Student Conservation Association
ADP Recruiting Management (ADP RM)
Partner Resource

Contents

FAQ

1. **What is ADP Recruiting Management (ADP RM)?**
    - ADP is our new Human Resources and Recruiting system. ADP RM is where you will review applications from candidates, schedule interviews, and offer positions. Once your position has been filled, you will use ADP WorkForce Now (ADP WFN) to approve time logs and complete other HR-related tasks.

2. **How do I get an account in ADP RM?**
    - You must be listed as the Position Supervisor and Application Reviewer for your requisition. If you are not sure if you are listed as the Supervisor or Reviewer, please reach out to your SCA liaison.

3. **Where can I watch step-by-step videos on how to use ADP RM?**
    - You can watch instructional videos here.

4. **My ADP RM activation email/link is not working, what can I do?**
    - Ensure you have used the date 01/01 for your birthday when you sign up
    - If it has been longer than 15 days since you received the activation email, request a new one from your SCA liaison.

5. **Why can I not find my activation email?**
    - Be sure to check your junk/spam/trash folders. If you have checked these places and still cannot find your email, please reach out to your SCA liaison and alternative instructions will be sent to you.

6. **Why am I being asked to sign up for ADP WorkForce Now and not ADP RM?**
    - As a piece of software, ADP RM sits within ADP WorkForce Now. Please read the information below in the *Creating an Account* and *System Overview* sections to learn more.

7. **How many ADP RM logins can my site have?**
    - There can only be one position site administrator ADP RM account per requisition (job posting). If multiple people would like access to candidate applications, you must share you login information. If your site has multiple requisitions (job postings), each one can have a unique person assigned.

8. **Why do I not see anything in the Recruitment section of my profile?**
    - This may be due to a delay in your requisition creation and upload. If you believe this is true, please contact your SCA liaison for assistance.

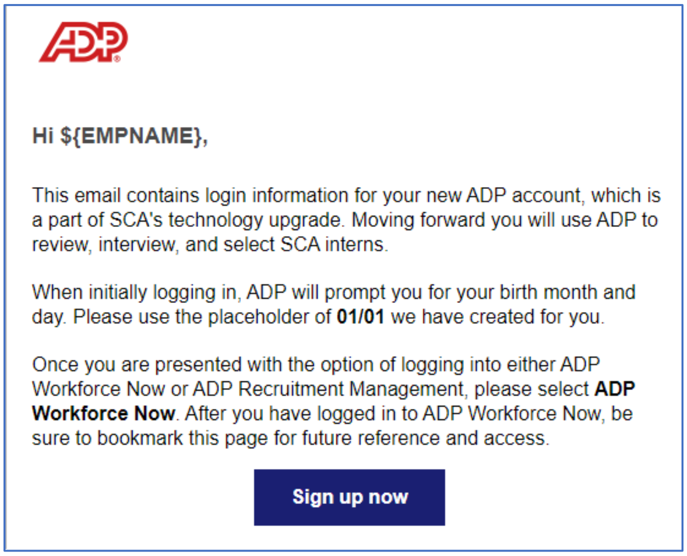
9. **Why am I only seeing some candidates even though my candidate slate says there are more?**
    - You will only see candidates who are active in the ADP RM system. This includes applications that are incomplete. Please refer to the **candidate status chart** further down in this document to learn more about different candidate status codes.
    - Check the “Filters” tab on the candidate list to make sure you do not have an unwanted filter clicked.

10. **Why will ADP not let me schedule an interview?**
    - You **must** *add yourself as a participant* in the interview and include a phone number, location, or video meeting link in the *Additional Meeting Instructions* section.

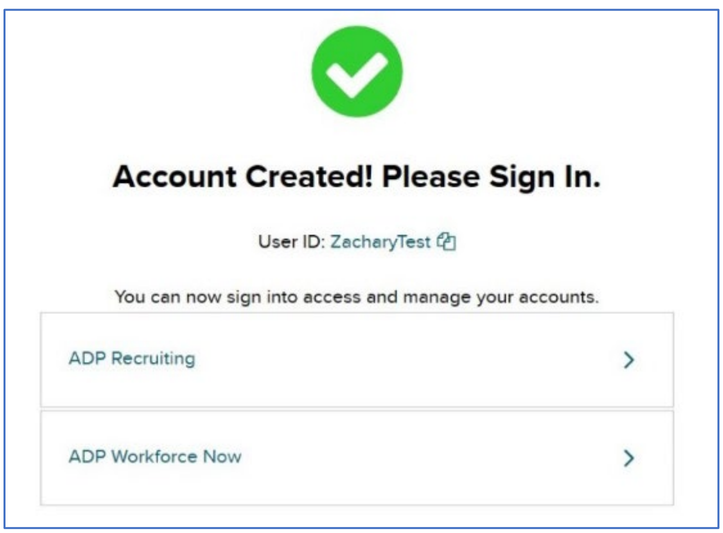
11. **Who should I contact if I have more questions about ADP after reading this document?**
    - You should reach out to your **SCA Liaison** for assistance. They will work with you to troubleshoot your issue and elevate your request to additional SCA staff if needed.

Creating an Account in ADP

You will receive an email from ADP on behalf of SCA asking you to create an account. **This link will be active for 15 days.**



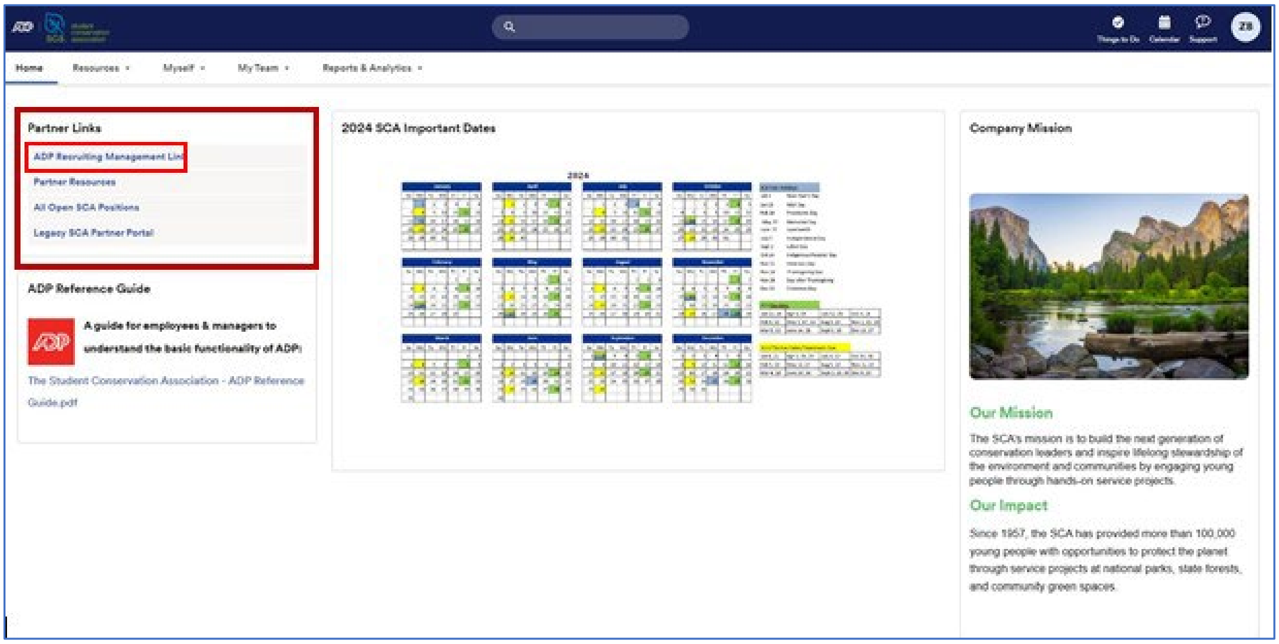
1. When prompted, provide your first and last name
2. Use the birthdate **1/1** (This is the standard birthdate for account creation; you can change this later if you would like)
3. Provide accurate contact information for identity confirmation or account recovery
4. Create an account with a chosen User ID (this can be your work email) and a secure password
5. Once your account is created, sign into the **ADP Workforce Now** option:



Important!
Only *one* ***partner contact per requisition*** will be given login credentials. If multiple people wish to review candidates, you must ***share account information****.*

System Overview:

