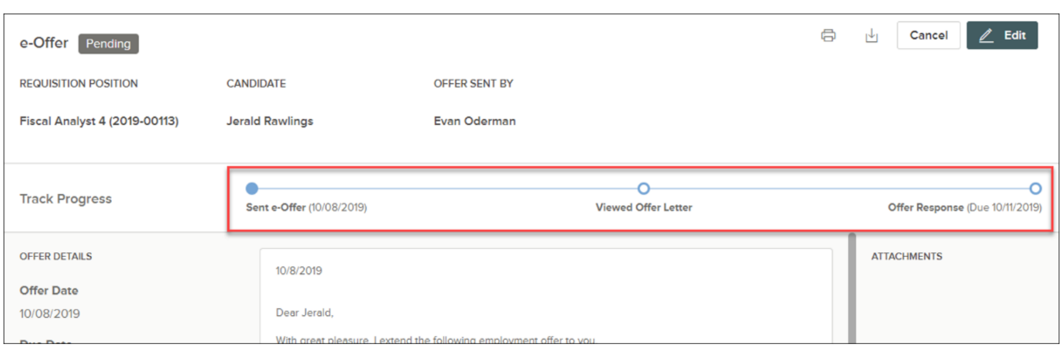


2. On the doughnut chart or on the Candidates menu, select the e-Offer step.

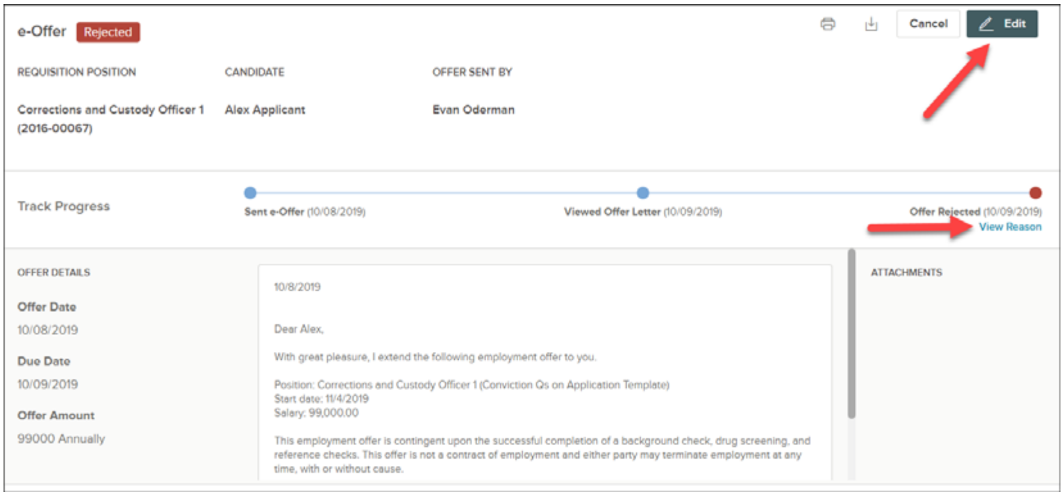


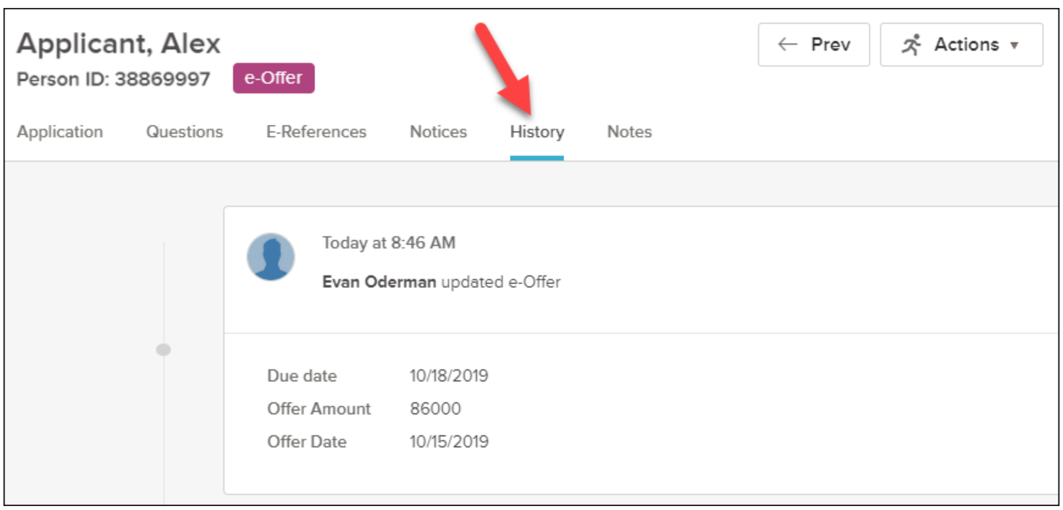
3. From the Status column, click on the current status. The progress bar displays the current status of the offer.





4. An offer that is still pending or that was been rejected can be updated and re-sent to the candidate if necessary. Candidates are prompted to enter a reason when rejecting an offer. Updates made to e-Offers are tracked in the candidate history tab. You can also print or download the offer letter from this page.





