Hireology Welcome Guide

Welcome to Hireology!

We're excited to help you create an organized hiring process to find, hire, and retain your best team. This guide will help get your account up and running and highlight resources to set you up for success.

PART I

Hireology Customer Care & Resources

▶ **Customer Care & Technical Support Team**
If you experience technical difficulties with any components of your account or have questions on opening a job, skill assessments, or user management and permissions, reach out to our technical support team for immediate assistance. Our Chicago-based team handles most support requests within one business day.

▶ **Contact Customer Care**
support@hireology.com **| 312.283.3610**

▶ **Knowledge Base**
For helpful how-to articles and best practices, visit:
hireology.uservoice.com/knowledgebase

● **PART II** ●

Account Basics

▶ **Logging In For The First Time**
Bookmark **app.hireology.com** to quickly access your account. To log in, use the email and password provided to you during your Hireology kickoff call.
Please note: Hireology runs best on modern web browsers such as Chrome, Safari, or Edge.

▶ **Adding Users**
Set up additional users by clicking your name in the upper right corner and selecting **"Users."** In the new screen, select the "Invite a new user" button. This screen also lets you change specific user permissions, reset user passwords, and resend the new user invitation. **Read more: Adding users to my account >**

▶ **Updating Passwords, Notifications, Etc.**
Additional settings can be found by clicking your name and selecting the "Settings" drop down. In **"User Permissions,"** you can set specific actions users can take like viewing compensation details or editing hiring steps. In the **"Notifications"** tab, you can specify which users can receive background check details or monthly usage reports for your Hireology account. **Read more: Understanding user permissions >**

▶ **Changing Your Password**
To update your password, click your name in the upper right corner and choose "My Info." From here, click "Edit your personal information." The last two fields in this new screen let you select and confirm a new password.

▶ **Changing Your Notification Settings**
Hireology automatically emails you about new applicants, completed interviews, skills test results or finalized background/reference checks. To change these notifications, click your name in the upper right corner, and choose "My Info." The right Notifications panel of this screen lets you uncheck the boxes for email alerts you do not want to receive. You can update this setting at any time.

▶ **Reviewing Billing Details**
After clicking your name, select "Billing" in the dropdown menu to access your billing and payment details. This screen enables you to specify your account owner, update your payment information, and download a CSV file of Hireology activity.
Read more: Reviewing billing details >

• PART III •

Opening Your First Job

▶ **Job Opening Basics**
From the Hireology dashboard, selecting "Open a Job" in the top center menu kicks off the process. Pick "Use an existing job" to base your new role on one you've opened previously, or select "Create a job" to start from scratch. **Read more: Opening a new job >**

▶ **Writing Job Descriptions**
The first step to open a job is completing the job setup screen. This lets you specify the job title, location, description and hiring manager. To write job descriptions that will rank better in organic search engines and excite top candidates,
Read more: Job description best practices >

▶ **Hiring Steps**
After writing the job description, you can specify the steps an applicant needs to complete in the hiring process. This includes any required interviews, assessments, and verifications. Drag and drop the hiring steps in your preferred order, choose steps from a recent job, or start from scratch to customize the experience to your needs.
Watch our hiring steps walkthrough video >

▶ **Interview Setup**
Beyond the overall process, you can customize each interview to ensure you're getting the right details from your candidates. From the Hiring Steps screen, click the pencil to customize your interview. The edit interview screen lets you move or edit questions and save new questions to your shared questions bank.
Watch our interview setup walkthrough video >

▶ **Sharing Jobs: Career Site, Organic Job Boards, Social Media**
Once your job is open, you can share it in a variety of ways. Check "Show this job on my career site" to post this to your career widget or careers site for visitors to see. Clicking "Share Job" shows you the unique Hireology URL to include on social posts, in employee referral emails, or to sites like Craigslist. It may take up to 24 hours for organic feeds to display your new job. Any applicants using this link will be automatically added to your Hireology account. **Learn more: Job sharing >**

▶ **Sharing Jobs: Paid Job Boards**
Get a quick boost in applicants with a paid job board. Open the job and select the "Post Job" button. This will guide you through the various job board options you can purchase directly from Hireology. **Learn more: Paid job boards >**

PART IV

Your Hiring Process

With your first job open, you'll likely start receiving applications. This section includes best practices to save you the most time and focus on top candidates to interview.

▶ **Reviewing Applicants**
Navigating to the "Applicants" tab in your open job will show you a list of everyone who has applied to your job. You can see each applicant's SmartRank® pre-screen survey score and view their application documents. Since the SmartRank® helps prioritize who to review first, we recommend starting with applicants that have the highest scores here.

