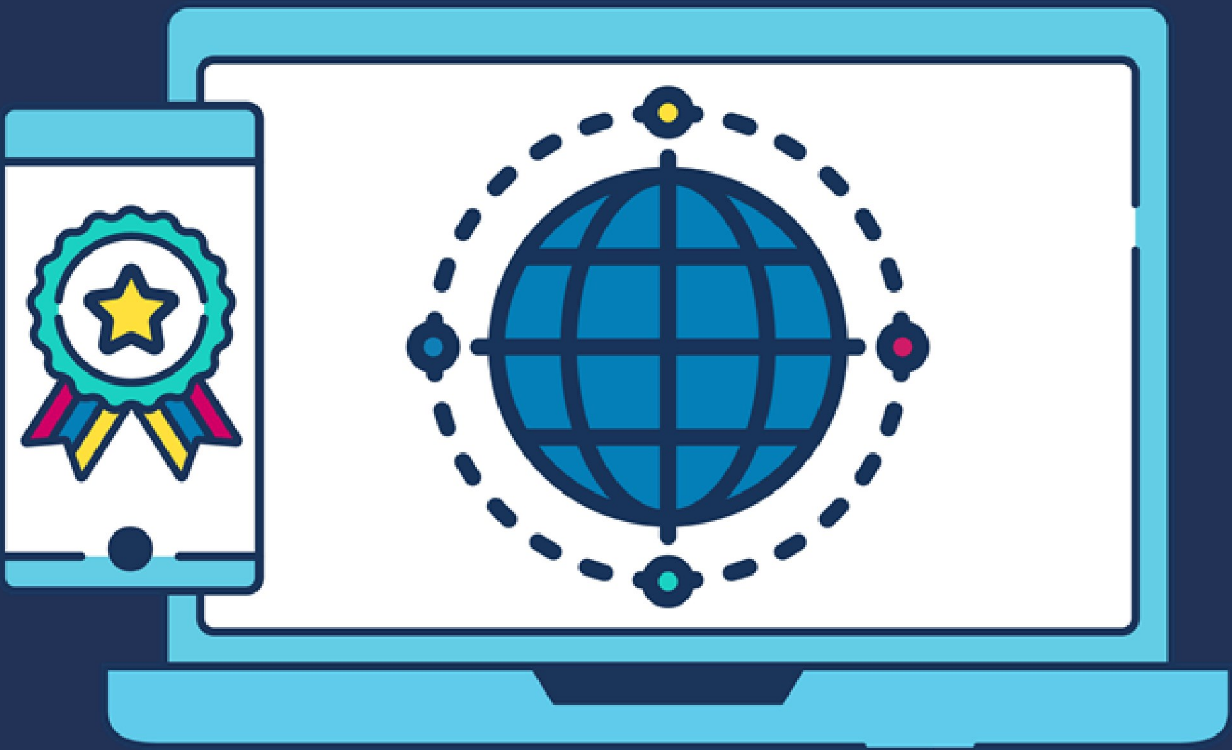
Recruit Pack - Screeners Guide

21 September 2021



COMMERCIAL STATEMENT

HELPDESK & SUPPORT

For help and support, please contact TEAM Software Technical Support:

- **Opening hours:** 8am -5pm Monday - Friday (excluding weekends and public holidays)
- **Contact telephone number:** 0370 626 0400 (then press option 1)
- **Email:** support@innovise.com

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INTRODUCTION

The Recruit Pack, gives you the ability to enter and screen Candidates. This Recruit Pack guide talks you through how the highly sophisticated system works along with how to use it.

The software minimises the amount of time an operator spends screening a candidate. The candidate may be going through the screening process for one month whilst referees are requested to respond, but the actual time it takes an operator to complete a candidate' screening is usually less than four hours. Pass tracks progress, stores relevant documents / evidence and automates key tasks such as generating reference requests and requesting verification from sources such as credit agencies.

Key tasks can be scheduled or given deadlines. This ensures the screening process is carried out as efficiently as possible. Meanwhile, Pass monitors key performance indicators helping to ensure targets are met.

