



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

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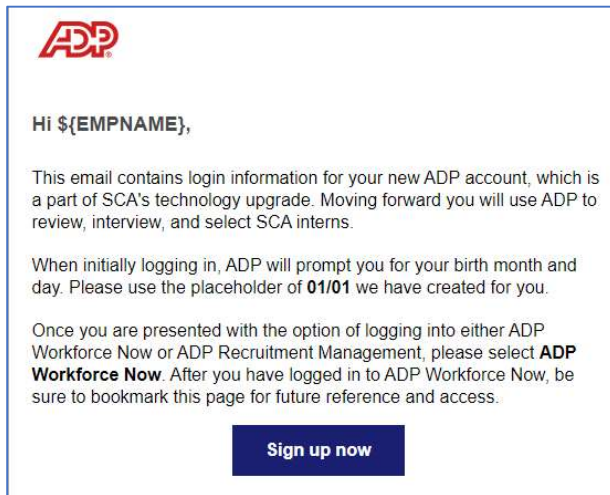
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## FAQ

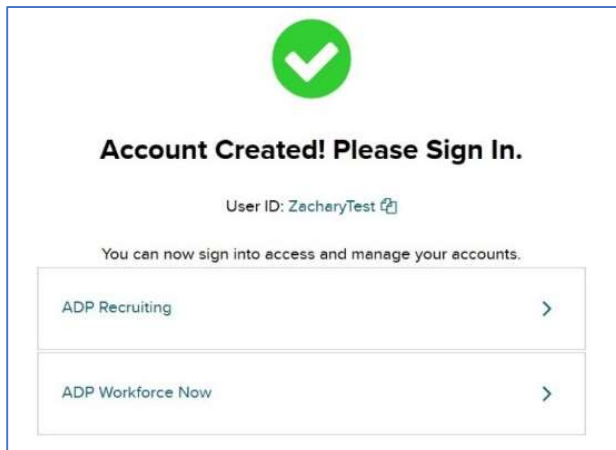
1. **What is ADP Recruiting Management (ADP RM)?**
  - a. ADP is our new Human Resources and Recruiting system. ADP RM is where you will review applications from candidates, schedule interviews, and offer positions. Once your position is filled, you will use ADP WorkForce Management (ADP WFM) to approve time logs and complete other HR-related tasks.
2. **How do I get an account in ADP RM?**
  - a. You must be noted as the Position Supervisor and Application Reviewer for your requisition. If you aren't 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?**
  - a. You can watch instructional videos [here](#).
4. **My ADP RM activation email/link is not working, what can I do?**
  - a. Ensure you have used the date 01/01 for your birthday when you sign up
  - b. 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?**
  - a. Be sure to check your junk/spam/trash folders. If you have checked these places and still cannot find the 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?**
  - a. 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?**
  - a. There can only be one position site administrator ADP RM account per requisition (job posting). If multiple people would like access to candidate applications, the login information must be shared. If instead your site has multiple requisitions each one can have a unique person assigned as the supervisor and reviewer from your site.
8. **Why do I not see anything in the Recruitment section of my profile?**
  - a. This is likely due to a delay in your requisition creation and upload. If you find this is true, please contact your SCA liaison for more information.
9. **Why am I only seeing some candidates even though my candidate slate says there are more?**
  - a. You will only see candidates who are in **HM-Review**, meaning their applications are complete and are ready for you to see. Please refer to the **candidate status chart** further down in this document to learn more about different candidate status codes.
  - b. Check the "Filters" tab on the candidate list to make sure you do not have an unwanted filter clicked.
10. **How do I get more candidates?**
  - a. Follow up with your National Program Coordinator (NPC) with your request for needing more candidates. Please provide feedback on why the candidates were not a match for your position.
11. **Why will ADP not let me schedule an interview?**
  - a. 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.