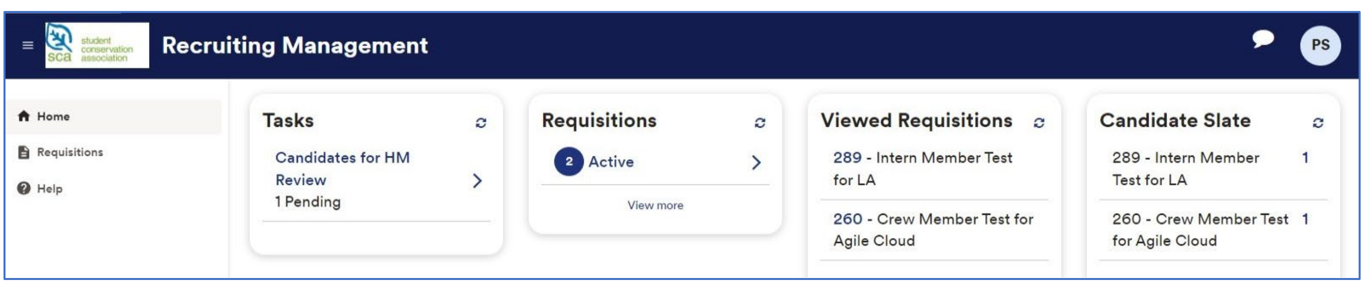
Once you have logged into the ADP Workforce Now (ADP WFN) system, you will see the following homepage:



Click on **ADP Recruiting Management Link** in the **Partner Links** tab.

Important!
For ***recruiting tasks***, you do not need to pay attention to any other tabs on this page.

The Recruiting Management Homepage serves as a single access point for recruiters and hiring managers to execute critical recruiting functions. Keep in mind that the content you see on the homepage is controlled by the role and privileges you have been assigned in ADP RM.

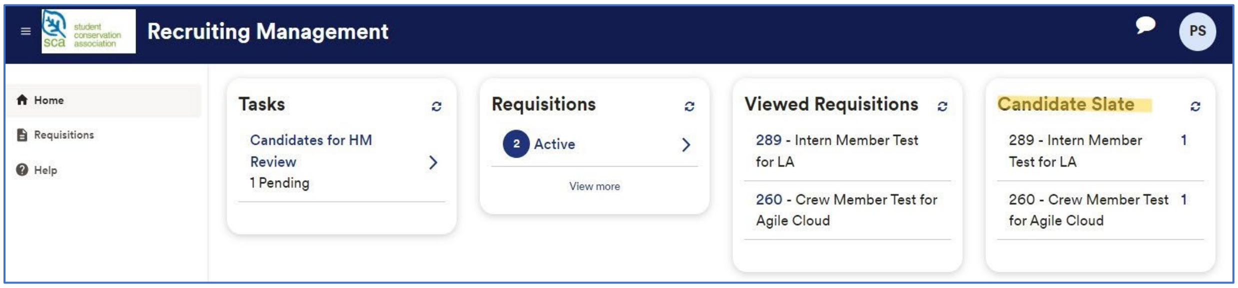


- **Task menu** notifies you of the impending tasks and is broken down into several sections including applicants for review, phone screens, interviews to schedule, etc…
- **Requisitions menu** shows you the open requisitions you are managing
- **Viewed Requisitions menu** is the list of your most recently viewed requisitions
- **Candidate Slate menu** is where you will view the candidates on your Open Requisition
- **Viewed Candidates menu** is the list of your most recently viewed candidates

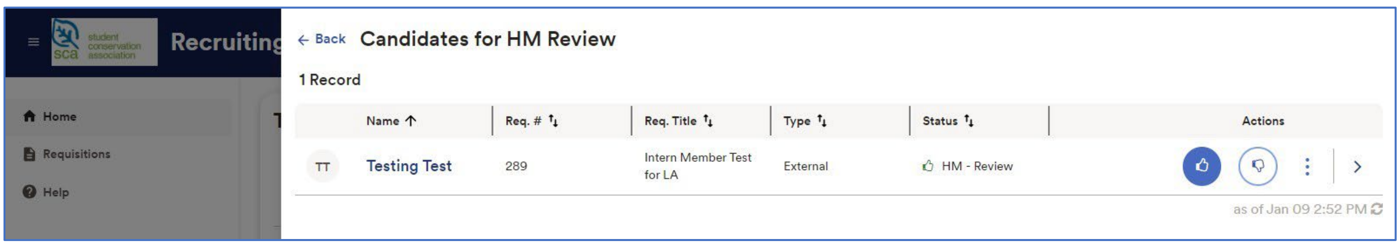
Important!
If you do not see anything in the Recruitment section of your ADP profile, this is likely due to a delay in your requisition creation and upload. If you believe this is true, please contact your SCA liaison for more information and assistance.

Reviewing Candidates and Applications

To access the candidate pool, click on the **Candidate Slate** menu. (If you are working on a specific requisition, candidates who have applied for that specific requisition can be seen there).

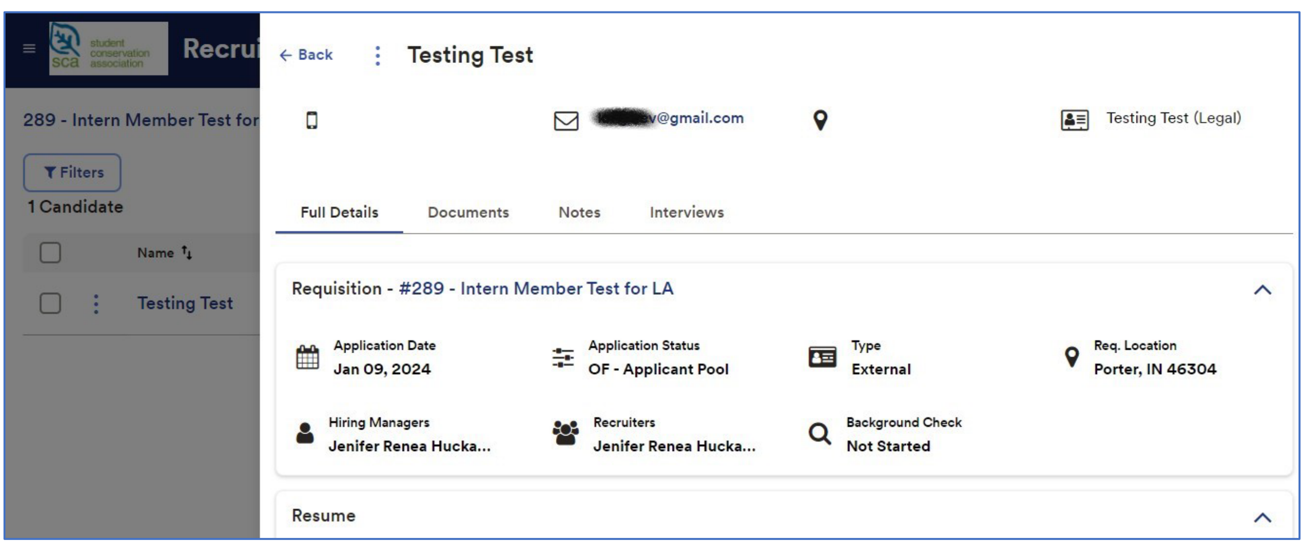


1. Click on the **name of the candidate you wish to review**. A pop-up page with their application should appear on the screen.