NEOGOV

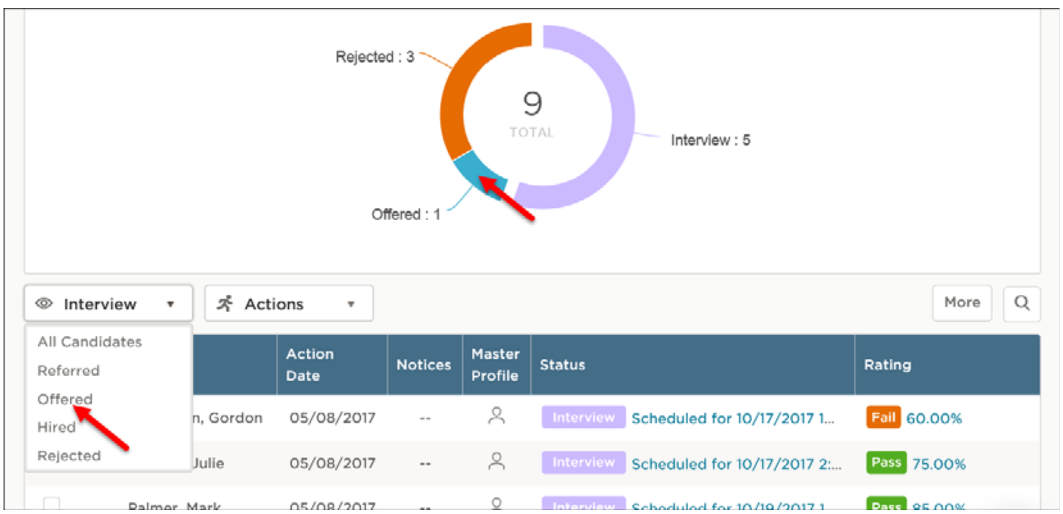
Hire a Candidate

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can hire a candidate.

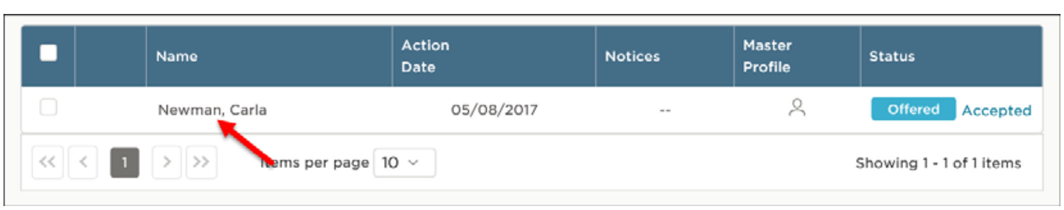
Steps to Hire a Candidate

1. If you're not already viewing the referred list of candidates, return back. From the My Candidates section, click the referred list.

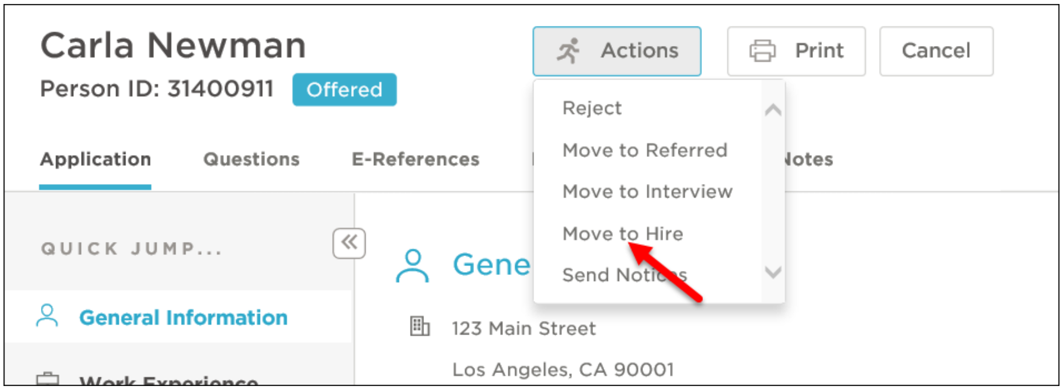
2. On the doughnut chart or on the Candidates menu, click the offered step.



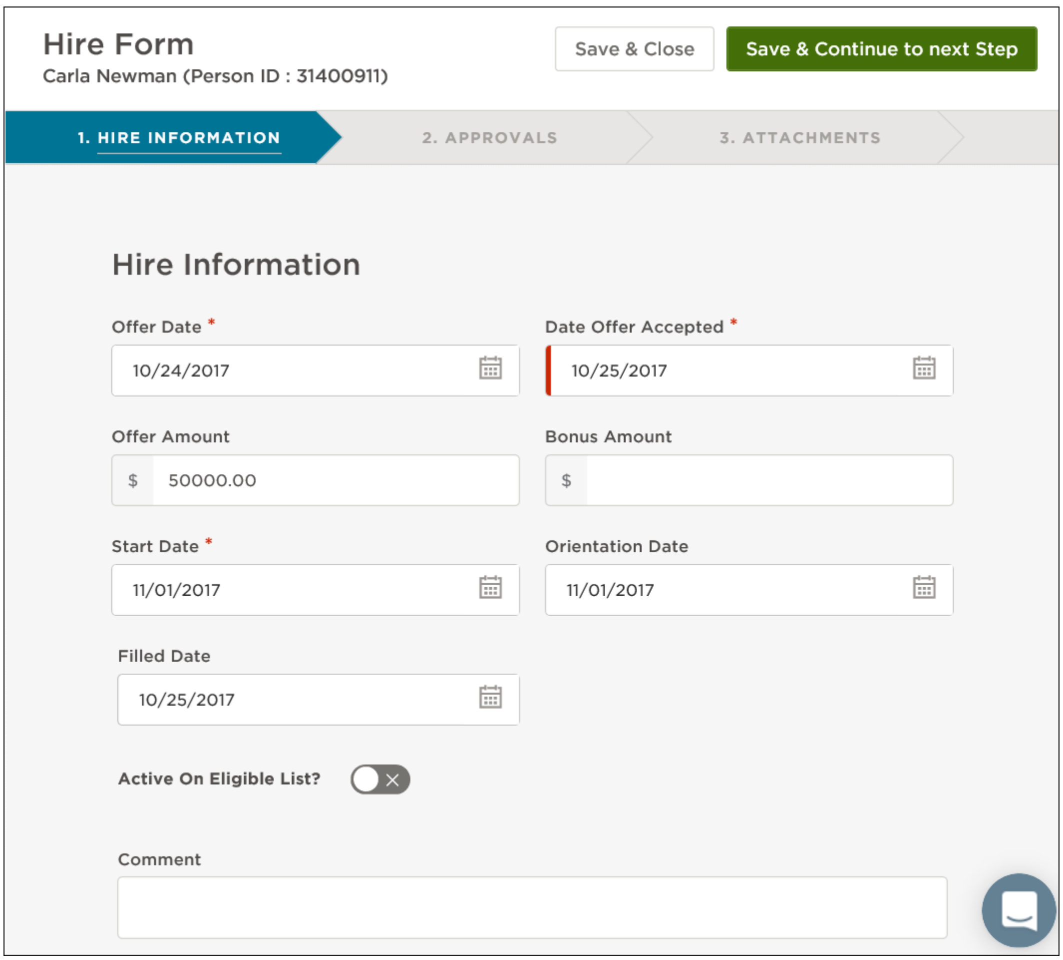
3. Click the name the candidate to hire.