## 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 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:

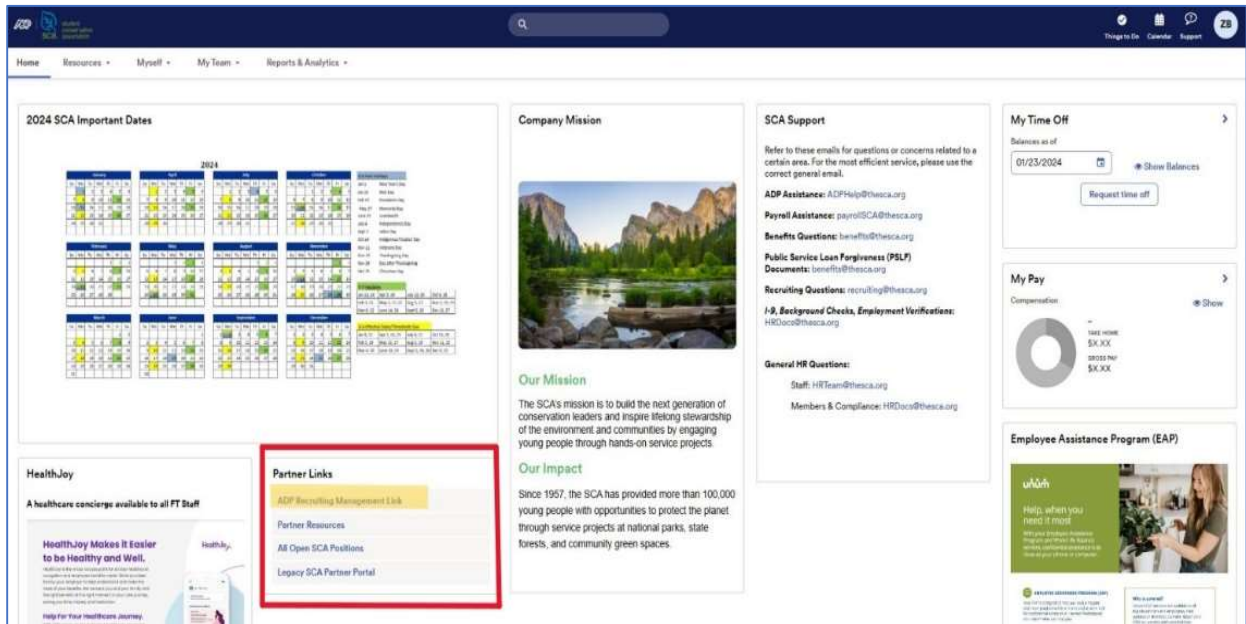


### Important!

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

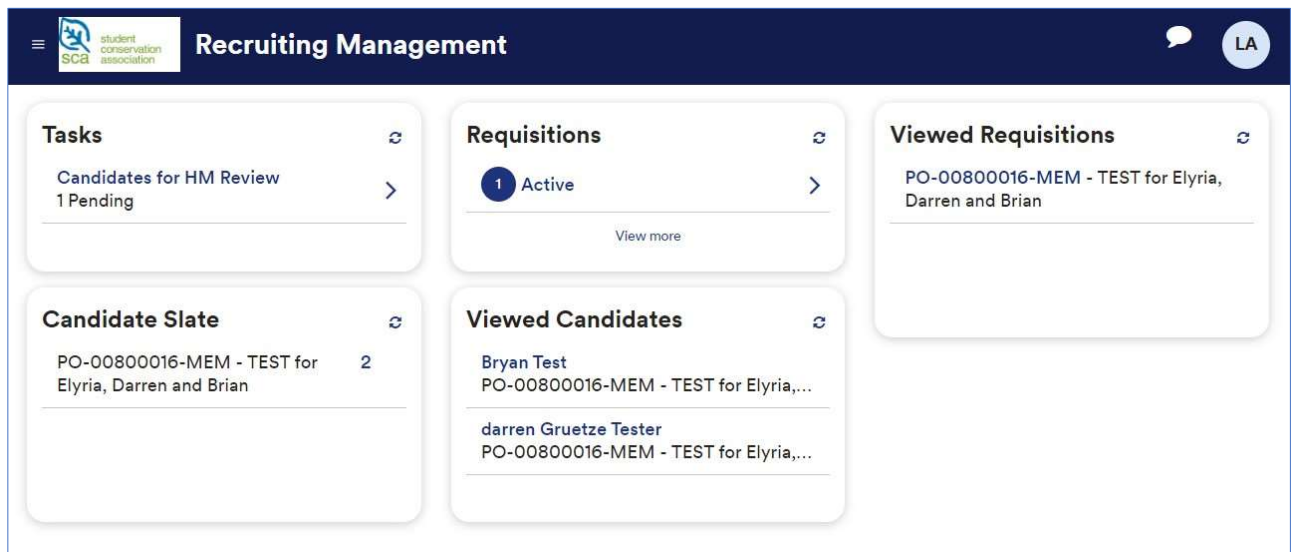
## System Overview:

