Frequently Asked Questions (FAQ)

How can I reset my password for the applicant side?

1. Click the **Log back in!** link, located on the top right of every Portal page.
2. Click the **Reset Password** link, located below the Login Name and Password fields on the Login page. The Reset Password popup will display.
3. On the Password Reset popup, enter the email address you used when you originally created your profile. (If you enter a different email address not in the system, your password cannot be reset. Also, if you are a current employee, you already have an account assigned to your UCO email. Simply enter that email to reset/create your password)
4. Check your email, and click the link provided to follow the reset password steps.

How can I reset my password for the Originator/Applicant Tracking side?

1. This side uses the CAS or single sign on system maintained by IT. If you have forgotten your password or cannot login, please contact the IT Help Desk.

How do I create a posting?

- To create a new **Posting** and route for approval:
    - Click Create, then click *Job* on the main menu.
    - On the *Job Description* page, select the appropriate title and job code (Banner Position Number) from the *Job Template* list.
    - Complete all required fields, then click the *Next* button.
    - On the *Job Detail* page, complete all required fields and budget information. Then, click the *Finish* button.
    - Complete the Approval List as follows:
        - Select the associated job type approval. This will auto generate all approvers to the main funding org that was selected on the details screen.
        - Click the *Begin Approvals* button.

How do I add screening questions to a posting?

- While the position is moving through the approval queue, departments can add screening questions. Once approved by HR, this function is turned off to users.
    - Screening questions are added by selecting the "Questions" tab on the posting.
    - The user will then select the "Add Questions" icon on the page, this will trigger a pop-up of pre-approved screening questions.
    - If a question you would like to ask is not in the system, please email jobs@uco.edu for review.
    - Questions that are asked of candidates that would be duplication of the application, or any information that has already been provided in the

process (i.e. Degree or experience listed on their resume), the question will not be approved.

- Only thought provoking questions will be permitted.
- If this is an appointed student position, please select the question "Have you been appointed to this role". If you would like further questions (i.e. What project will you be working on? What Professor will you be working with), then please email, jobs@uco.edu.

How do I add search committee members to a posting?

- Search committee members are to be added by the originator during the creation of the posting. This is done under the details screen, in the search committee section.
- If a member is not listed, they are in need of Search Committee Training, and will not be able to be added until they complete the course. Please email jobs@uco.edu for additional instructions.

What is the approval process for postings?

Staff: Compensation > SAF/AA/SA Budget and/or Grants (if applicable) > Budget Office > Dean/Director > AVP > VP > Compensation > HR (posts to Staff/Student portal)

Faculty/Adjunct: Dean/Director > AA Budget > Budget Office > AVP > Compensation > HR (posts to Faculty/Adjunct portal)

Student: HR is only approver (posts to Staff/Student portal)

How do you view your postings?

- To view current **Postings**:
  - Select the link under *My Open Jobs* in the *Jobs* panel at the right side of the Dashboard.

- To view *pending* **Postings** and the approval status:
  - Select the under *Pending Jobs* in the *Jobs* panel at the right side of the Dashboard.
  - Click the *Approval* tab to see the current approver and status.
- To view postings as a search committee member:
  - Locate the bar graph on your dashboard (normally in the top right, or the whole page). Next, click the bar of the position you are wishing to view. The next screen will show all applicants and the position they have applied for. If you wish to view the actual posting, select the title of the posting.

I do not have access to a posting as a search committee member. What do I do?

- If you are unable to view a posting you are on the search committee for, please email jobs@uco.edu, with the title and posting number of the posting.

How do you view your candidates?

- In a Posting, click on the *Applicant* tab.
- Candidates are grouped by their current status. To view the candidates in a given status, click the > symbol to expand the selection.
- To view a Candidate's *Recruiting Workflow Profile for this Job*, click on the Candidate's name.
- To review multiple Candidates, use the above step and navigate through the list by using the navigation arrows in the upper right as appropriate.

Updating Candidate Statuses

- Check the box next to the Candidate(s) name.
- Click the *Advance* or *Reject* button at the bottom of the tab, then select the appropriate status.
- Follow any additional prompts, if applicable.
- Rejecting a candidate does not notify them of no longer being considered for the position. Only HR has notification access, and will only do this when the position is filled.

How do you select your candidates for hire?

- For all staff employment, email the job offer worksheet (located on the HR website), to jobs@uco.edu, no action is to be made in iCIMS. HR will make all staff offers and report back to the department.
- For **student hires only**, you may move the student to the status of "Offer Requested-For student hires only", after completing the SEAF tab in iCIMS, by advancing the candidate.
- For Faculty and Adjunct hires, no action is to be made in iCIMS. Please follow the Academic Affairs guidelines for hiring.

Why does a candidate mention a different position in their cover letter?

- When a candidate applies to UCO, they create a "Candidate Profile". This "Profile" is specific to the person, not a position. The profile contains the following documents; cover letter, CV/Resume, Highest Transcript Earned. This profile is then used to apply to each position the candidate selects. This makes the application process easier on the candidate; however, the cover letter is not job specific. This is told to the candidate as part of the application process, and they are given the opportunity to change their cover letter during each application, but this will change the cover letter for every active application. We advise applicants to make their cover letters university specific, and not job specific for this reason, and have allotted a section within the employment application form for a job specific cover letter. Please do not reject a candidate for discussing a different open role at UCO in their cover letter.

What a candidate doesn't meet the minimum requirements for a position?

- If your top candidate does not meet the minimum requirements for a position, and they are the far superior candidate, please contact HR at jobs@uco.edu for further instructions. In some cases, we are able to work out development plans.

What is a Development Plan and how does it work?

- A development plan is used to help development an employee to a higher level. Most commonly we use these when an employee may not meet the minimum requirements of a role. Example, a role requires 5 years of experience and they have 3. We would put the employee on a 2 year development plan to help the employee get the required experience. The employee would come in a 6% less than the posted amount (3% off for each year lacking), and get a 3% increase for each year of experience successfully obtained. Most plans have goals attached other than just obtaining additional years of experience.

What to do if a candidate doesn't have acceptable references?

- Each candidate is required to provide three professional references as part of the application process. It is the university's policy that you cannot contact any unlisted references. If the candidate does not provide acceptable references, the first step would be to ask the candidate directly for additional reference. If they fail to provide additional, acceptable references, you may proceed with other candidates.