

Employer FAQs

Accounts Help

I am a new user of the site, how do I move around?

'My Tools' page is a quick overview of your account.

Pending Purchases View up to five pending ads. These are ads that have not gone through checkout so have not been posted yet. Click on the job title to view job details.

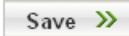
Posted Jobs View up to five posted jobs. These are ads that are currently live on the site. Click on the job title to view job information and history.

Quick Candidate Search Use the quick search to instantly generate search results that match your basic candidate criteria. Click on the 'Search Candidates' tab to access additional search options. The Quick Candidate Search field is permission based and will only be displayed if your account has the Candidate Search permission.

Use the [Help ?](#) link to view online help and FAQs.

Use the [logout](#) link to sign out of your account.

How do I change my account information?

Go to the 'My Tools' tab and select the 'Account Information' link to edit your email address and password. Click on the  button to save the changes.

On the 'My Tools' tab click on the 'Account Profile' link to edit your profile information. Click on the  button to save the changes.

How do I use the action icons and quick links in my account?

Posted Jobs						Listings Per Page: 10
						Post New Job Printer Friendly
Title (# Applicants)	Company/Location	Status	Posted	Expires	Actions	
Human Resources Assistant (2) Job ID: 3397639	Testing Inc. Carlsbad, California	Active	7/30/2007	8/29/2007	     Upgrade Renew	

Edit details icon  - click on this icon to edit a job

Preview icon  - click on this icon to see what a job will look like to job seekers

Copy icon  - click on this icon to create an identical job

Upgrade icon  - click on this icon or on the 'Upgrade' link to enhance an existing job

Delete icon  - click on this icon to delete a job

Click on the 'Renew' link to renew an expired job or a job that is about to expire. Please note that this action will reduce your job package by one job if the job was initially posted from a package. If the job was not posted from a package you will be taken through the checkout process.

I can't remember my password, what can I do?

If you don't remember your password, click on the 'Forgot your password?' link when prompted to sign in. Enter your email address and click on the [Forgot your password?](#) button. Your password will instantly be emailed to you. Once you sign in using this password, you can change your password through the account information link on the 'My Tools' tab. If you are trying to enter an email address that does not exist in the system a message will appear on the screen stating "Incorrect email address".

Job Posting Help

How do I post a job?

Select the 'Create New Job Posting' link in the 'Posted Jobs' section of the 'My Tools' page, or select the 'Job Manager' tab in the main navigation bar and click on the 'Post a Job' link. To see additional products that are available, click on the 'Our Products' tab. For step by step instructions see the [Post a Job](#) section.

Note: All jobs will go live on the site – available for job seekers to view – on the next update. Updates take place every three hours.

How do I edit my job?

You can edit your posted or pending jobs. Select the 'Job Manager' tab and click on the 'Manage Posted Jobs' or 'Manage Pending Jobs' link. Click on the  icon next to the job you would like to edit. Make your changes and click on the [Continue >>](#) button. You may preview the job before you click the 'Continue' button.

Note: All changes will go live on the site – available for job seekers to view – on the next update. Updates take place every three hours.

When will my job be live on the site?

Updates occur once every three hours. Your job will go live with the next update.

Can I post a job that has multiple locations?

Currently, each job may only have one location. You may include additional locations in the body of the job or create a job for each location.

How do I make my job confidential so that the company name does not appear on the job?

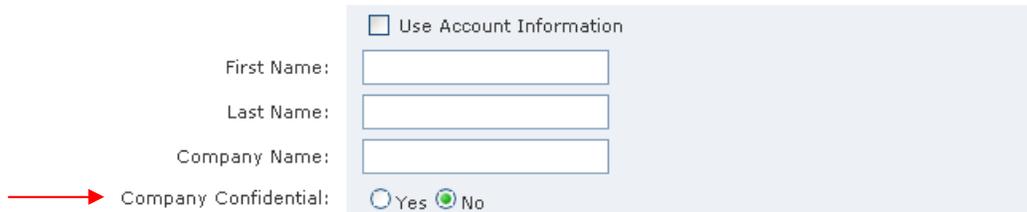
Go to the Apply Contact Information section of the Job Detail page. Click 'Yes' under 'Company Confidential' to keep the company name Confidential on your ad. If you have already posted the job, go to your Job Manager and click on the  icon to edit the ad.