1. Once you have logged into the ADP Workforce Now (ADP WFN) system, you will see a homepage similar to this:



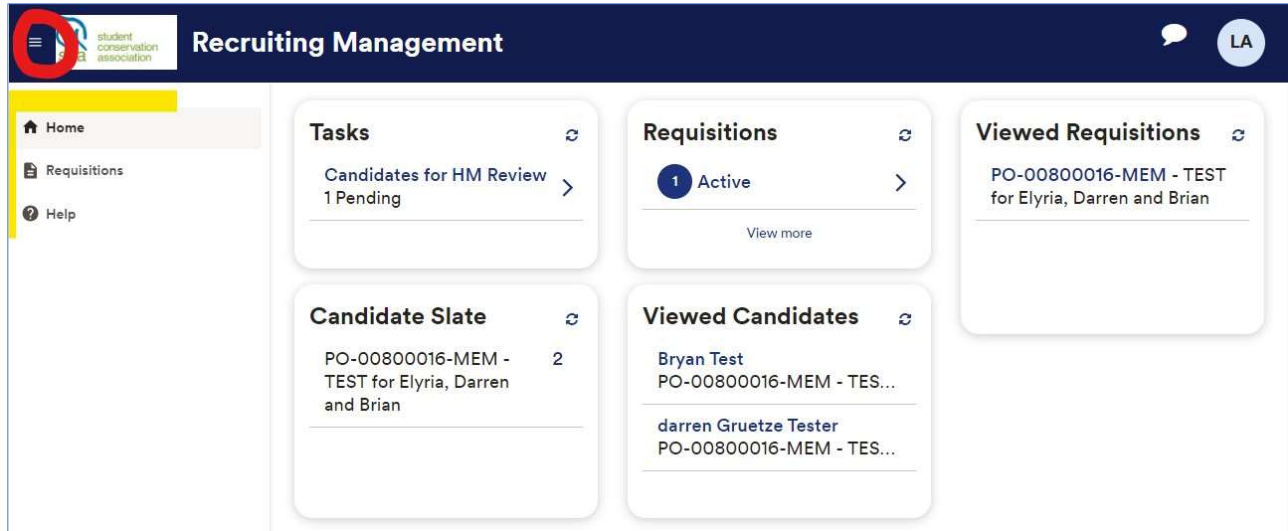
**Important!**  
For recruiting tasks, you do not need to pay attention to any other tabs on this page.

2. Click on **ADP Recruiting Management Link** in the **Partner Links** tab.
3. **The Recruiting Management Homepage** serves as a single access point for the recruiters and hiring managers to execute critical recruiting functions. Keep in mind that the content that you see on the homepage is controlled by your role and privileges.



- **Task menu** notifies you of the impending tasks and breaks down into several sections such as applicants for review, phone screens, interviews to schedule
- **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

- Click on the **Home Menu** button (circled below) to bring this helpful side menu (marked in yellow) into view. The **Home** option in the list is the most efficient way to return to the beginning home page when navigating ADP RM.



- There is more than one way to navigate to the steps listed in this document.** Following the **Tasks List** is the most straightforward. You are welcome to explore menus and options as you feel comfortable.

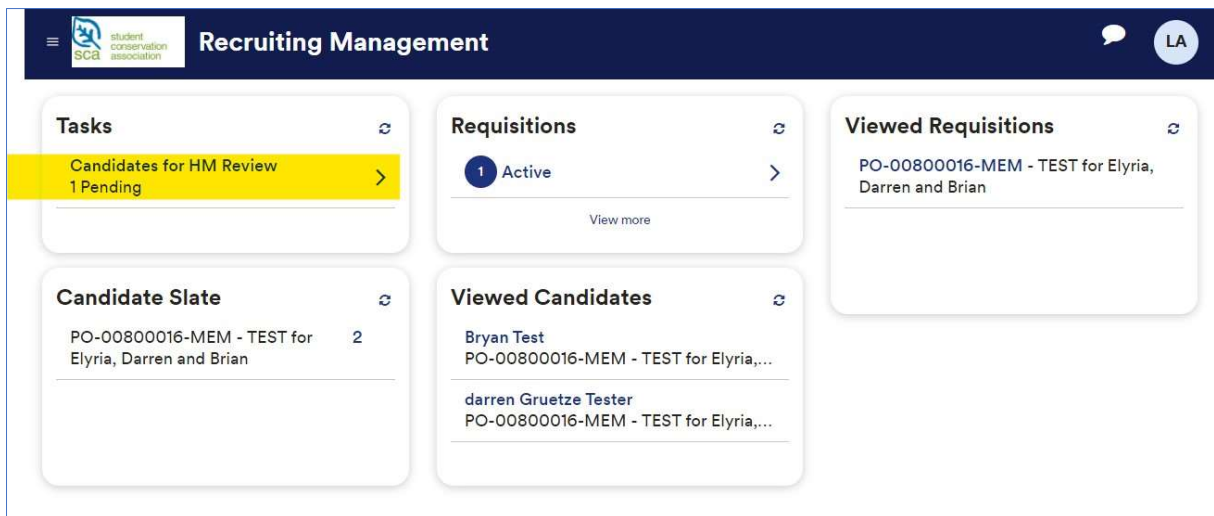
**Important!**

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 find this is true, please contact your SCA liaison for more information.