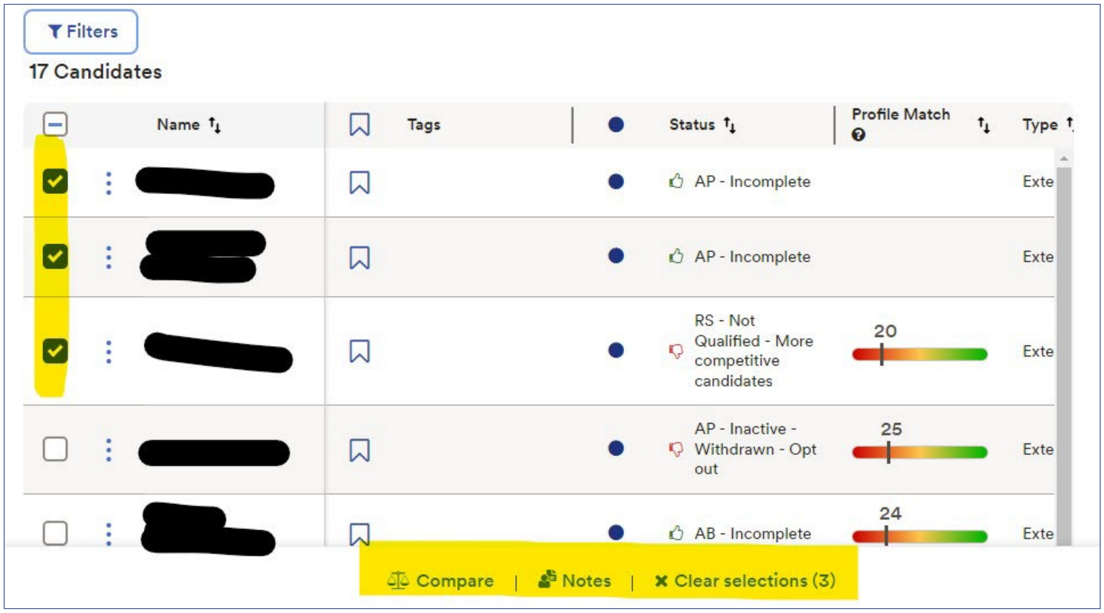
2. In the application, you will see information related to the application itself, as well as the standard information about the candidate. This includes a resume and cover letter, pre-screening questions, and their education and employment history. You can also view the entire application they have submitted. Click on each section to see the associated information.

3. Scroll down from the pictured section below to see the entire application:



To Compare Multiple Applications At One Time

1. Click the box on the left-hand side of the list of applicants and click the **Compare** tool bar at the bottom of the screen to review applications side by side. You can compare up to three applicants at a time.

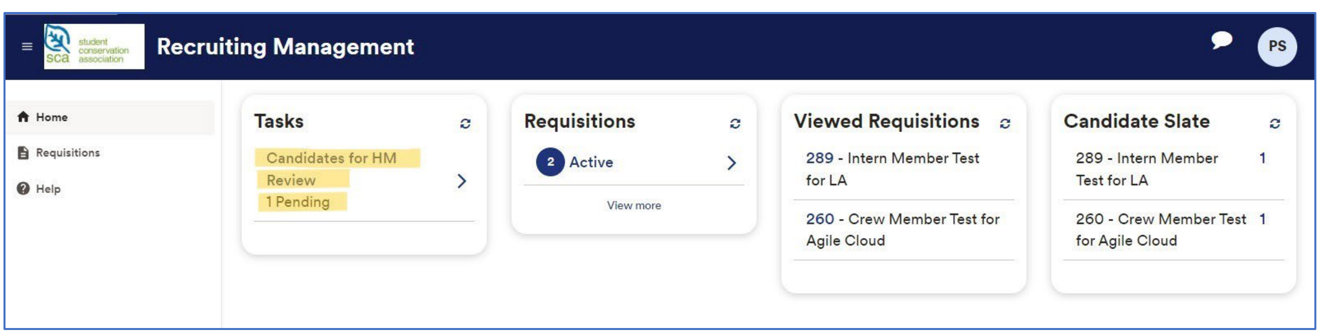


Important!
The *Profile Match Score* is created automatically based on what the applicant has submitted and what other candidates have been moved forward for the position. Please **do not rely solely on this score** to make decisions about candidate statuses.

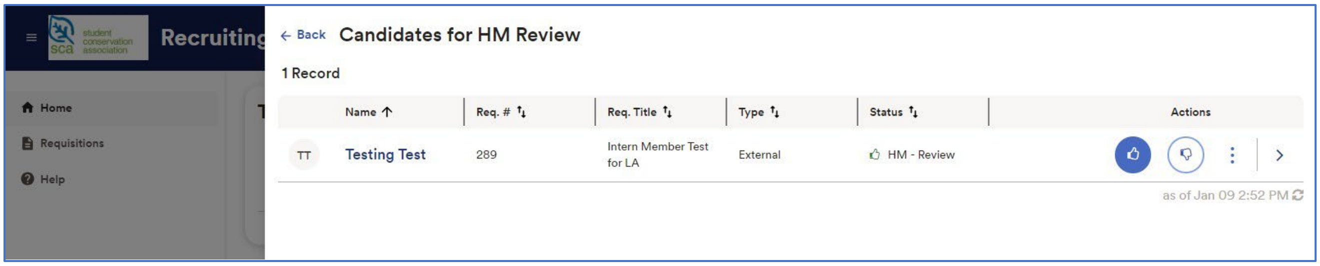
Scheduling Interviews and Phone Screenings

Your starting point will be your homepage under **Tasks.** You can also schedule interviews and phone screenings on the Candidates Slate under Interviews, or through the Requisitions tab. We will cover scheduling an interview through the Tasks tab.

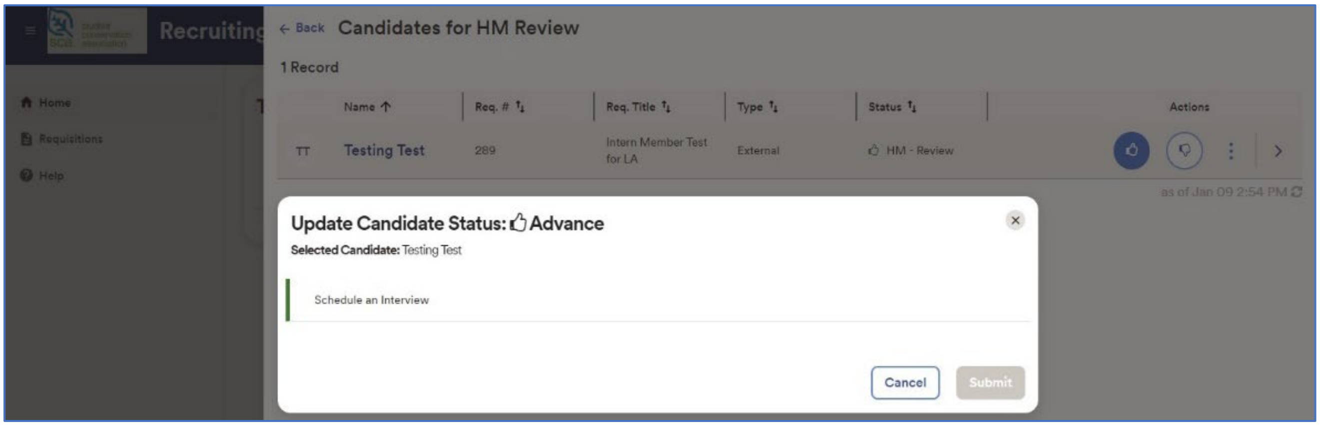
1. Click on the **Candidates for HM Review button:**



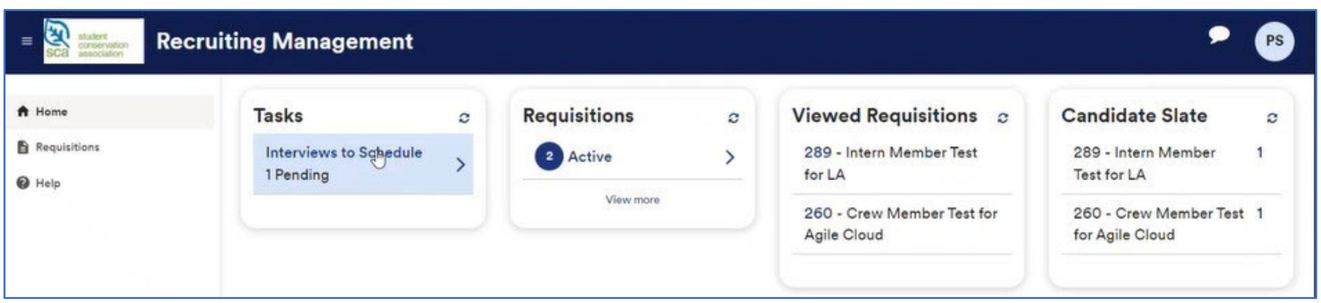
2. The Candidates for HM Review page will appear. Click the **Thumbs Up** button on the candidate with whom you wish to schedule an interview.