This guide specifically looks at the Recruit Pack. It focuses on those features available to a Screener when they log on to the Recruit Pack. It is not a technical guide for those installing the Recruit Pack. The guide covers the following areas:

- An overview of the Recruit Pack
- Logging into the system
- Navigation around the system
- Entering details about a new candidate
- Retrieving information about an existing candidate
- Converting an applicant into a candidate
- Sending standard reference documents
- Creating new reference documents
- Reference chasing
- Storing reference documents
- Using the pictorial history chart
- Completing a candidate file on screen
- Printing off documentation

Please Note: This guide does not include information about the Recruit Pack online application form and information collection system. This is covered in it's own guide.

Please Note 2: The screen shots used to illustrate the Recruit Pack in this guide are generic, as too are the screening processes. These are likely to be different in your organisation (tailored to your needs), however, the underlying principles of how to use the Recruit Pack will be the same.

RECRUIT PACK COMPONENTS

The Recruit Pack comprises several components. These can be tailored and combined to meet the needs of any business. Most configuration is carried out by Super Users. The Recruit Pack is made up of:

- Candidates / Applicants
- Screening Types
- References

Candidates / Applicants

Candidates are the people who are being screened, each candidate has a candidate record to store information and documentation. Applicants are people who have entered their details for screening via the Internet. Applicants are converted to Candidates to start the screening process.

Screening Types

A screening type comprises a list of references along with other rules and requirements to be completed. These enable an individual to move from being an applicant through to a candidate to being employed. Examples may include maiden name, address history, TUPE information, work contracts etc. for a given period of time. The list of references, rules and requirements are tailored according to the screening type. Candidates are assigned a screening type, which will define what references need to be completed, how they need to be completed/evidenced and for what time period.

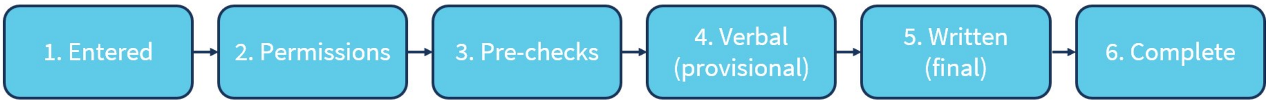
References

References are the checks and references carried out to screen a candidate, i.e. identity checks, credit checks, character references, employment references. Each reference type is tailored according to what is required. Others will need to be tailored to cover a particular time period. Most reference types such as employment history and personal history are time-based. Others are not time-based, such as proof of ID / right to work. Some reference types, may require certain documents as evidence.

THE RECRUIT PACK WORKFLOW

The Recruit Pack's workflow is divided into six distinct parts. This can, however, be reduced by removing stages. Stages can be renamed according to the requirements of the screening standard. Each reference type can be assigned to a stage as part of the screening type forcing that reference to be completed before the candidate moves on to the next stage. Through these stages, the user can track the progress of a candidate. Although the stages can be completely customised, the below details a common setup

The Six Sequential Recruitment Pack Stages



1. **Entered**

   The first stage of the workflow is to enter the candidate's details (or if the candidate has applied through PDC convert the applicant to a candidate) and create the candidate record. Whilst the candidate's details are being entered, and the record is being created, they are shown as being in the Entered stage

2. **Permissions**

   When the candidate record is created it moves from the Entered stage to the Permission stage. This stage indicates that the candidate's permission to be screened has not yet been recorded

3. **Pre-checks**

   These usually comprise more basic checks i.e. proof of ID or address, right to work etc. They may need to be completed to confirm details required for more in-depth checks i.e. credit checks, criminal record checks etc.