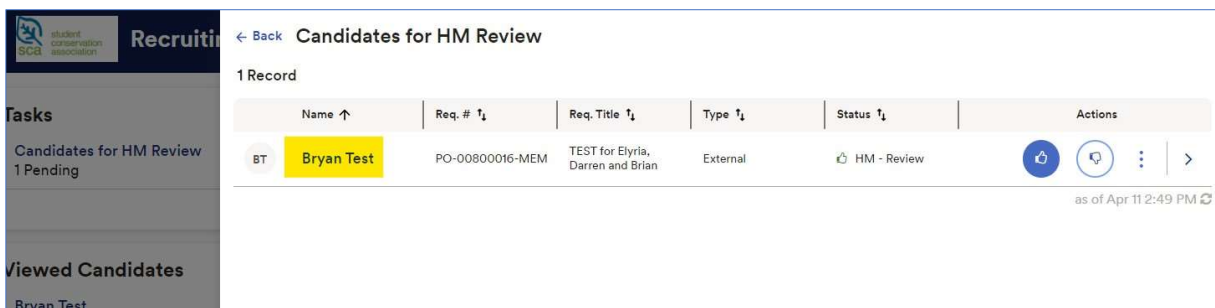
## Reviewing Candidates and Applications

The easiest way to find candidates who are ready to review is to go to the **Tasks** menu. You can also see candidates in the Candidate Slate

- Click **Candidates for HM Review** option in **Tasks**



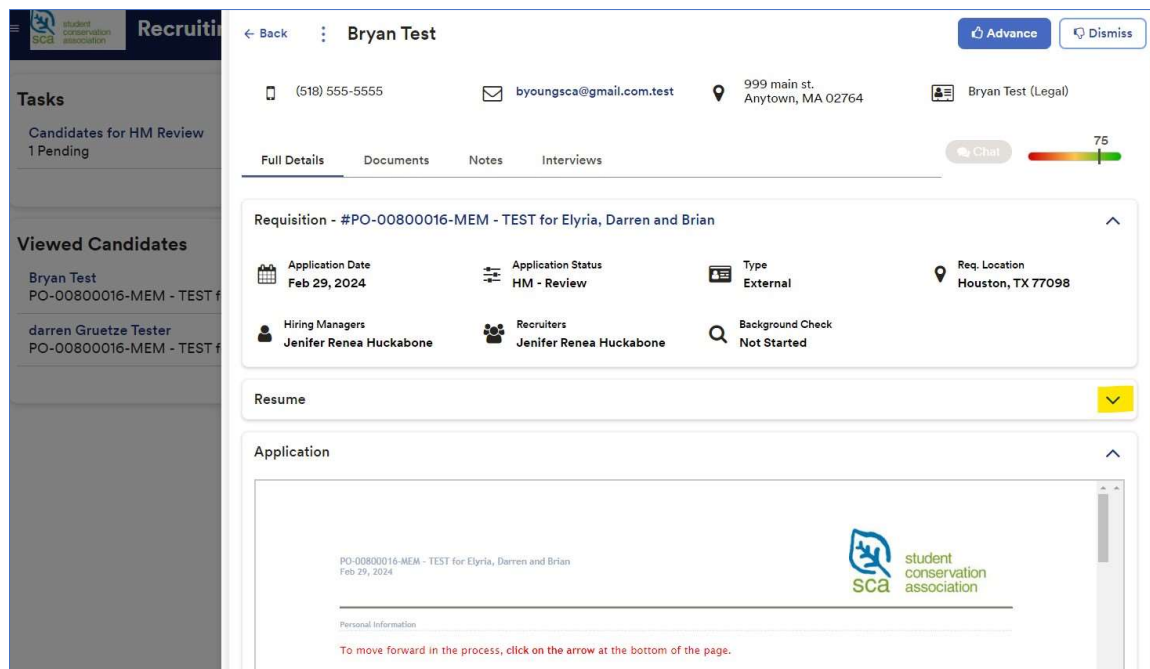
- Click on the **name of the candidate you wish to review** (There will likely be more than one candidate in this list).



- The candidate's application will appear. To view all sections of the application, use **the scroll bar on the right side** of the page, highlighted below. There is an option to **expand or collapse each section** of the application using the **caret symbol**, also highlighted below in the Resume section. Clicking on a downward facing caret will expand the section, while clicking on an upward facing caret will collapse the section. For longer sections, there will be a scroll bar on the righthand side.

Scroll down from the pictured section to view all sections of the application, including Resume, Application, Jobs Applied, Employment History, and Education.

If you want to interview the candidate, click **the Advance** button in the right-hand corner. To forgo the candidate, click **Dismiss**.