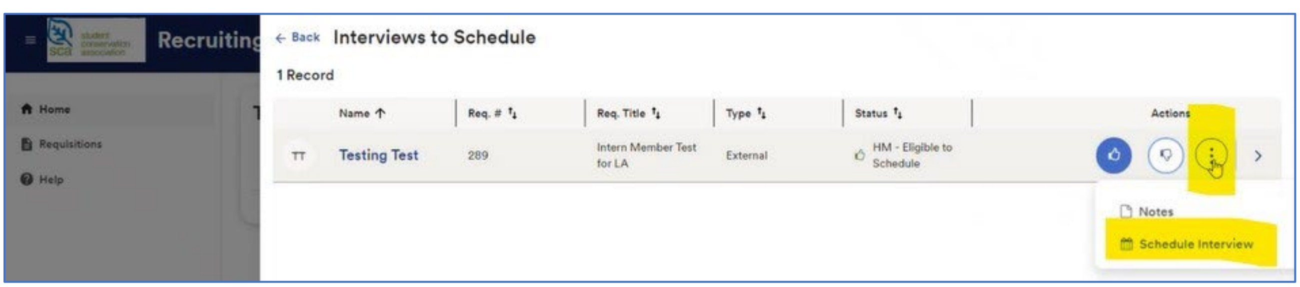
3. When you click on the Thumbs Up button, the page below will appear:



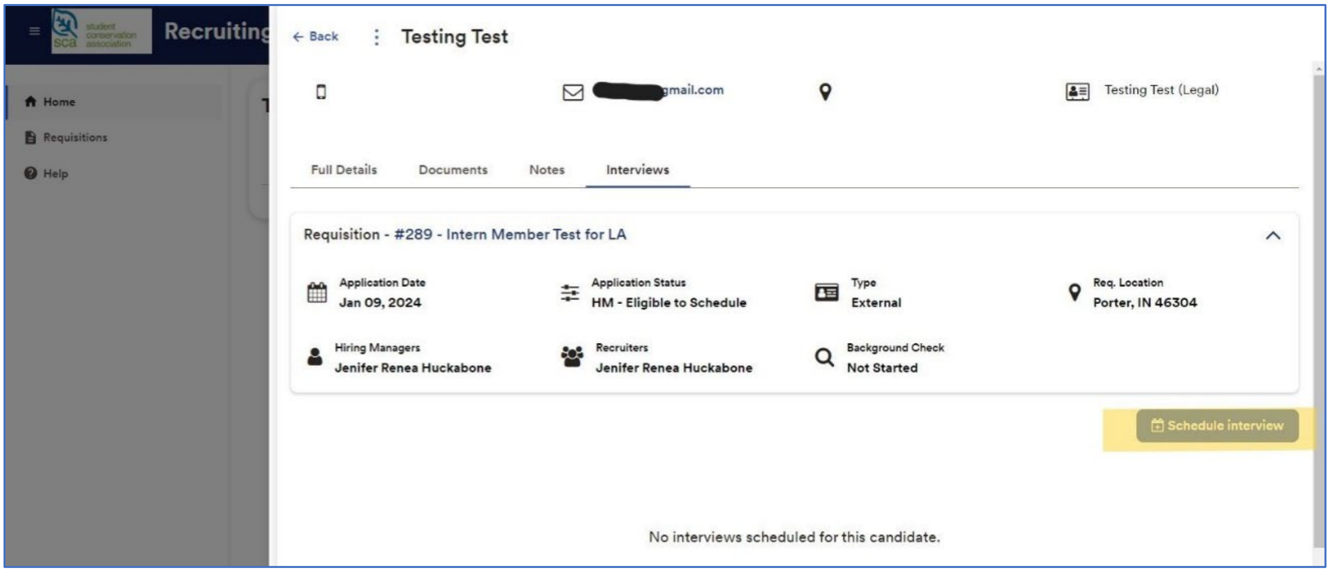
4. Go back to the Task tab, and a new task with **Interviews to Schedule** will be listed there:



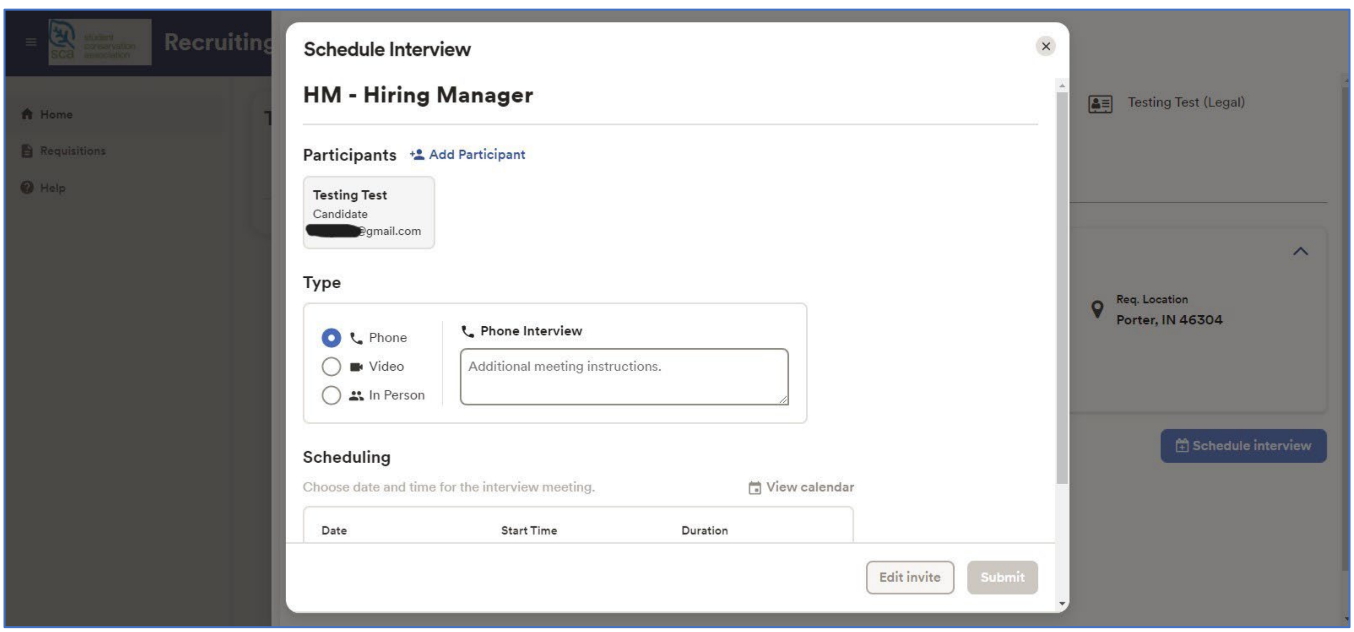
5. You will be brought to **Interviews to Schedule**. Click on the **three vertical dots under the Actions** section of the candidate you wish to interview. Click **Schedule Interview.**



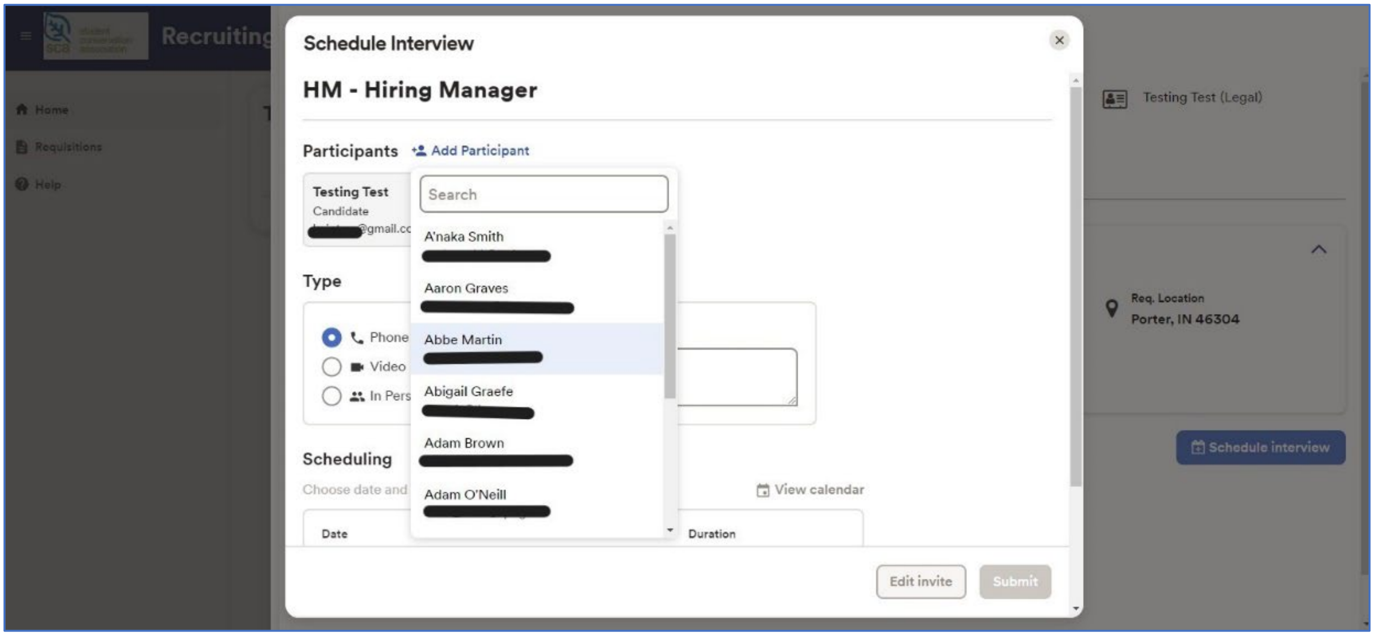
6. The popup page will take you to the Interview section of the candidate's application. Click **Schedule Interview.**