4. **Verbal (Provisional)**

   In some screening standards, a verbal (or provisional) stage is defined. The candidate may have signed a letter of authority for screening to take place on their behalf. Upon completion of this stage, often candidates will be allowed to provisionally start work, whilst detailed screening is completed. Under these circumstances, an Employee record will be made for them in Timegate. The verbal stage often includes the verbal confirmation of references

5. **Written (Final)**

   This usually indicates that written references are being requested, tracked and recorded but other more detailed reference types may be included

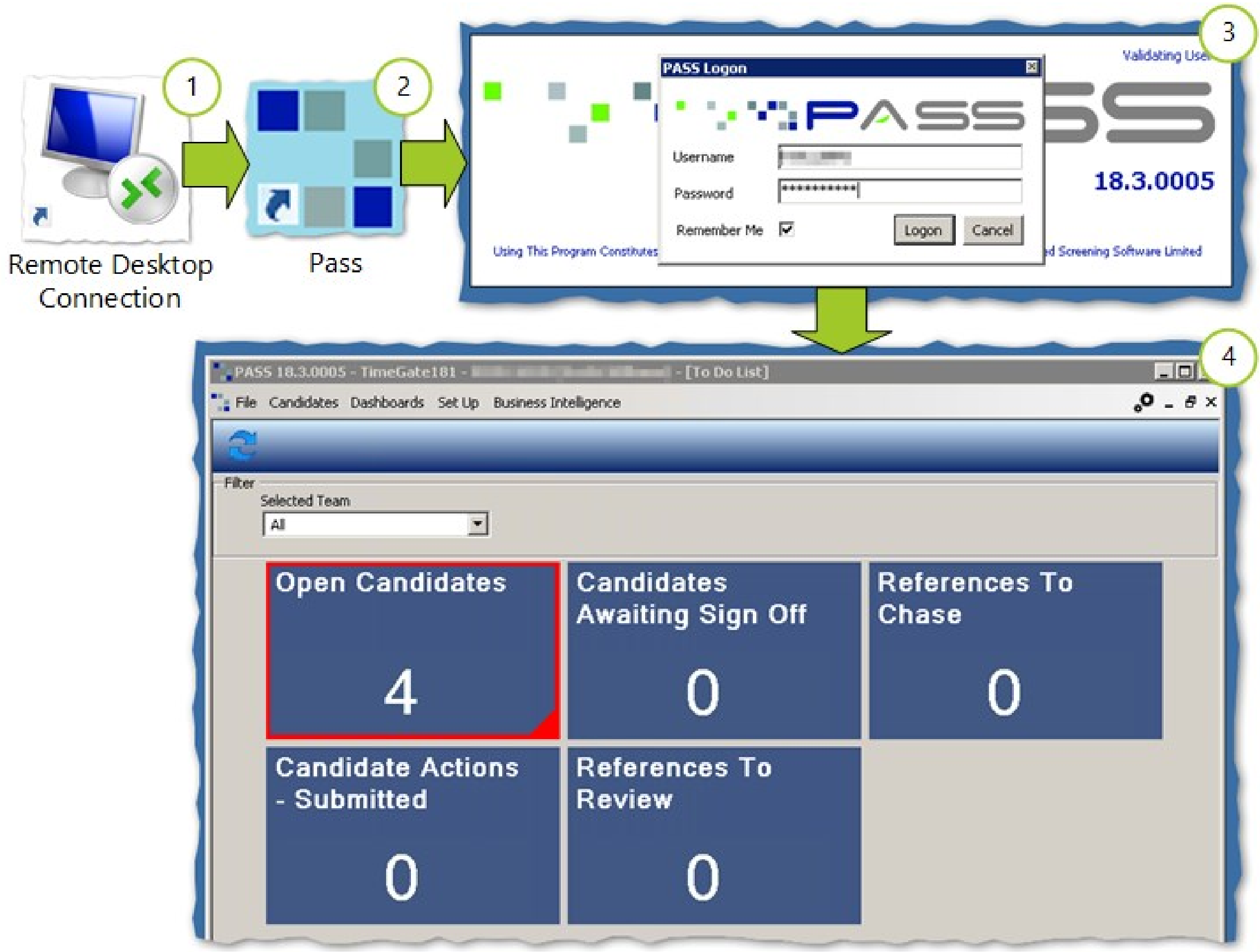
6. **Complete**

   Upon satisfactory completion of all of the required references for a candidate, the record will move into the Complete stage. This indicates all references are complete and the record is being checked, in advance of sign off.