▶ **Applicant Report Card**
Click the applicant's name to see his or her report card. This centralizes all application documents – the resume, cover letter, completed application, and SmartRank® survey results for your review. From this screen, you can print any materials or move the applicant along to become a candidate.

▶ **Team Communication**
Comments and tagging let you leave feedback for colleagues wherever you see a speech bubble or tag icon. Use the @ symbol followed by a co-worker's name to send an alert via email when you have a new message for review. Star ratings also let you quickly highlight top candidates, or flag poor fits. **Learn more: Applicant tagging >**

▶ **Moving Top Applicants to Candidates**
Once you review an applicant with a high SmartRank® score and a strong resume or application, he or she can be moved to your candidates. In the applicants list, check the applicant you'd like to move forward with and select the "move to candidates" button to advance them along in the hiring process. **Learn more: Candidate management >**

▶ **Scheduling An Interview**
Once an applicant becomes a candidate, it's time to schedule an interview. Select the email icon for your candidate and choose a preset email template to speed up the process. The email editor lets you tweak the subject and body before sending it off to the candidate. Add the finalized time to your calendar directly from Hireology to better organize your scheduling process from the Interview screen.
Learn more: Interview scheduling >

▶ **Scoring An Interview**
It's simple to run and score an interview with Hireology. Each interview question has a place to jot notes, and score the candidate's responses objectively. At the end of the interview, Hireology weighs each question based on the role and presents an overall interview score. We recommend regrouping with your team after each interview is complete to discuss feedback. **Learn more: Interview scoring >**

● PART V ●

Verifications

Hireology integrates directly with top verification services to fully vet each candidate and ensure they're capable of success before extending an offer – all from within our platform.

▶ **Skills Tests**

Integrated hard and soft skills tests verify candidate capabilities across most industries and skillsets. Tests vary from topics such as customer service and accounting basics, to more specialized tests for automotive technicians, registered nurses and engineers. We recommend running the test after the phone screen to ensure you're only bringing top candidates on-site. Tests are sent electronically and scored automatically within Hireology, saving you time while ensuring your candidates are capable of doing the job.
Learn more: Skills testing >

▶ **Caliper**

Caliper – the leader in professional personality assessments for 50+ years, is integrated directly within Hireology to run reasoning and problem solving assessments tailored uniquely for each job description across virtually all industries. Testing with Caliper has been shown to be the best predictor of candidate success and fit for the role.

▶ **Reference Checks**

Getting feedback on final stage candidates from previous managers and co-workers helps verify each candidate will be a capable addition to your team. Hireology automates most of the process and has the candidate do most of the reference collection, resulting in significant time savings. The result is a comprehensive report automatically delivered within 48 hours of the reference requests, providing qualitative feedback without the need to schedule and run manual telephone calls. **Learn more: Reference checks >**

▶ **Background Checks**

Background checks are another critical part of the verification process for final-round candidates. They are also an integrated part of Hireology, and include a variety of packages depending on the role. We've worked to automate most of the process so hiring managers can simply place the order and wait for the results to be sent to them, confirming candidate background, drug screening, and motor vehicle history.
Learn more: Background checks >

● PART VI ●

After The Offer

Once you make a hire, your job is just getting started. Hireology offers additional tools to to help new employee onboarding as well as ongoing payroll and HR needs.

▶ **Onboarding**
Your process doesn't end when the candidate accepts the offer. It's time to get your new hire ramped up to start the job on a positive note. Hireology offers digital onboarding for each new hire to complete tax information, personal records, sign the employee handbook, get I-9 verifications complete, and review any training materials before the first day on the job. This ensures each candidate's first week can start on a productive note, instead of inside your office filling out countless forms. **Learn more: Onboarding >**

▶ **Payroll**
The final component of your new hiring process is payroll setup. Hireology makes this simple by passing along all information from the hiring process to our payroll partners at Netchex. Together, we help organizations of all sizes run each stage of human capital management: time and attendance, benefits administration, payroll, and comprehensive reporting. It's what payroll should be for the 21st century. **Learn more: Payroll >**

● PART VII ●

Measuring HR ROI with Insights

Get detailed reports showing your business health and a comprehensive look at your hiring process. Learn what's working and ways to improve using the **Insights** tab.

▶ **Hiring Velocity**
Gain insight into your time to hire, percentage of applicants reviewed, time to review, and time spent in each hiring step.

▶ **Process Adherence**
Ensure your hiring process steps are followed and resources are leveraged to help you build your best team. See the percentage of applicants that complete each hiring step and where critical steps are missed.

▶ **Candidates by Source**
Get a complete understanding of where your candidates and hires are coming from – whether from your career site, paid job boards, social or organic feeds.

That's it!

We're thrilled to be working together to create a unified
hiring process that will save you time, money, and help you find high quality candidates. Let's get to work!