4. On the Actions menu, click Move to Hire.

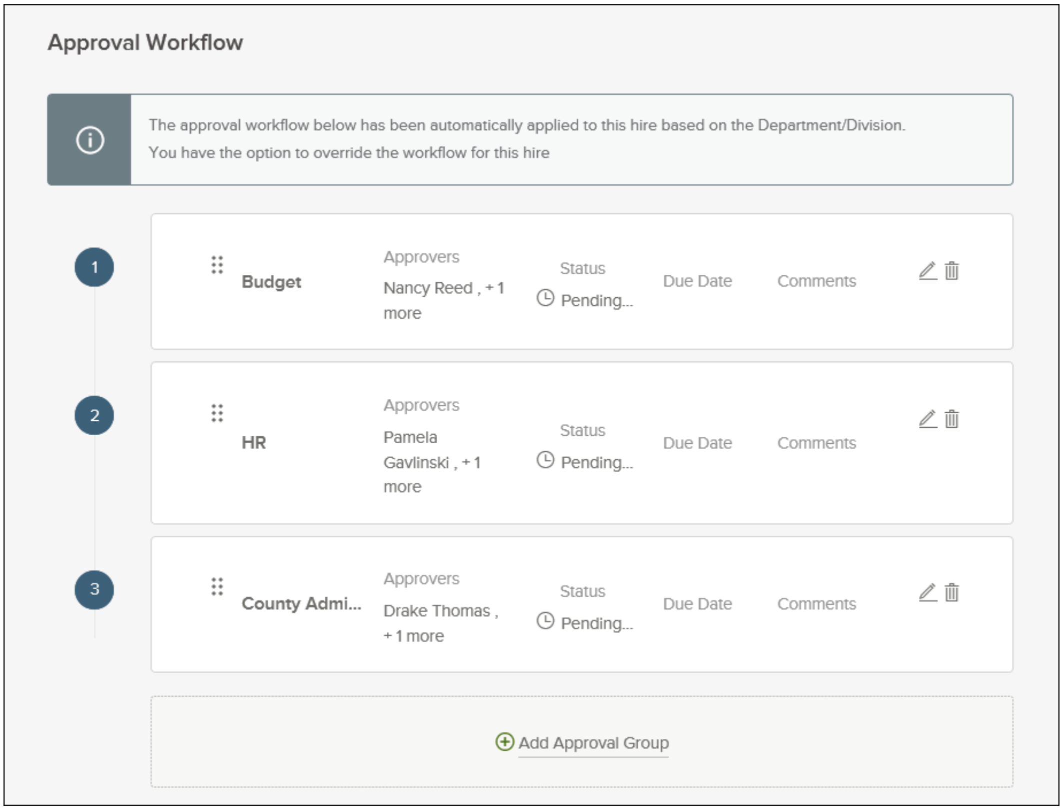


5. Enter the start date and any additional details.

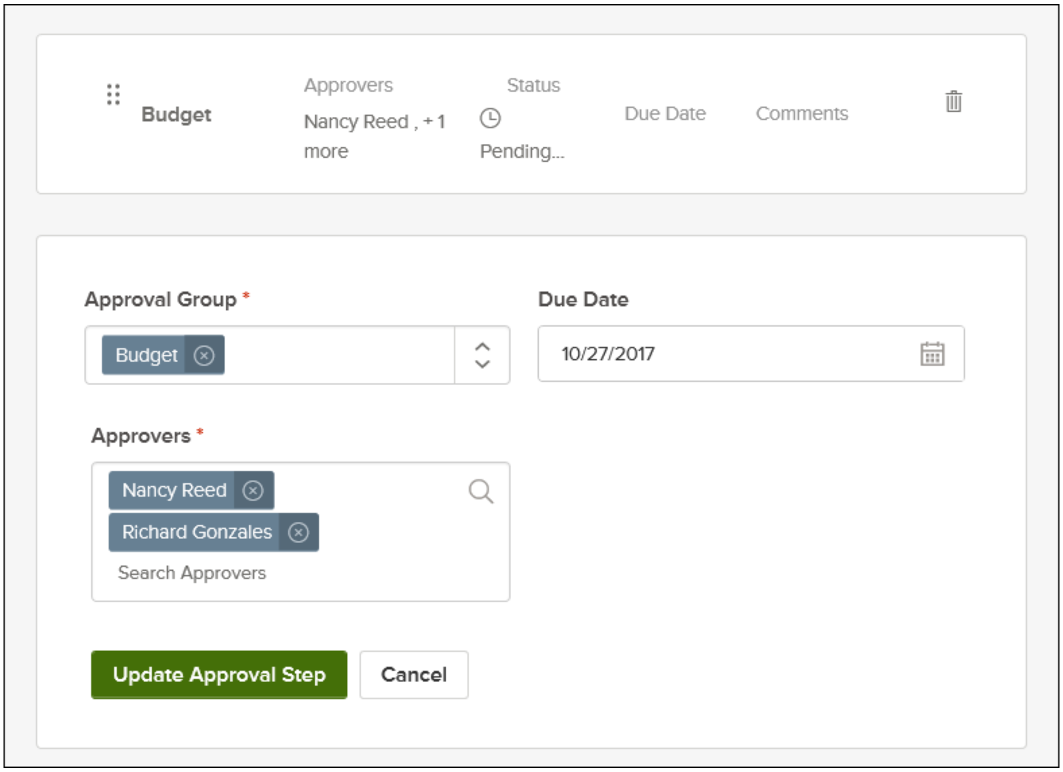


6. Once you’re done, click Save & Continue to Next Step.

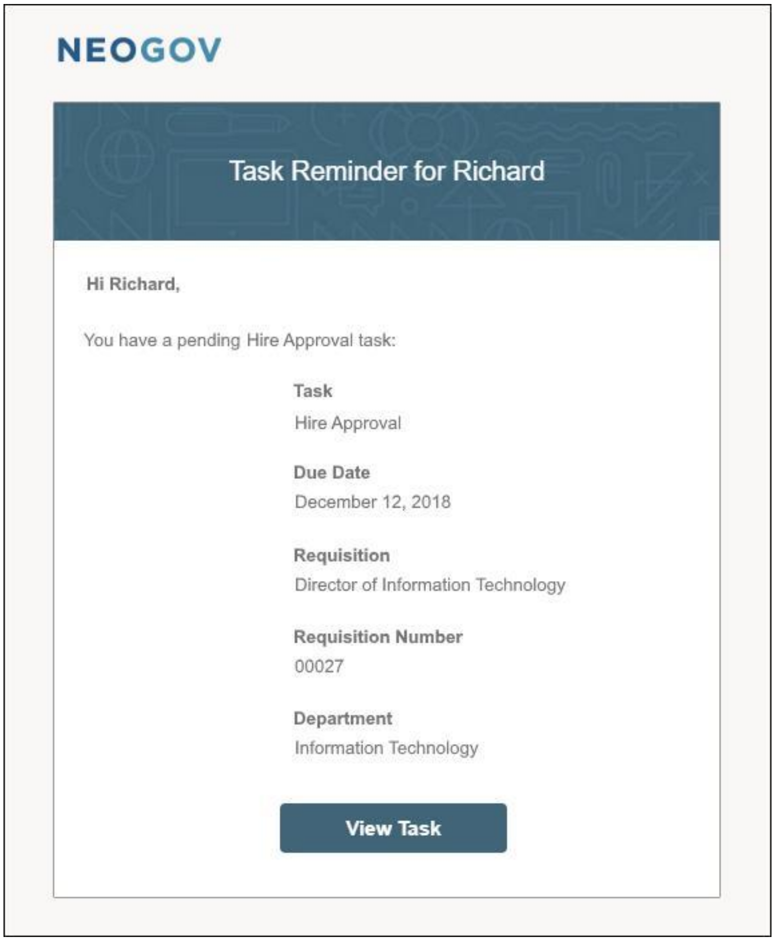
7. If you have an approval workflow template, it will display on the second hire form page. In the event of a special circumstance that requires changes, you have the option to override the workflow. Any changes will only be applied to this hire, not the saved approval workflow template.