**Important!**

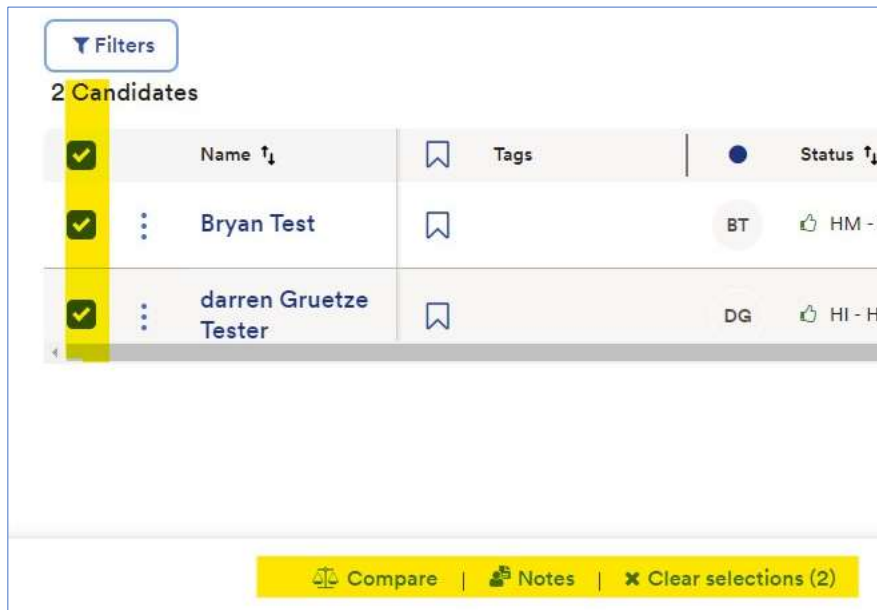
Across the platform, a thumbs up will move the candidate forward and a thumbs down will permanently change the status of a candidate to dismissed.  
***The dismissed candidate does not leave the candidates list.***

**Important!**

The *Profile Match Score* (pictured above—spectrum line to the right side of the page) is created automatically based on an algorithm in the ADP software. Please do not rely solely on this score to make decisions about candidate status.

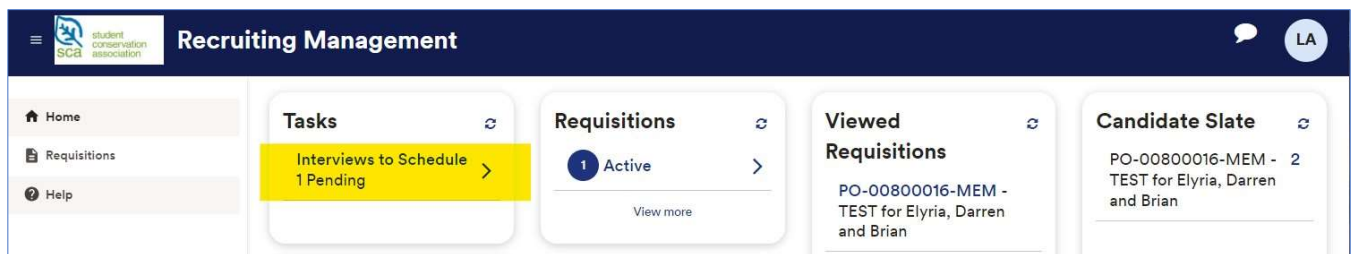
## To Compare Multiple Applications Simultaneously

1. Click on the box on the left-hand side of the list of applicants and click **Compare** the tool bar at the bottom of the screen to pull them up to review side by side. You can compare up to three applicants at a time. You can also use this function to leave the same note on multiple applications by clicking **Notes** on the tool bar.



## Scheduling Interviews and Phone Screenings

The starting point will be your homepage under **Tasks**. Click on the **Interviews to Schedule** button.



1. The **Interview to Schedule** page will appear. Click the **Thumbs Up** button on the candidate with whom you wish to schedule an interview.





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

← Back    **Bryan Test**

(518) 555-5555    byyoungsca@gmail.com.test    999 main st. Anytown, MA 02764    Bryan Test (Legal)

Full Details    Documents    Notes    **Interviews**    Chat    75

Requisition - #PO-00800016-MEM - TEST for Elyria, Darren and Brian

Application Date: Feb 29, 2024    Application Status: HM - Eligible to Schedule    Type: External    Req. Location: Houston, TX 77098

Hiring Managers: Jenifer Renea Huckabone    Recruiters: Jenifer Renea Huckabone    Background Check: Not Started

**Schedule interview**

- This menu will appear:

Schedule Interview

**HM - Hiring Manager**

Participants    Add Participant

Bryan Test  
Candidate  
byyoungsca@gmail.com.test

Type

Phone     Video     In Person

Phone Interview  
Partner will call candidate phone number: 518 555 5555

Scheduling

Choose date and time for the interview meeting.    View calendar

Date: 04/12/2024    Start Time: 1:15 PM    Duration: 10 Minutes

US/Eastern

Suppress Interview Notifications

Edit invite    Submit

- 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. **You MUST add yourself to the interview!** Type in your name to the search bar and click on it to add yourself.