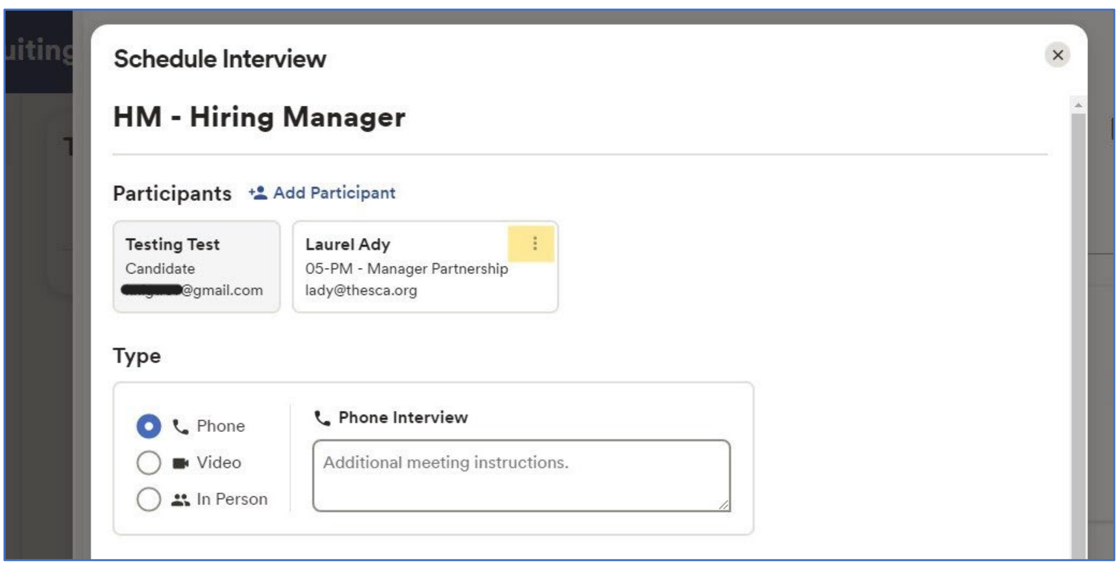
7. The menu below will appear:



8. The **Participants** section shows the people who will be in the call. This will include the candidate and whoever is going to be conducting the interview. You can add participants by clicking the **Add Participants** button. **Remember to add yourself to the interview!** Type in your name and click on it to add yourself.



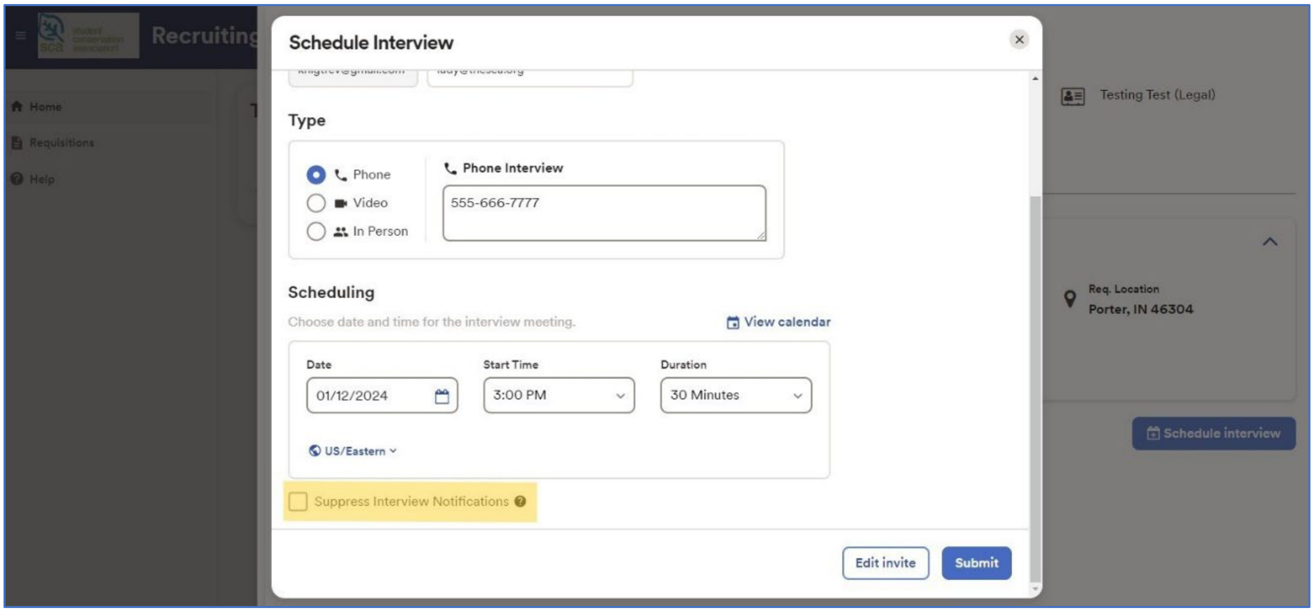
9. You can remove existing participants by clicking on the **three dots** shown on their participant box and selecting **Remove Participants**:



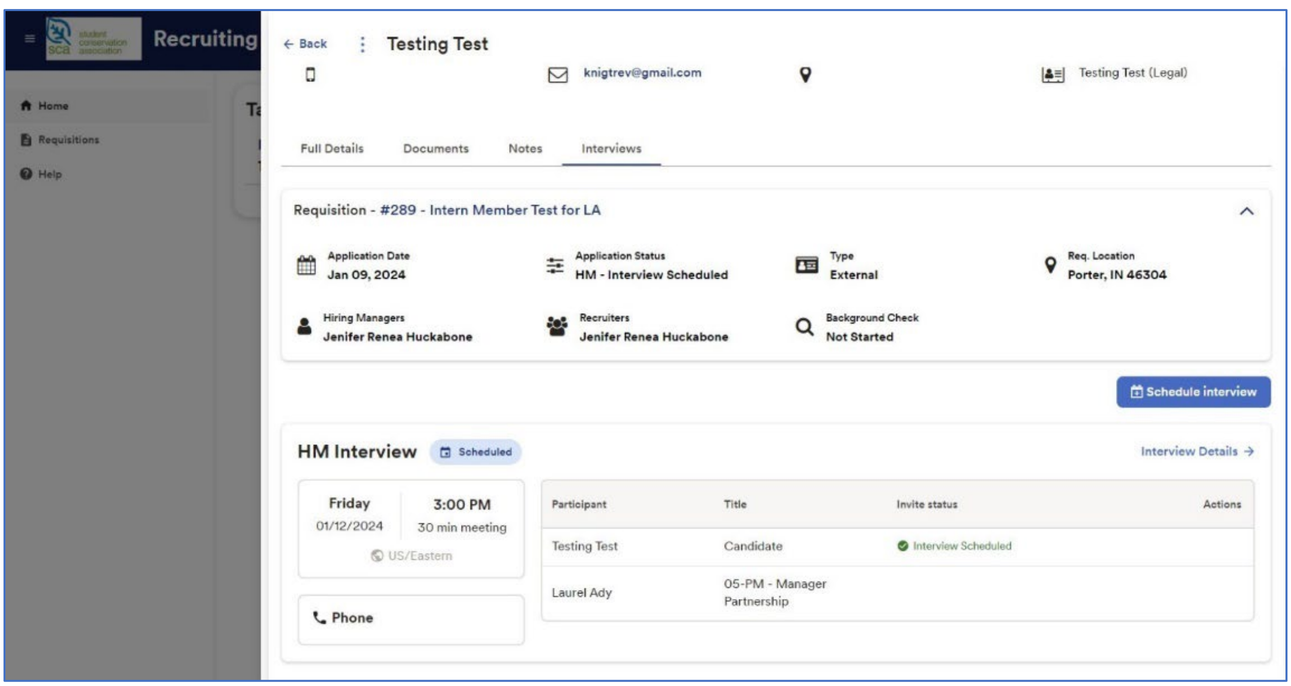
Important!
There must be information listed in the *Additional Meeting Instructions* (a phone number, link, etc...), **AND a** *Hiring Manager* attached to the interview in order to click "Submit"