8. Keep the assigned approver(s) reminded about their approval task with a due date. Click , enter a due date, and then click Update Approval Step.



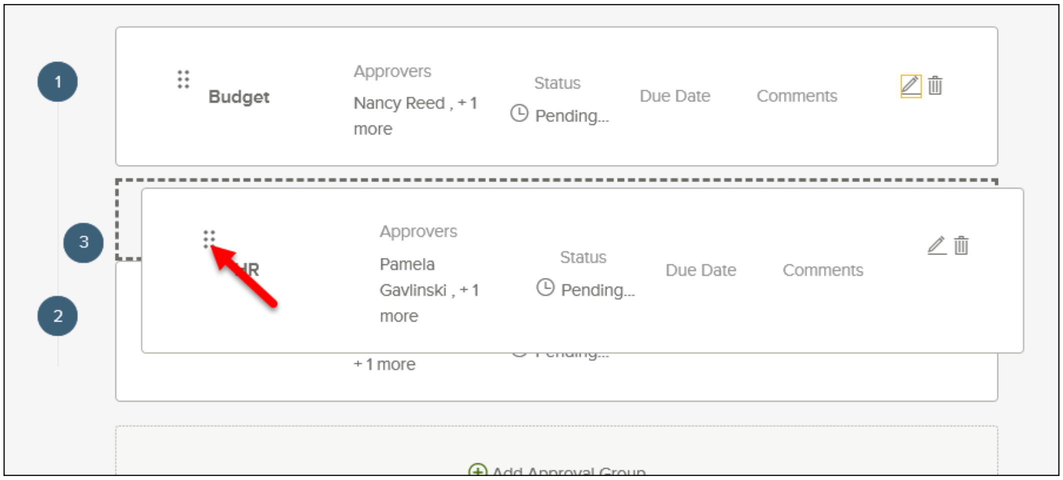
9. Repeat these steps for all remaining approval steps that require due dates. The assigned approver(s) will receive a reminder email from info@neogov.com, with the subject line, NEOGOV OHC Task Reminder, on the due day and each day the approval task is past due; until the task is completed. In the contents of the reminder email will be a View Task button, guiding the approver(s) to the task requiring their attention.