Schedule Interview

**HM - Hiring Manager**

Participants    Add Participant

Bryan Test  
Candidate  
byyoungsca@gm

Type

Phone     Video

Search

A'naka Smith

Aaron Graves

Aaron White

number: 518 555



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

**Schedule Interview**

**HM - Hiring Manager**

Participants + Add Participant

**Bryan Test**  
Candidate  
byoungsca@gmail.com.test

**Laurel Ady**  
05-PM - Manager Partnership  
lady@thesca.org  
Decision maker ?

6. 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 **Edit Invite** 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.
  - **Suppress Interview Notifications** will be helpful if you have a **pre-selected candidate** and do not need to interview to know you wish to hire them. You will not have the option to edit the invite if this option is selected.

**Schedule Interview**

Type

Phone  Video  In Person

Phone Interview  
555-666-7777

Scheduling

Choose date and time for the interview meeting. View calendar

Date: 01/12/2024 Start Time: 3:00 PM Duration: 30 Minutes

US/Eastern

Suppress Interview Notifications

Edit invite Submit

**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”

- Once you have submitted the interview, the interview section of the application will show a scheduled interview.

The screenshot shows the profile page for Bryan Test. At the top, there are contact details: phone number (518) 555-5555, email byyoungsa@gmail.com.test, address 999 main st. Anytown, MA 02764, and name Bryan Test (Legal). Below this is a navigation bar with tabs for Full Details, Documents, Notes, and Interviews. A chat button is visible with a 75% battery indicator. The main content area shows requisition details for #PO-00800016-MEM - TEST for Elyria, Darren and Brian. Key details include Application Date (Feb 29, 2024), Application Status (HM - Interview Scheduled), Type (External), and Req. Location (Houston, TX 77098). Hiring Managers and Recruiters are listed as Jenifer Renea Huckabone. A Background Check status of Not Started is also shown. A blue button labeled 'Schedule Interview' is present. Below this, the 'HM Interview' section is highlighted with a 'Scheduled' tag. It shows the interview date as Friday, 04/12/2024 at 2:00 PM (10 min meeting) in US/Eastern time. A table lists participants: Bryan Test (Candidate) with 'Interview Scheduled' status, and Laurel Ady (05-PM - Manager Partnership). A 'Phone' button is also visible.

## If You Need to Reschedule an Interview

- Simply go to the existing interview, click **Interview Details** and edit details, as necessary. Communicate with the candidate that a change has been made.

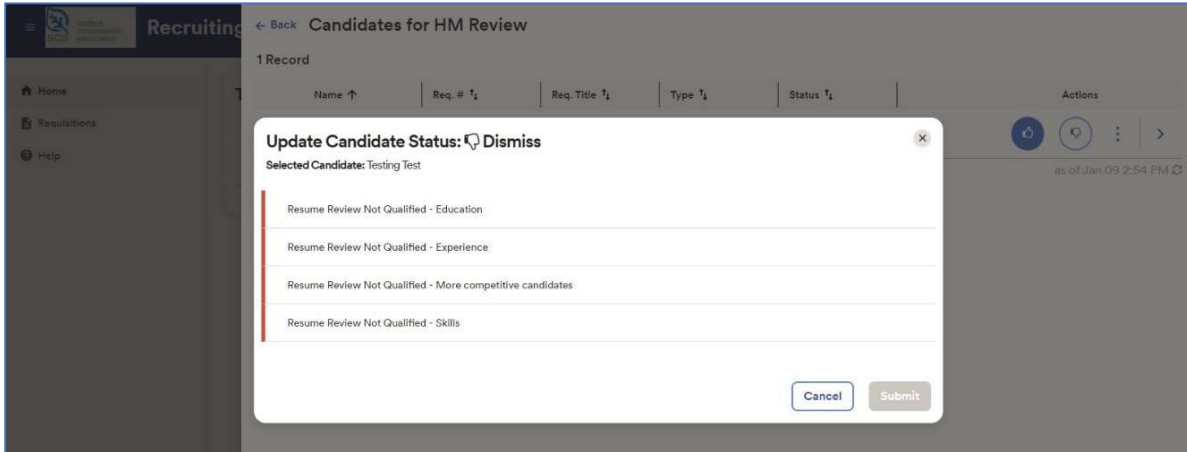
This screenshot shows the 'HM Interview' details page. The 'Interview Details' button in the top right corner is highlighted in yellow. The page displays the same interview information as the previous screenshot: Friday, 04/12/2024 at 2:00 PM (10 min meeting) in US/Eastern time. The participant table is identical, showing Bryan Test (Candidate) with 'Interview Scheduled' status and Laurel Ady (05-PM - Manager Partnership). A 'Phone' button is also visible.