LOGGING ON & NAVIGATION

How do I logon?

To logon to Timegate Recruit, follow these steps:

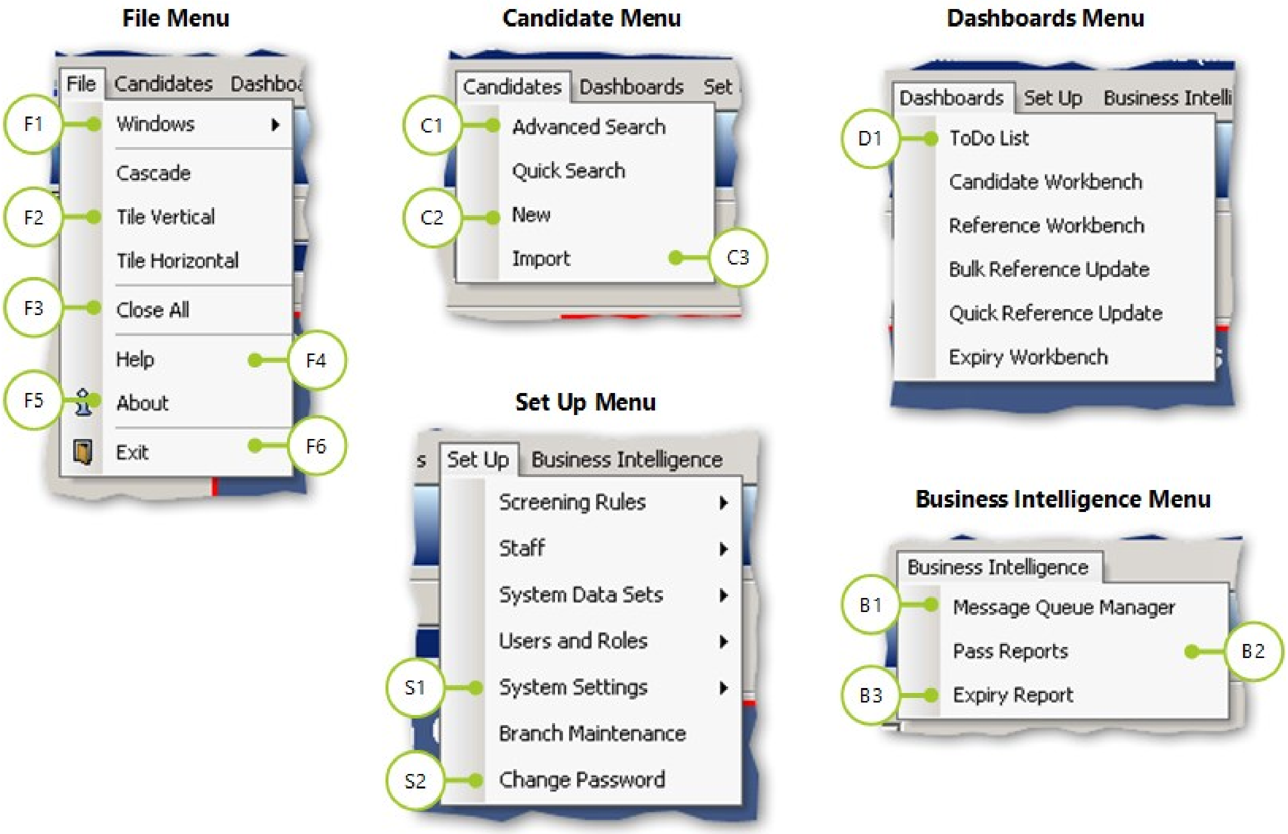


1. It is likely that you will be accessing Timegate Recruit using a shared, centralised computer. Therefore, you will need to log on via a remote desktop connection. Select **Remote Desktop Connection** from your computer as shown above. When prompted enter your remote server address, user ID and password. If you do not have this information, speak to your administrator who will provide it to you. If Timegate Recruit is installed on your computer, ignore this step, and move to Step 2
2. Select your instance of Timegate Recruit
3. Enter your **Username** and **Password**. Select, if you would like your details remembered. Select **Logon**
4. The Timegate Recruit workspace should load in to the **To Do** list view. If this is the first time that you are using the system, this will not happen. You will need to configure it so that it shows this view. Configuration takes place by selecting the **Settings Cog** on the sceen

Please Note: Timegate Recruit may be labelled Pass or PASS

How do I navigate the Recruit Pack using the menus?