Note: Task reminder emails, such as the hire approval reminder, must be enabled by an Insight Administrator (Insight navigation: Admin > Agency Preferences > OHC section).

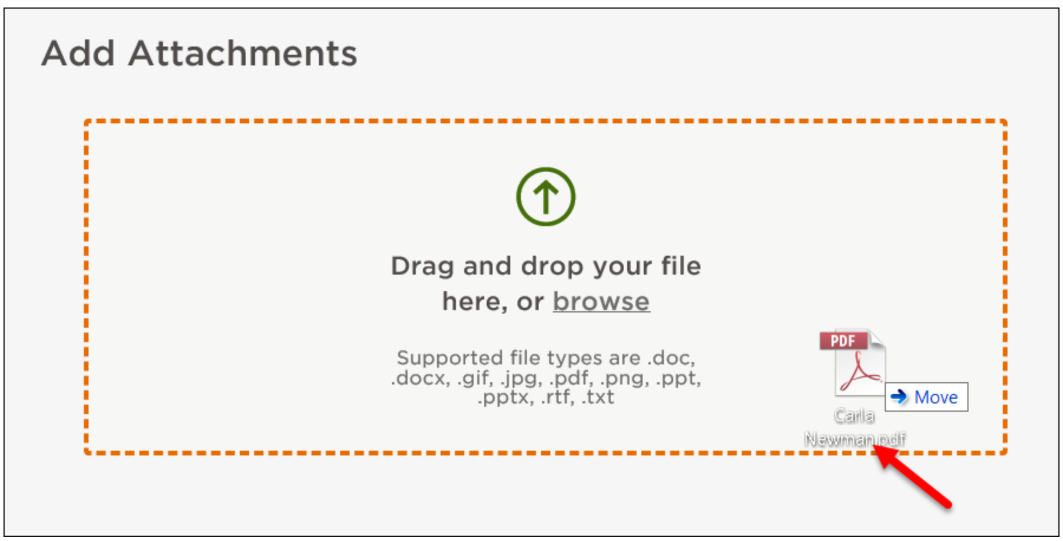
10. If a template for your department/division does not exist, you will be prompted to create an approval workflow. You have two options: (1) Create an approval workflow. (2) Skip the approval workflow and click Save & Continue to Next Step. The following steps will detail the first option.
11. On the Approval Group pulldown, click the applicable approval group.
12. From the Approvers field, click , select the applicable approvers, and then click Done.
13. Click Add Approval Step.
14. Do you have another approval step to add? If so, click Add Approval Group and repeat these steps for the remaining approval steps.

15. Are your approval steps in the proper order? If not, you can easily correct with a drag-and-drop.



16. Once you're done, click Save & Continue to Next Step.

17. Drag any file attachments to the third hire form page and click Save & Submit.



Note: If you're not quite ready to submit the hire, click Save & Close. The hire will display in your referred list with a pending release status. Once you're ready to submit, edit the hire, make any updates and click Save & Submit.

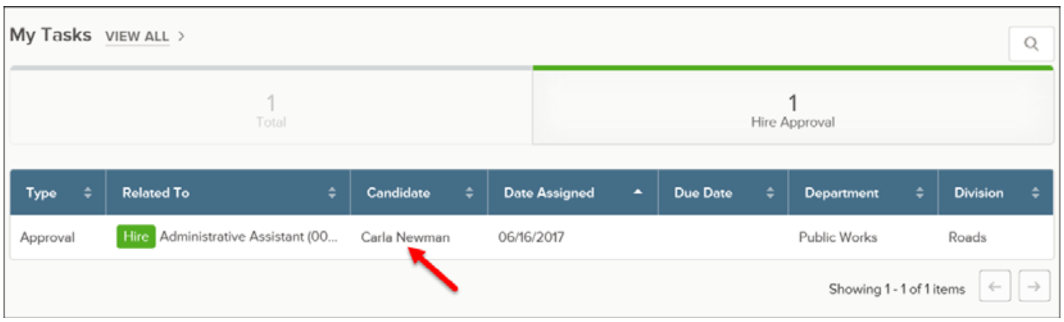
Approve a Hire

Required OHC role: With the OHC role of Approver, you can review a hire sent to you for approval.