10. Select the **Type of Interview**:
- Selecting "Phone" will populate the candidate's phone number
- Selecting "Video" will show you a blank text box where you can enter a link to your preferred video chatting platform
- If you can conduct an in-person interview, enter where it will take place
- In **Scheduling** you will choose the date, time, and duration of the proposed interview

- Select **Preview** to **review and/or edit** the email that will be sent to the candidate to schedule the interview. If you have made any changes, click **Save Changes** followed by **Submit.**
- When you click Submit, an interview request will be automatically emailed to your candidate. If you do not want this to happen immediately, check the **Suppress Interview Notifications** box at the bottom of the page. The interview will be shown in your **Tasks List** on the homepage.



11. Once you have submitted the interview, the screen will look like this:

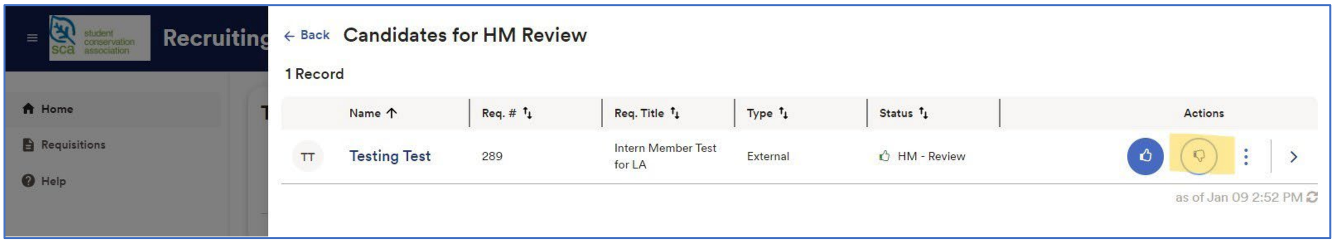


If You Need to Reschedule an Interview

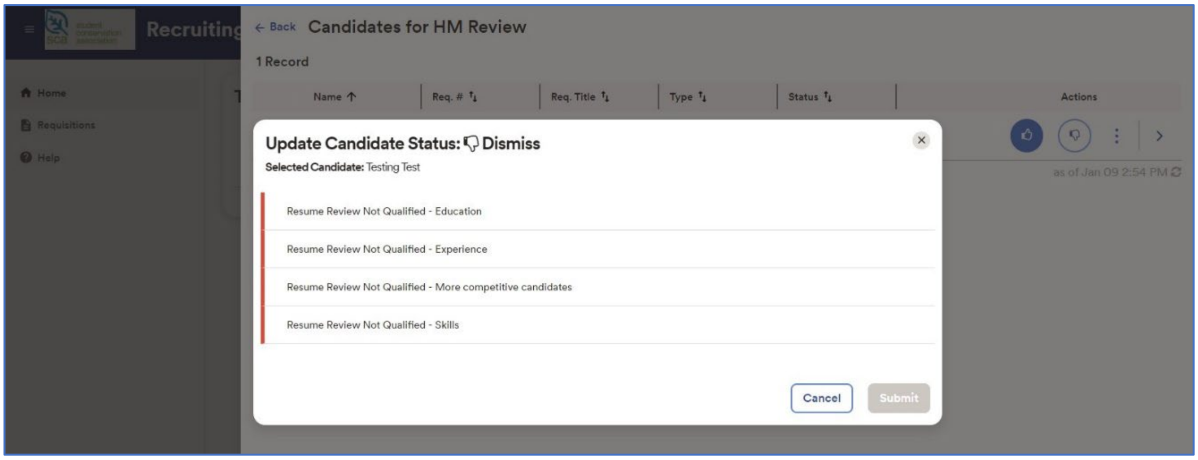
1. Simply go to the existing interview and edit details, as necessary