Apply Information

APPLY CONTACT INFORMATION:

* required information

This is the information needed for the candidate to apply for the job. The only required field is e-mail for the default apply form, and apply tracking reporting.



Use Account Information

First Name:

Last Name:

Company Name:

→ Company Confidential: Yes No

My job does not appear to be getting any responses, what is wrong?

First check your response report. The response report link is under the "Job Manager" tab. If your job did not get detailed page views, you may want to try tailoring your job description more to the job search.

- Include more of the key words related to your job that job seekers are likely to search for in the job description.
- Include the spelled out versions of abbreviated words or industry phrases and titles.
- Include industry related wording.

If your job got detailed page views but no applies, that means potential applicants viewed the job but did not apply. Enhance your job posting to entice job seekers by including additional information about the company or benefits associated with the position.

Company Profile Help

How do I edit my company profile?

Select the 'My Tools' tab and click on the 'Edit Company Profile' link in the top navigation. Keep your company information complete and current. You may also include a logo in your profile.

Make your changes and click on the button.

How do I include a logo in my company profile?

You can add a company logo to the company profile. This logo needs to be hosted on your server and you will need to enter the absolute url which points directly to the logo. This logo will appear on the company profile page and in the job search results page.

Company Profile Logo URL:



Note: This linked logo will display on your company profile page full size and will be automatically scaled to thumbnail size and show up in job search results. It is recommended that your logo is a minimum size of **125px X 40px** or a maximum size of **230px X 80px**. See [Example](#).

Candidate Search and Alerts Help

Candidate Searching Tips

Keywords:

	Search All Content	Search Job Titles Only
All words/ Complex Search Strings:	<input type="text"/>	<input type="text"/>
Single phrase:	<input type="text"/>	<input type="text"/>
	All Words: healthcare Complex Search: (java,php) +(software manager)	
Any of these words:	<input type="text"/>	<input type="text"/>
None of these words:	<input type="text"/>	<input type="text"/>

1. Begin your search as broadly as possible and narrow it down as you go. Select a few options on the first search. You might try beginning with one or two broad keywords. For instance, instead of 'Quality Assurance, software, testing, manager', begin with 'software, manager'. You may wish to 'Search All Content' instead of 'Search Job Titles Only' or leave the city and radius blank. Run the first search. When you get an idea of the range of results, narrow your results down by running the search again in a specific city or with an additional keyword or option selected. Add options one by one until you end up with the desired results.
2. When searching for commonly abbreviated terms, try searching for both the abbreviation and word or phrase - for instance, 'HR' and 'Human Resources'.
3. For best results, leave out special characters and punctuation.
4. If you are searching for a group of words or a phrase, enter all of the words in the 'All of these words' text field.
5. To maximize search results, include all variations of root words in your keyword search string:

Strategy - Strategic
Accountant - Accounting
Marketer - Marketing – Market

How does relevancy ranking work?

When running a **candidate search**, the default is to order the results from most relevant to least relevant.

- Relevancy is determined based on terms entered into the search
- Those terms are weighted based on the frequency that they appear in all of the resumes in the database
- Infrequently used words have a higher weight than frequently used words causing resumes that match the infrequently used word to have a higher relevancy

An **example** of this would be an "Any of these words" keyword search for "nanotechnology analyst."

The resumes with the word "nanotechnology" would be returned first, because that word has a higher ranking than "analyst". Because this was run as an "Any of these words" search, resumes with just the word "analyst" would follow the nanotechnology resumes.

What is a Candidate Alert and how does it work?

Your employer tools enable you to set up **Candidate Alerts** (the 'Search Candidates' tool is permission based). Candidate Alerts will automatically find candidates that match your search criteria. The Candidate Alert can also e-mail you new candidates who meet your criteria.

Create a candidate alert – first run a search including all criteria you want to include in the saved search. Once the search results are generated, click on the 'Save Search' link located above the search results.



Once you click the link, a 'Save This Search' window will pop up.

A screenshot of a "Save This Search" dialog box. The title bar says "Save This Search" and has a "close" button. Inside the dialog, there is a "Search Title:" label followed by a text input field. Below that is a "Send Alerts:" label followed by a dropdown menu. The dropdown menu is open, showing options: "Never", "Daily" (which is highlighted in blue), "Weekly", and "Monthly".