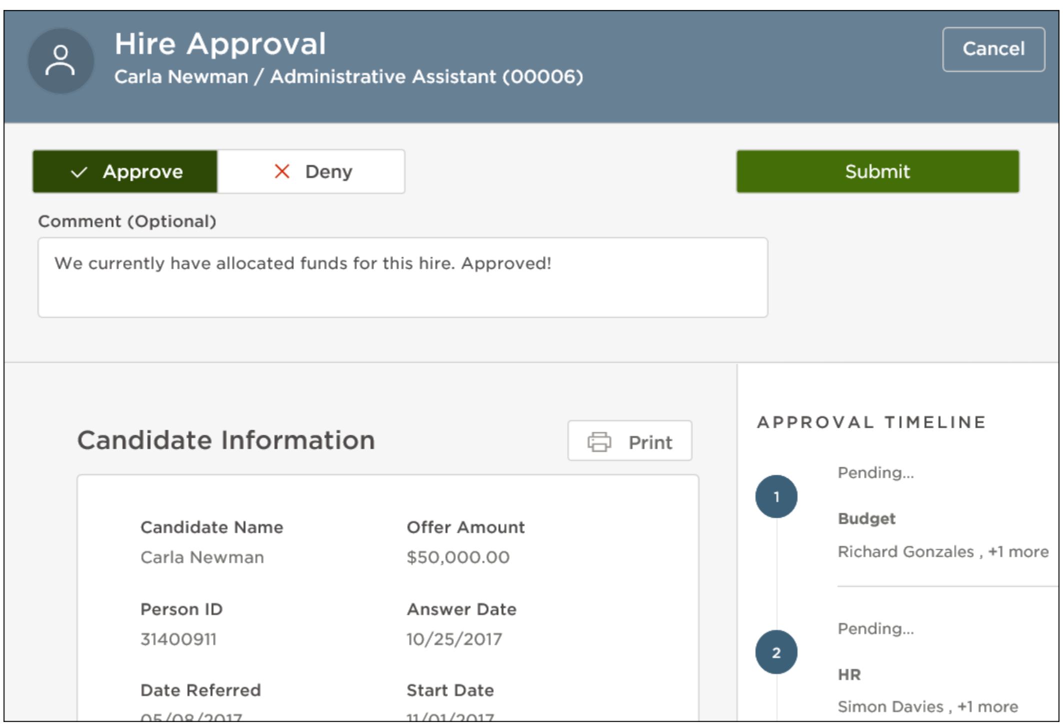
Steps to Approve a Hire

1. If you're not already viewing your dashboard page, click Dashboard from the upper left.

2. From the My Tasks section, click the hire pending your review.

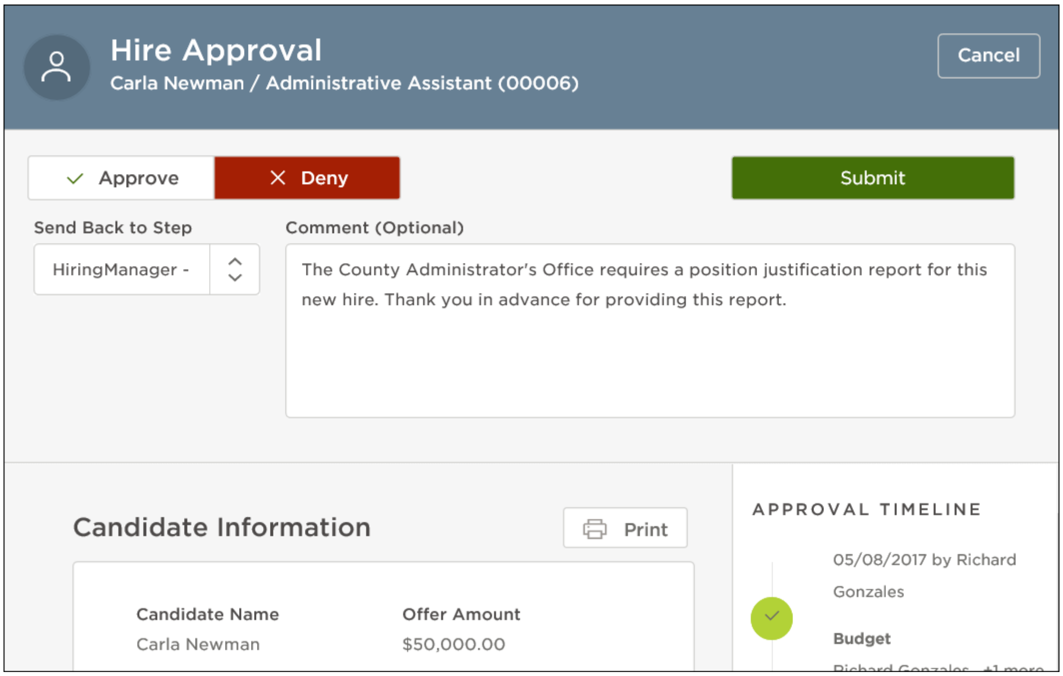


3. Click Approve, type any comments and click Submit.



4. If you’re testing the approval workflow process, you may be an approver for multiple approval groups. In this case, repeat these steps until the hire has been approved by all groups and sent to HR.

Note: Approvers have the option of denying a hire. If this is done, the hire record can be sent back to any one of the previous approval groups, or all the way back to the hiring manager. Depending on the circumstances of the denial (e.g., additional justification), the hire approval process can be restarted.

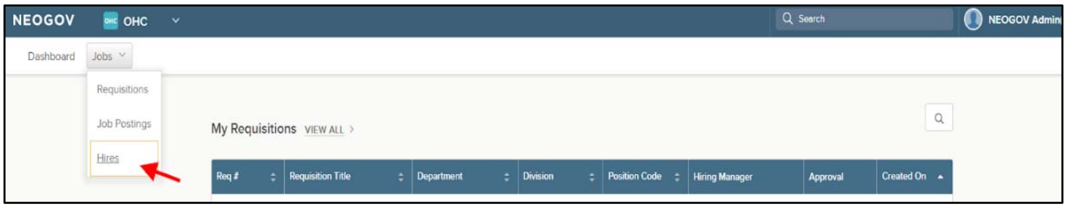


View Hires

Required OHC role: With the OHC role of Hiring Manager or HR Liaison, you can view hires.