To Dismiss a Candidate Before the Interview Process

1. Click the **Thumbs Down** button on the **Candidates for HM Review** page:

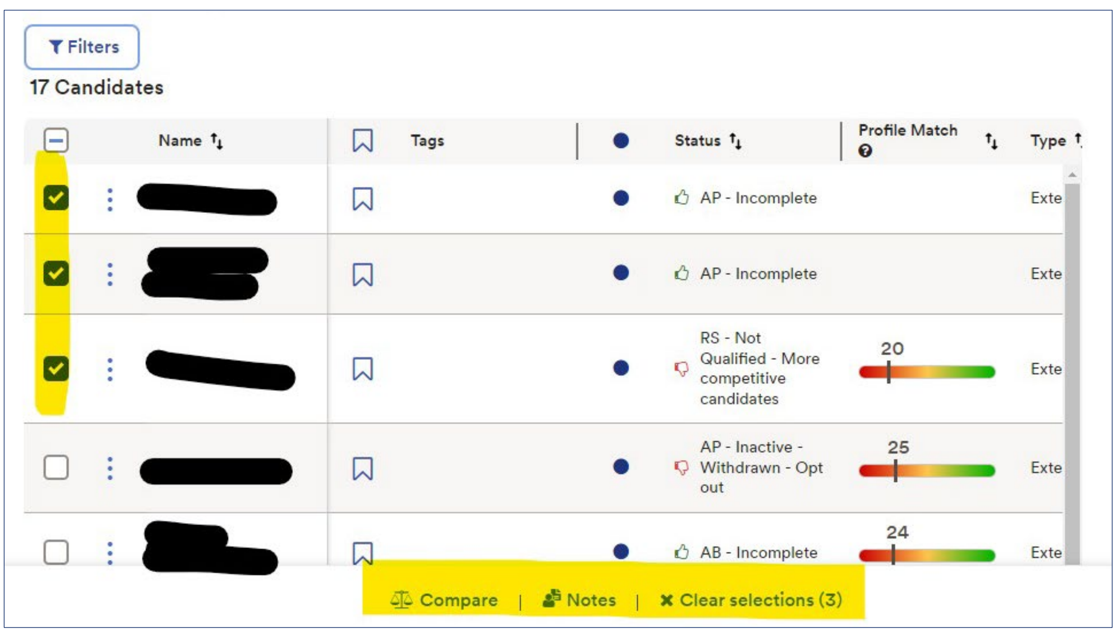


2. This screen will appear. Choose the reason for dismissal and click **submit**:



To Dismiss Multiple Candidates At The Same Time

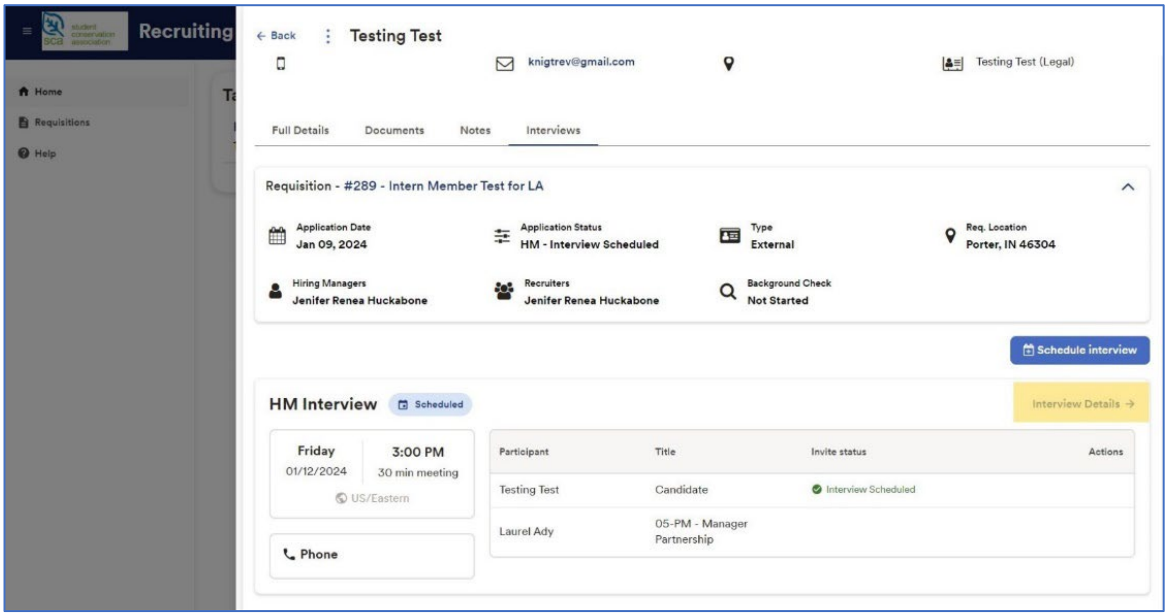
1. Click the boxes of the candidates you wish to dismiss.
2. Using the tool bar at the bottom of the page, Click **Clear Selections.**



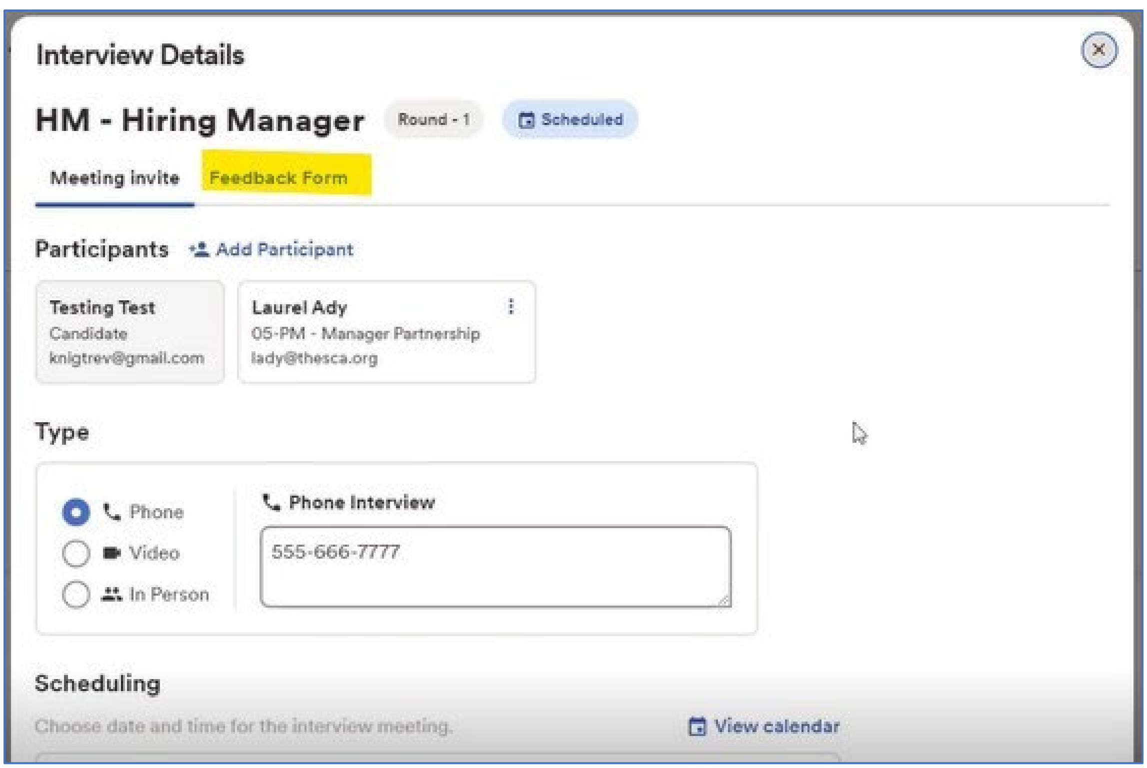
Important!
Once a candidate has been dismissed, they will be *permanently removed* from the Candidate Slate.

Giving Feedback After an Interview

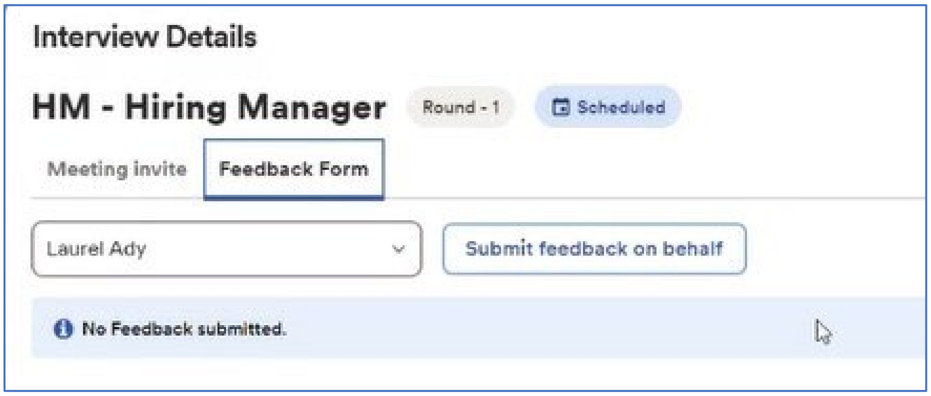
1. After you have had an interview, you **must give feedback in ADP RM**. To do this, you can either access the feedback page from the associated notice in your Tasks List or go to the specific candidate page and click on Interviews.
2. Click on **Interview Details.**



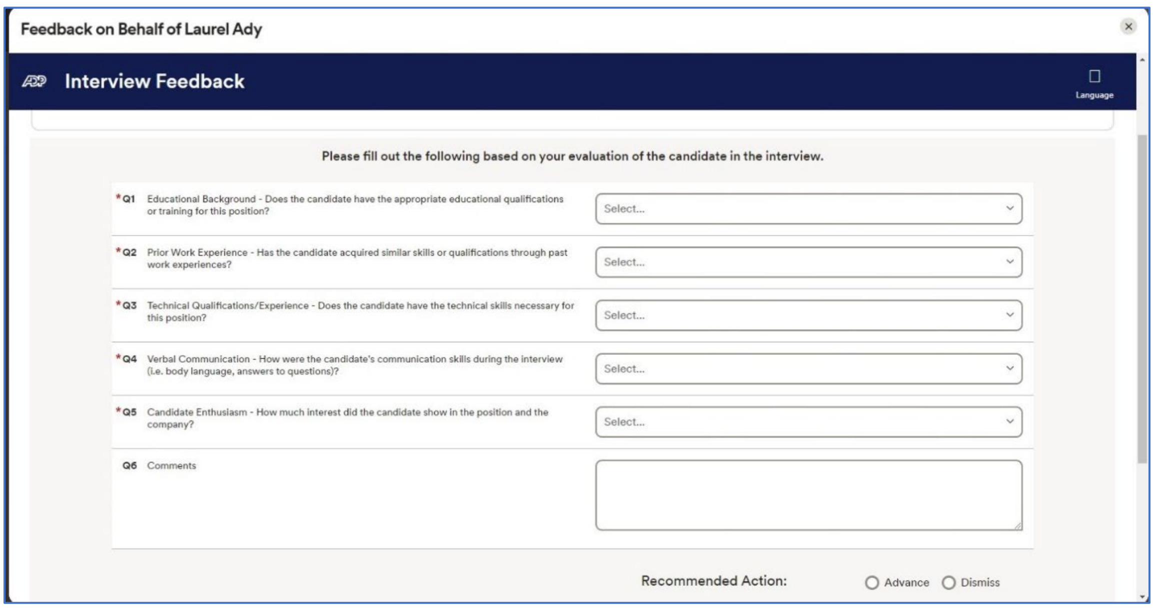
3. Click **Feedback Form**:



