

Advertiser Online Module Frequently Asked Questions

1) **How can I get candidate contact information if there is only a profile without a resume?**

Since this online recruitment solution enables anonymous candidate registration, you may see a great potential candidate without a phone number or email address. There are two ways to establish communication with a candidate.

a) **Communicate with Candidate**


From the matched candidate screen, select the candidate and click "Communicate with candidate" from the top action button bar. Write your message in the pop-up window. When you send this message, the candidate will receive an email message saying that a message from a potential employer is waiting for him or her. The candidate can then log in and view your message in their inbox.

b) **Mark as Redmatched**

Select the candidate and click "Mark as Redmatched" from the top action button bar (this appears in the "More" menu). Redmatching has dual purpose: it highlights the candidate in red on your matched candidate screen. It also highlights the position in the candidate's online account by marking it in red and pushing it to the top of the position list. The candidate receives an email that a potential employer has expressed strong interest, and is instructed to check his or her online account.



2) **How can I print candidate resumes?**

When you view the resume tab in the candidate profile pop-up window, click on the button at the bottom of the pop-up window that says "Print Preview"

(). Next select "Print Candidate File" from the top of the print preview screen. This will print the entire candidate profile and resume.

If you want to print *only* the resume, select "Open Original MSWord" link at the bottom of the resume, and you can then save the MSWord version and print it from your regular MSOffice application.

3) **How do I know the difference between a system match and a candidate who applied?**

People who have applied to your position will show up at the top of the matched candidate screen, and will have an applicant icon () in the **Status** column. Also the name of the applicant will show in the **Candidate Name/ID** column. System matches will show the candidate ID instead of the name. If the system match has a resume, it will show the resume icon () in the **Status** column.

4) **Can I make changes to my position?**

This depends on the policy of the newspaper where you placed your ad. Typically, if the ad is placed through a printed newspaper, you have a certain period of time in which you can make changes online. However if you create and publish the ad online through your account you cannot edit it afterwards.

5) **How can I narrow down my results/get better matches?**

We recommend that you use the filter in the matched candidate screen to narrow



down your results. Simply click on **Define Filter** () and you have at your disposal a robust filtering tool.

If you are in the time period when you can edit your position after it is published (typically 48 hours after it appears online), then you can make your requirements more stringent by editing the position. In the **Positions** tab, select the position you wish to edit and click **View/Edit Position**. Within the edit position screen, you can add more skills, change the proficiency level of skills, or change one or more skills from "grading" to "excluding." "Excluding" means that anyone who does not possess that skill at the level you require will not appear on your matched candidate list. Grading means that candidates will appear as matched based on this skill, and will be graded according to their proficiency level.

6) **I would like to use the Recruitment Monitor. How do I set up my recruitment steps?**

Depending on the version you are using, this online recruitment solution includes a full applicant tracking system. Go to the **Settings** tab. At the bottom of that page, fill out the section called **Hiring Process**. Simply select hiring stages and add them to the window marked **Selected Hiring Stages**. You can also remove hiring stages, or change the order. If you would like to create a hiring stage which is not listed, type it in the field called **Additional Stages** and click **Add**. Remember to click the **Save** button when you are finished.

Have a question? Write to info@thejobnetwork.com