The Recruit Pack works in the same familiar way as other Microsoft Windows based applications. Different windows will be displayed within the workspace depending upon the options selected from the menus. The following diagrams show each of the menus and details their functionality

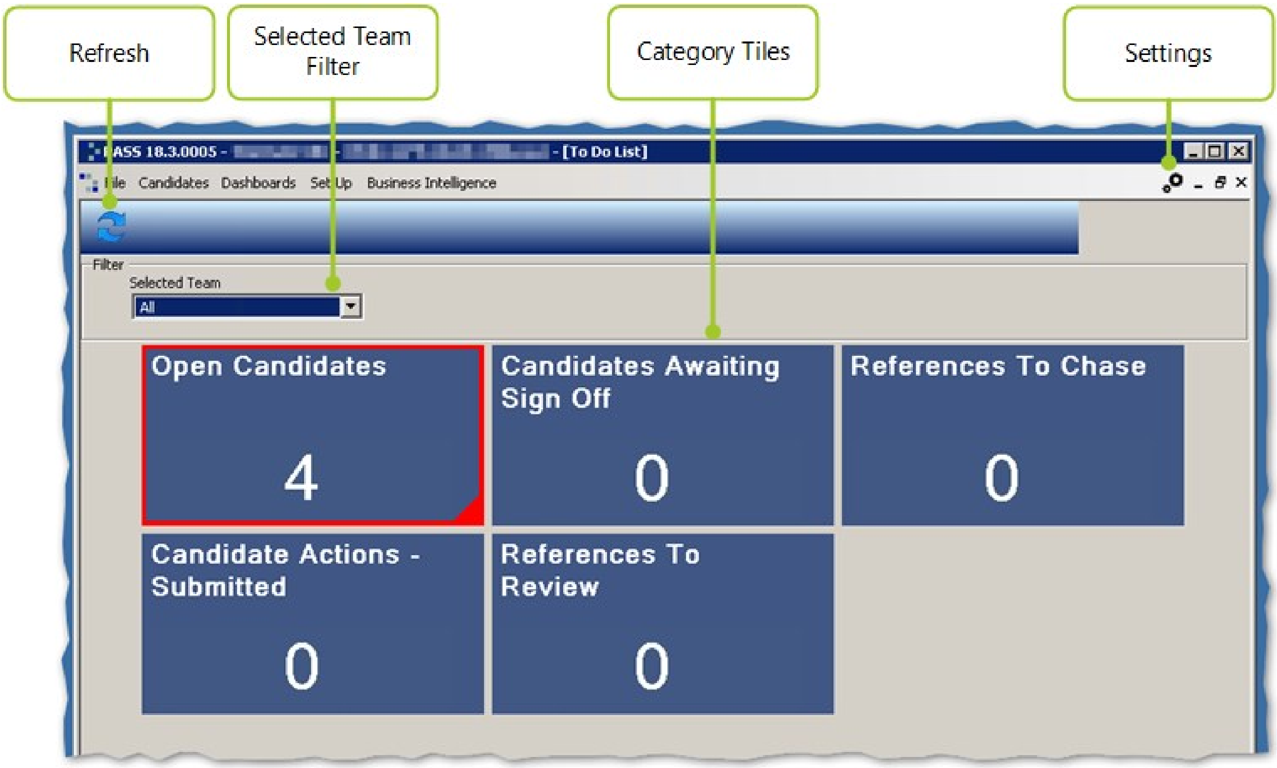


Ref	Action	Ref	Action
F1	Allows user to switch between open windows in Pass	**D1**	Open the Recruit Pack dashboard
F2	Controls how windows are displayed	**S1**	System Settings (only available to Super Users)
F3	Closes all windows	**S2**	Select to change Password
F4	Displays help menu	**B1**	Opens the Message Queue Manager
F5	Displays version, license and support information	**B2**	Opens the Pass Reports
F6	Exits the application	**B3**	Opens the Expiry Reports
C1	Search for candidate		
C2	Create new candidate		