4. You will be prompted to **submit feedback on behalf of** the person listed as the Hiring Manager/HM:



5. You will be prompted to confirm your selection, and taken to the feedback form:

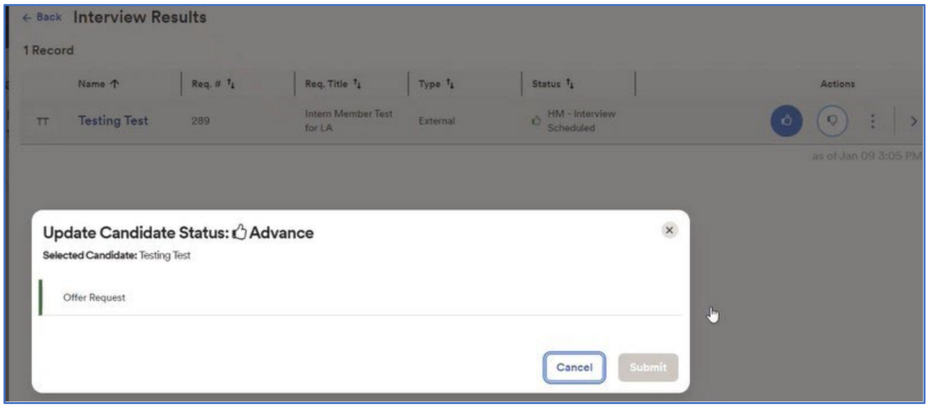


6. Once you have filled out this form, choose the **recommended action** for this candidate, and **submit**.
7. You will get a confirmation that the form has been submitted.

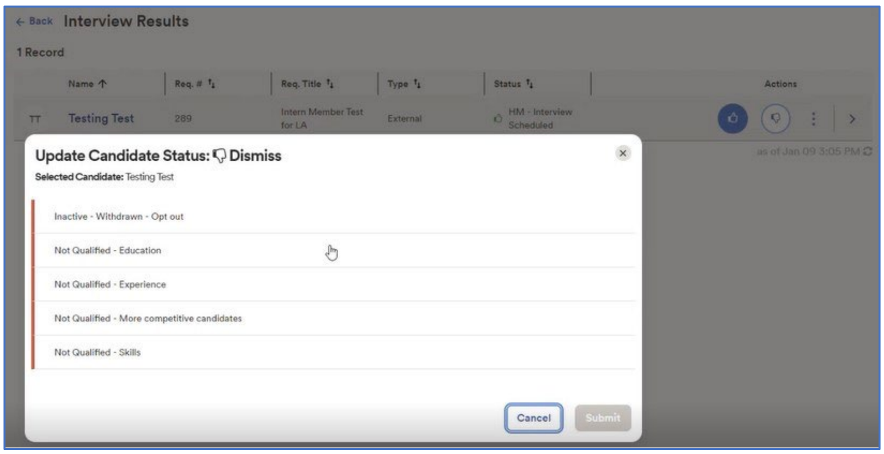
Candidate Selection/Making an Offer

1. After you have interviewed candidates and submitted feedback, there will be an **Interview Results** task in your **Tasks List**. You will be taken to the Candidate Slate list and will click either the **Thumbs Up** to select the candidate or the **Thumbs Down** button to dismiss the candidate.

2. If you select the candidate, you will click on **Offer Request** and click **Submit**. **At this point, your offer has been submitted!** Please know there is **no** additional pop-up notice that confirms this.



3. If you dismiss the candidate, you will click on the **reason for dismissal** and click **submit:**



4. Your National Program Coordinator will make an offer to your candidate of choice.

Important!

There will not be any confirmation/notice when you click *Offer Request* and *Submit.* This is due to ADP RM system limitations. Please be sure to follow this step to ensure your chosen candidate receives an offer.

Pre-select Candidates

1. **Alert SCA Point of Contact:** Ensure you share the candidate's contact information with your SCA contact (First name, Last name, email address, and phone number if applicable)
2. Your SCA contact will notify the SCA Recruiter and National Program Coordinator for your requisition/position.
3. The Recruiter will create the requisition in ADP and contact the candidate to apply.
4. Once the candidate applies to the requisition, the Recruiter will advance the candidate to the offer stage.
5. The National Program Coordinator assigned will create and extend the offer in ADP.
6. **Notifications:** Once the candidate is in the system, you will receive an email notification on their status.

Candidate Status Key

1. The following Candidate Statuses are related to **your (partner) tasks** in ADP RM:

Candidate Stage	Candidate Status	Definition	Task
RM - Resume Mining	RM - Interested	(an always posted req for people to generally apply)	
AP - Pre- Screen Applicatior	AP - Incomplete	Application is Incomplete at the Pre-Screening Questions	N/A
AB - AppBuilder	AB - Incomplete	Application has some information but hasn't been completed	N/A
RS - Resume Review	RS - Applicant Pool	for Review	Applicants to Review
	PS - Eligible to Schedule	for Phone Screen	Schedule Phone Screen
PS - Phone Screen	PS - Scheduled	in ADP	Take Phone Screen
	HM - Review	Candidate is ready for the Client (Partner) Role to Review	Candidates for HM Review
	HM - Eligible to Schedule	for the Interview by Client (Partner)	Interviews to Schedule
HM - Hiring Manager	HM - Interview Scheduled	the Client (Partner)	Interview Results

2. The following Candidate Statuses are related to **SCA staff tasks** in ADP RM

Candidate Stage	Candidate Status	Definition	Task
	OF - Applicant Pool	Decision Maker has requested an Offer be sent to the Candidate	Offer Request
	OF - Pending	Offer letter can be built	Offers to Build
	OF - Pending Approval	Need Approval from the Approver of the Offer	Offer Approval
OF- Offer	OF - Decline Approval	Approver Declined to Approve the Offer	Offer Approval
	OF - Ready to Extend	Offer letter is approved by approver and ready to be sent to candidate	Offer to Extend
	OF - Extended	Offer has been sent to the Candidate	NA
	OF - Accepted	Candidate has Accepted the Offer	NA
OF -Offer	OF - Accepted-Legal Name V	Legal Name Validation (AmeriCorps)	Legal Name Validation (AmeriCorps)
	BG - Applicant Pool		
	BG - Applicant Pool -Legal N	Available for Background Check (AmeriCorps)	Available for Background Check (AmeriCorps)
	BG - Started	Candidate has accepted offer and has started the background check authorization and disclosure forms	NA
BG Background	BG - Form Completed	Candidate has completed background check authorization and disclosure forms	Available for Background Check
	BG - In Process	Background check has been ordered and in process	Available for Background Check (AmeriCorps) and Available for Background Check
	BG - Completed	Background Check Complete	Background Check Complete
	BG - Review Results	Background Check results do not align with SCA policy, further action required	Background Check Complete
	HI - Need Start Date		
HI - Hired	HI - Hired	Employee is now in WFN	N/A - once a candidate is listed as "hired" there is no further task in ADP RM

If you have trouble logging into ADP:

- **Double-check your login credentials:** Ensure you have entered your username and password correctly.
- **Reset your password:** if you have forgotten your password, you can utilize the "Forgot Password" feature on the login page. Follow the instructions provided to reset your password securely.
- **Try a different browser or device**: Occasionally the problem may be specific to the browser or device you are using. Attempting to log in from another browser can help determine if this is the case.
- **Clear Cache and Cookies:** Sometimes stored data in your browser's cache can interfere with the login process. Clearing your cache can help resolve this issue. If you do not know how to clear the cache of your browser, use a search engine to look up "Clear cache [name of your browser]."
- **If none of the above steps resolve the issue**: Please reach out to our ADP support team via ADPHelp@thesca.org. They will be more than happy to assist you to help get you back into your account.

Requesting a New Intern or Position:

- **New partners** should email their SCA point of contact or agency-help@thesca.org with:
    - Contact information
    - Desired time frame of intern/program
    - Location of work
    - General description of the project/work to be done
- **Existing partners should email their SCA point of contact or submit a Position request** in their existing MySCA partner portal if they have one.
    - Please note that the **MySCA partner portal will be retired on 03/17/2024**. From 03/18/2024 onward, all existing partners will need to email their SCA point of contact with Position requests or email agency-help@thesca.org.
    - A member of the Partnership Team will follow up in 1-2 business days