Steps to View Hires

1. On the Jobs menu, click Hires.

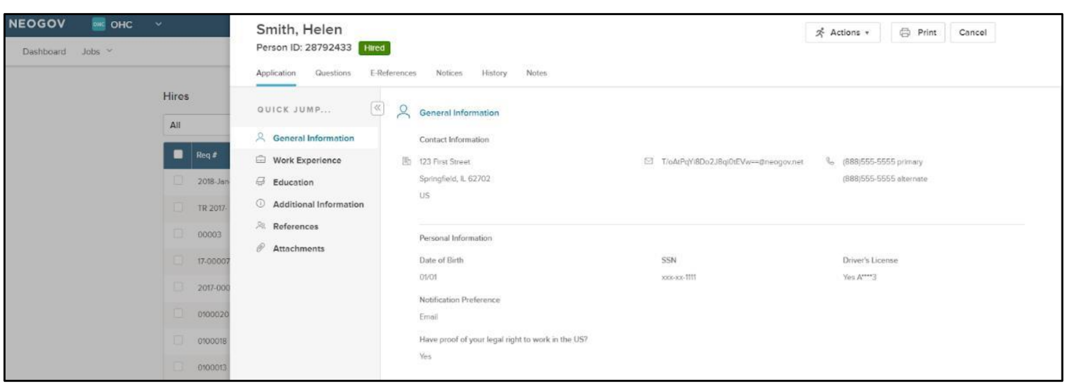


2. A listing of hires will display.

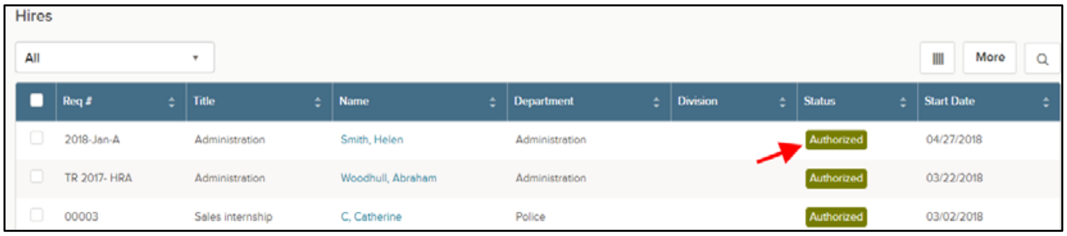
You have four available features:

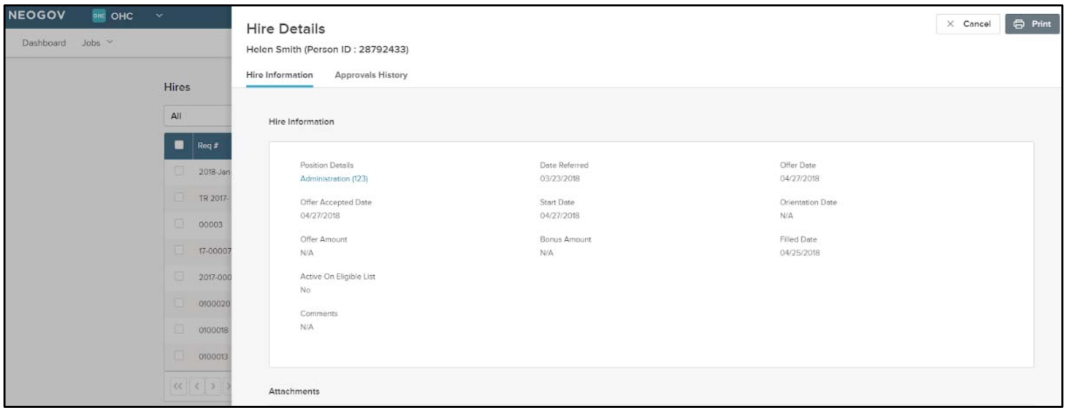
- On the Candidates menu, click the status of hired candidates for which you want to view.
- Click  and select the columns for which you want to view.
- On the More menu, click Export to CSV.
- Click  to search by various data including: requisition number and title, candidate's name, department, division and candidate's date.

3. Click the candidate's name to view their application.



4. Click the hired candidate's status to view the Hire Details page.



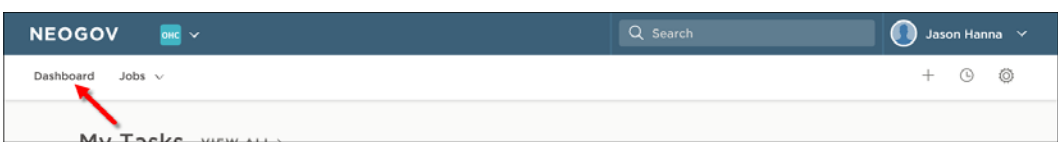


Print Applications

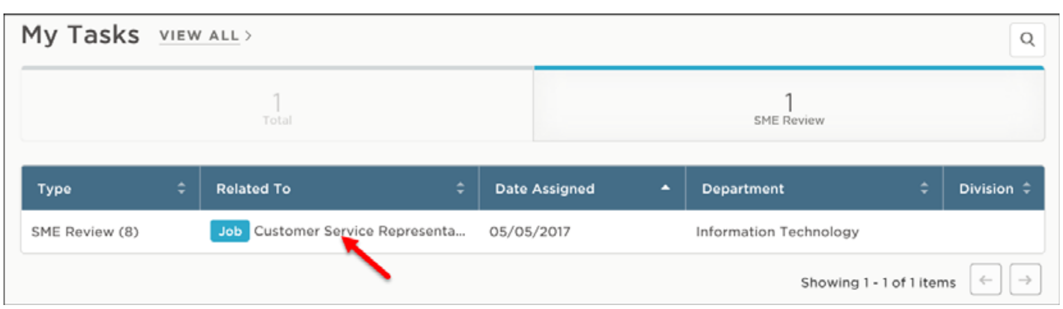
Required OHC role: With the OHC role of SME, Rater, Hiring Manager, or HR Liaison, you can print applications.