## To Dismiss a Candidate Before the Interview Process

1. Click on the **Candidates for HM Review** notice in the **Tasks** menu. Click the **Thumbs Down** button on the **Candidates for HM Review** page.



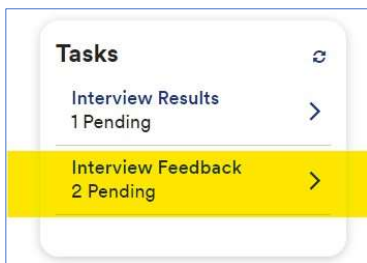
2. This screen will appear. Choose the **reason for dismissal** and click **submit**.



**Important!**  
Once a candidate has been dismissed, they will still show in your candidates list.

## 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. It is recommended that you follow the Tasks list prompts.



2. Click on **the caret to the right** of the person requiring feedback

← Back Interview Feedback							
2 Records							
Name ↑	Req. # ↑	Req. Title ↑	Type ↑	Status ↑	Interview Date ↑	Hiring Manager	
Bryan Test	PO-00800016-MEM	TEST for Elyria, Darren and Brian	External	HM - Interview Scheduled	Apr 12, 2024 1:15 PM	Jenifer Renea Huckabone	>
Bryan Test	PO-00800016-MEM	TEST for Elyria, Darren and Brian	External	HM - Interview Scheduled	Apr 12, 2024 1:30 PM	Jenifer Renea Huckabone	>

3. You will be taken to the **Feedback Form**

**Interview Feedback**

Please fill out the following based on your evaluation of the candidate in the interview.

\*Q1 Educational Background - Does the candidate have the appropriate educational qualifications or training for this position?

\*Q2 Prior Work Experience - Has the candidate acquired similar skills or qualifications through past work experiences?

\*Q3 Technical Qualifications/Experience - Does the candidate have the technical skills necessary for this position?

\*Q4 Verbal Communication - How were the candidate's communication skills during the interview (i.e. body language, answers to questions)?

\*Q5 Candidate Enthusiasm - How much interest did the candidate show in the position and the company?

Q6 Comments

\*Q7 What is your recommendation for the next step?

**Submit**

4. Once you have filled out this form, choose the **recommended action** for this candidate, and **submit**.

- **Move to Offer:** will send an email to SCA. We will send the official offer, and you are welcome to send a verbal offer to the candidate of your choice
- **Schedule a Second Interview:** will create a notice in your Tasks list to schedule another interview
- **Do not Recommend-More competitive candidates:** will dismiss this candidate **permanently**
- **Candidate withdrew:** tells SCA that this candidate left the hiring process

\*Q7 What is your recommendation for the next step?

- Move to Offer
- Schedule a second interview
- Do not Recommend - More competitive candidates
- Candidate withdrew - Opted out

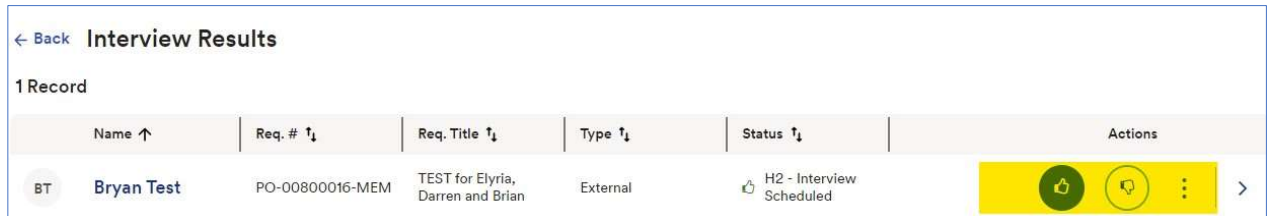
5. There will be a confirmation that the form has been submitted.

## Candidate Selection/Making an Offer

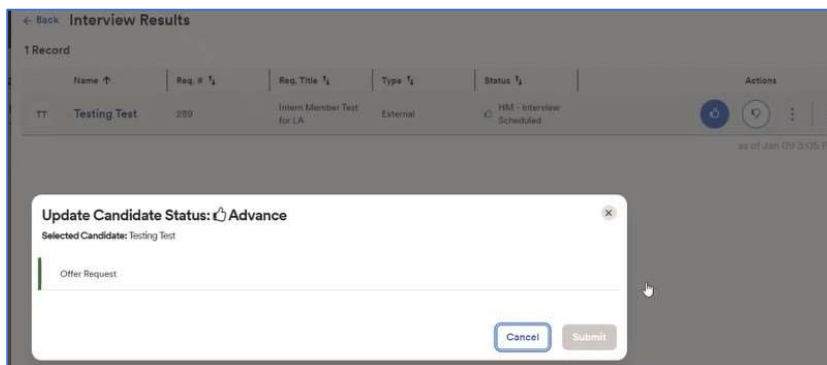
1. After you have interviewed candidates and submitted feedback, there will be an **Interview Results** task in your **Tasks List**.