Fill in the 'Search Title', select the alert frequency, and click on the  button. If you want to save the search but do not want to receive emails on a regular basis, select 'Never' from the 'Send Alerts' dropdown menu.

Saved Searches / Email Alerts

Saved searches allow you to save your search criteria and easily link to the results by selecting the 'run search' icon. You may also create a Search Alert by scheduling the saved search results to be e-mailed to you daily, weekly or monthly.

My Saved Searches / Email Alerts			
Add New Search			
Name	Alert Frequency	Last Sent	Actions
Sales	Daily	Never	   
1 Saved Searches			

 = Edit
  = Run Search
  = Delete
  = Error With Alert
  = View History

- **Edit a candidate alert** – under the 'Search Candidates' tab, click on the Saved Searches/ Alerts link. You will see a table with all of your saved searches. Click on the  icon to access the alert and make your edits. Be sure to click the



button to save your changes.

- **To delete a candidate alert**, click on the  icon on the saved search alerts link.

Learn more about creating and editing your alerts in the [Saved Searches / Email Alerts](#) section.

How can I find out how many times job seekers are viewing my jobs and how many job seekers have applied to my job postings?

Depending on the way your account was set up, you may have access to our Response Report. Click on the Response Report link under the "Job Manager" tab. The Response Report provides information on the responses your job posting received while it was posted.

My candidate alerts are unreadable or the links are not clickable. What can I do?

Candidate Alerts can be sent out in plain text, or html format. You should change your candidate alert settings to match your email software requirements.

To change your candidate alert settings, go to the Saved Searches/Alerts link under the Search Candidates tab. Click on the alert name or on the  icon and edit your email alert format. You have to set your email alert preferences for each alert separately.

Email Alert Preferences Last Sent: 01/09/08

Alert Frequency: Format: [Convert to Quick Search](#)

Please Note:

- Plain text format – The candidates name will not be clickable. They will show up as a resume title with a URL to paste into your browser under each resume
- HTML format – The candidates name will be clickable and the email will be formatted - possibly with header and footer graphics.

OFCCP

How Can I Prepare?

Be prepared and knowledgeable by familiarizing yourself with the regulations and seeking legal council when necessary to understand if these regulation effect you or not. Provide training to your human resources and recruitment staff regarding these regulations. Make use of the tools provided to opt-in for the additional record keeping features.

Where can I get more information on the OFCCP regulations?

For more information, please visit the OFCCP web site at, <http://www.dol.gov/esa/ofccp/>. The OFCCP recently released new FAQ's on this topic at, <http://www.dol.gov/esa/regs/compliance/ofccp/faqs/iappfaqs.htm#content>.

Are we going to have a mechanism that will allow us to save search parameters?

The system will automatically archive Candidate Search criteria and the date of the search behind the scenes for any account that has opted in.

What are the additional opt-in tools?

The additional opt-in tools include a new field on the account information page that allows the account to indicate that they need to comply with the new OFCCP Internet Applicant and external database searching requirements.

Will these "opt-in" tools cost those Employers who use them an additional fee?

There is no additional charge for employers to opt-in to this. If a client requests a feed of the data that is being logged as a result of the opt-in, some charges may apply. Please contact your site for details.

Will Employers/Advertisers need to go into the system and do anything when the changes go live?

Yes. Employers who need to comply with the OFCCP regulations will need to login and change their Account Information to indicate that they need to opt-in for the additional archiving keeping features. Should an employer be audited or need to collect the archived data, they should contact the site for details.

The CareerCast National Network and more...

What are the CareerCast Regional and National Networks?

The CareerCast Regional and National Networks are two separate databases containing job postings provided by participating newspapers and job boards. Job candidates can access these databases from any CareerCast Network member site. Regional databases contain jobs from a particular region (New England or Southwest, for example) while the National Network contains jobs across the U.S. and Canada. We encourage candidates who are willing to relocate to broaden their job search and take advantage of these networks. The apply process for jobs from network databases is the same as it is for local jobs.

See more details on the [CareerCast Networks](#).

What browsers are supported by this application?

Internet Explorer 6.0 and higher versions

Netscape 8 and higher

Firefox 1.5 and higher

Safari 3 and higher