Steps to Print Applications

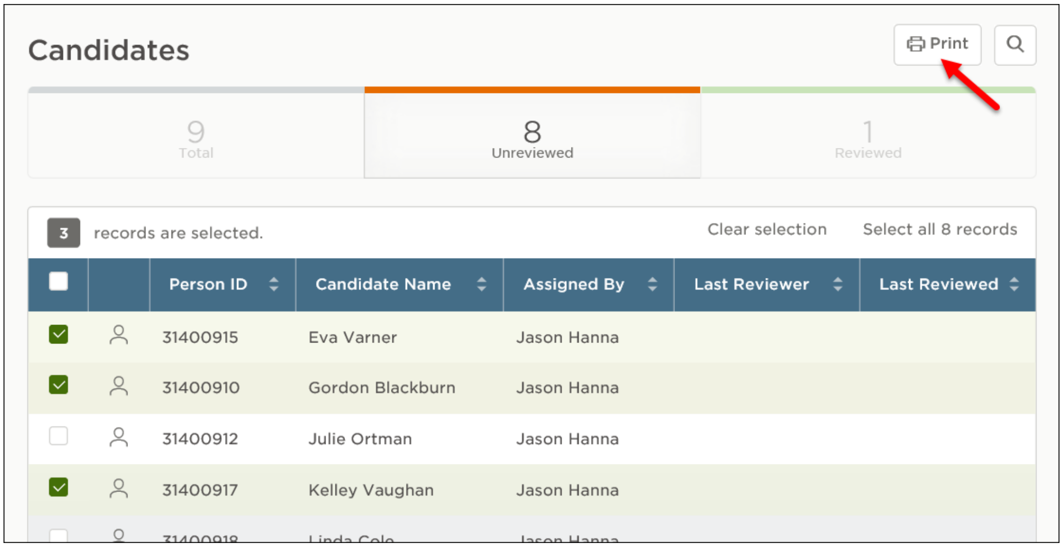
1. If you're not already viewing your dashboard page, click Dashboard from the upper left.



2. If you're assigned the OHC role of SME or Rater, go to the listing of candidates.



3. Select the candidates for which you need printed applications and click Print.



4. Alternatively, if you're assigned the OHC role of Hiring Manager or HR Liaison, go to the referred list of candidates.

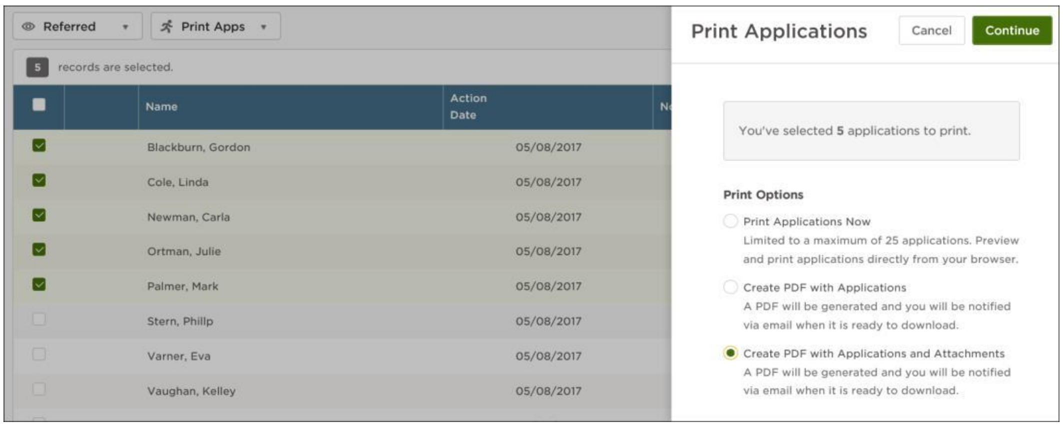
5. Select the candidates for which you need printed applications.

6. On the Actions menu, click Print Apps.

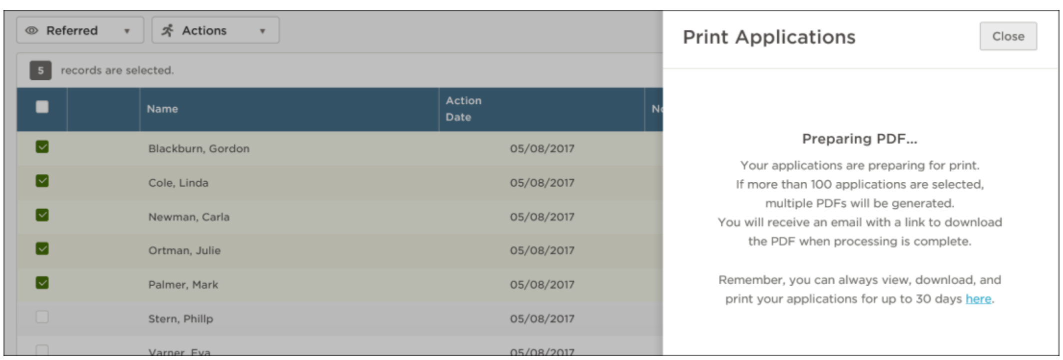
7. The Print Applications window will display. You have three options from which to choose:

- Print Applications Now: Limited to 25 applications and requires a direct print from your web browser.
- Create PDF with Applications: Creates a PDF of applications without candidates' uploaded attachments.
- Create PDF with Applications and Attachments: Creates a PDF of applications with candidate's uploaded attachments (e.g., résumés, cover letters, college transcripts).

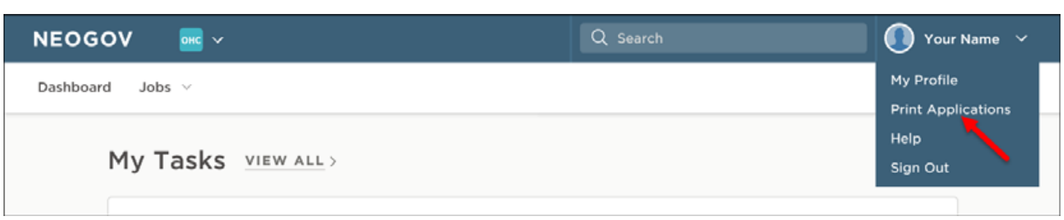
Select your preferred printing option and click Continue.



8. If you selected either PDF download option, a confirmation window will display. You'll receive an email from support@neogov.com once your PDF is ready for download.



9. Go to your saved PDF. On the Profile menu, click Print Applications.



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10. From the PDF column, click View for the saved PDF you want to download and/or print.