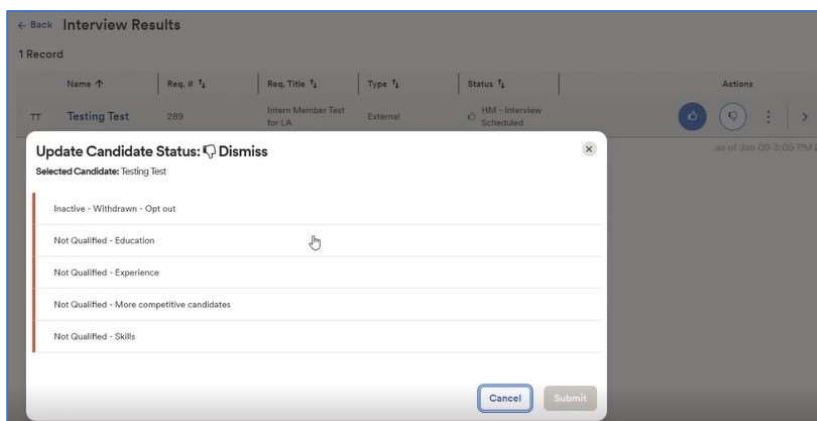
2. You will be taken to the Candidate Slate list and will either click the **Thumbs Up** to select the candidate or the **Thumbs Down** button to dismiss the candidate.



3. If you select the candidate, you will click on **Offer Request** and click **Submit**. Despite a lack of fanfare, your choice has been submitted to SCA—there is no additional pop-up notice. You will be able to see the candidates listed in the **Viewed Candidates** menu on your homepage.



4. If you dismiss the candidate, you will click on the **reason for dismissal** and click **submit**. Pick the reason that best matches your candidate.



5. Your National Program Coordinator (NPC) will make an offer to your candidate of choice.

**Important!**  
There will not be an exceptionally exciting moment when you click *Offer Request* and *Submit*. Apologies. Please do it regardless to alert SCA that you have chosen a candidate.

## 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. The SCA point of contact will notify the recruiter and the NPC, and the NPC will contact your candidate.
3. Once the candidate applies to the requisition, an SCA staff member will advance the candidate to the offer stage.
4. **Notifications:** Once the candidate is in the system, you will receive an email notification on their status. Please note that a government firewall may not allow the notification email to be sent. If you have questions, reach out to your SCA point of contact to confirm candidate status.

## Asking for Additional Candidates

1. Reach out to your National Program Coordinator with your request for more candidates.
2. Please provide as much feedback as possible about why the initial candidates were not a match for your position.

## Candidate Status Key

1. Candidate status will initially show as HM-Review. Once you have completed subsequent steps for the candidates, their status will change appropriately. In ADP RM, you are the Hiring Manager.

Candidate Stage	Candidate Status	Definition	Task
HM - Hiring Manager	HM - Review	Candidate is ready for the Client (Partner ) Role to Review	Candidates for HM Review
	HM - Eligible to Schedule	Candidate is Eligible to Schedule for the Interview by Client (Partner)	Interviews to Schedule
	HM - Interview Scheduled	Interview has been Scheduled by the Client (Partner)	Interview Results

2. The candidate statuses below are activated once SCA staff has been alerted to your candidate of choice. You will be able to see these statuses and **will have no associated tasks**. The Offer Builder/Extender will be the National Program Coordinator, and the HRA is an SCA HR staff member.

Candidate Stage	Candidate Status	Definition	Task	Hiring Team Field Responsible
OF - Offer	OF - Applicant Pool	Decision Maker has requested an Offer be sent to the Candidate	Offer Request	Offer Builder/Extender
	OF - Pending	Offer letter can be built	Offers to Build	
	OF - Pending Approval	Need Approval from the Approver of the Offer	Offer Approval	
	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 Validation Needed	Legal Name Validation (AmeriCorps)	Legal Name Validation (AmeriCorps)	HRA
BG Background	BG - Applicant Pool			
	BG - Applicant Pool -Legal Name Validated	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 - 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 - Hired	HI - Need Start Date			
	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.
- **Delete 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 don’t 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 these steps resolve the issue,** please reach out to our ADP support team via [ADPHelp@thesca.org](mailto: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](mailto:agency-help@thesca.org) with:
  - Contact information
  - Desired time frame of intern/program
  - Location of work
- **Existing partners should email their SCA point of contact**
- A member of the Partnership Team will follow up in 1-2 business days