C3	Import candidate information		

TO DO LIST

Giving users an overview of their current workload, the To Do List loads automatically by default, upon opening Pass. It can also be accessed through the Dashboards menu:



Using the To Do List

The **To Do List** can be configured to show the **Categories** in a tile layout or as a list. Each tile shows the category and a number which represents the total number of items that fall into that category. You can configure the tiles to be highlighted if the number of items reaches a defined threshold value (shown in red). Select **Refresh** to ensure that the values are the latest. Select a tile to open the associated workbench - appropriately filtered to show the items described on the tile.

Selected Team Filter

The **Selected Team Filter** alters the To Do List to show only the items for each category, assigned to the selected team. The default team can be configured in the settings. Other teams can be selected using the filter.

To Do List Categories

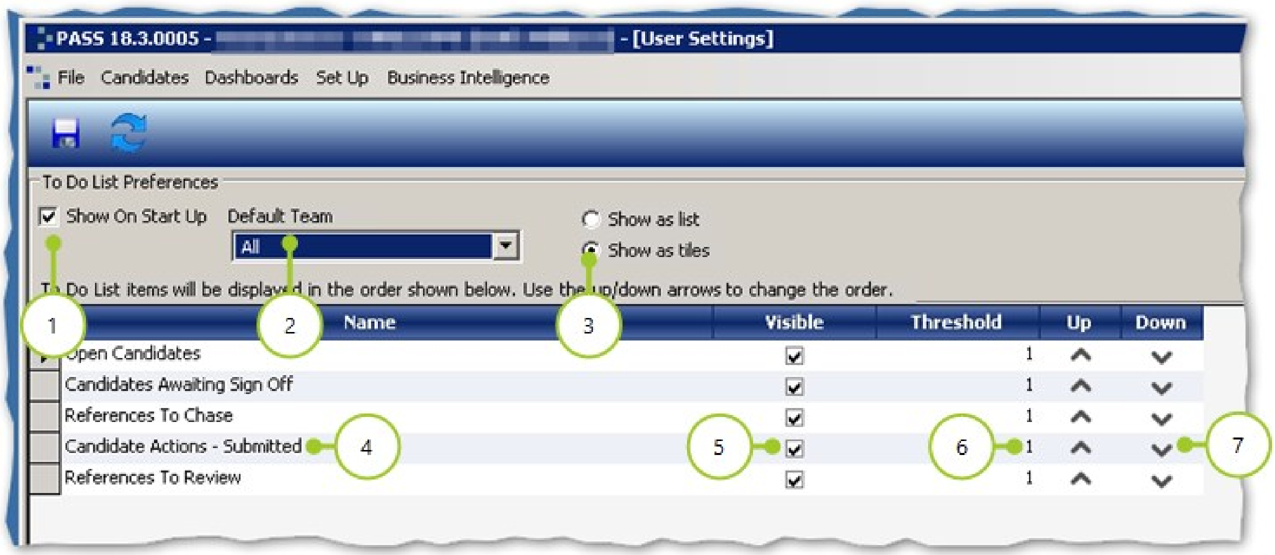
All To Do List Categories can be displayed or hidden from the settings page. Available to every user they comprise:

- **Open Candidates** - all candidates whose status is not one of: **Complete, Cancelled, Time Failed** or **References Failed**
- **Candidates Awaiting Sign Off** - all candidates whose status is **Awaiting SO** (all those candidates and references awaiting signing off)
- **References to Chase** - all references that are due to be chased

- **Candidate Actions** - all references and other actions that are still being waited for i.e. outstanding requests for references and other information
- **References to Review** - all references with a status **Requires Review** (those that have been returned back from references that need checking).

How do I configure the To Do List?

Select the **Settings Cog** to configure the To Do List:



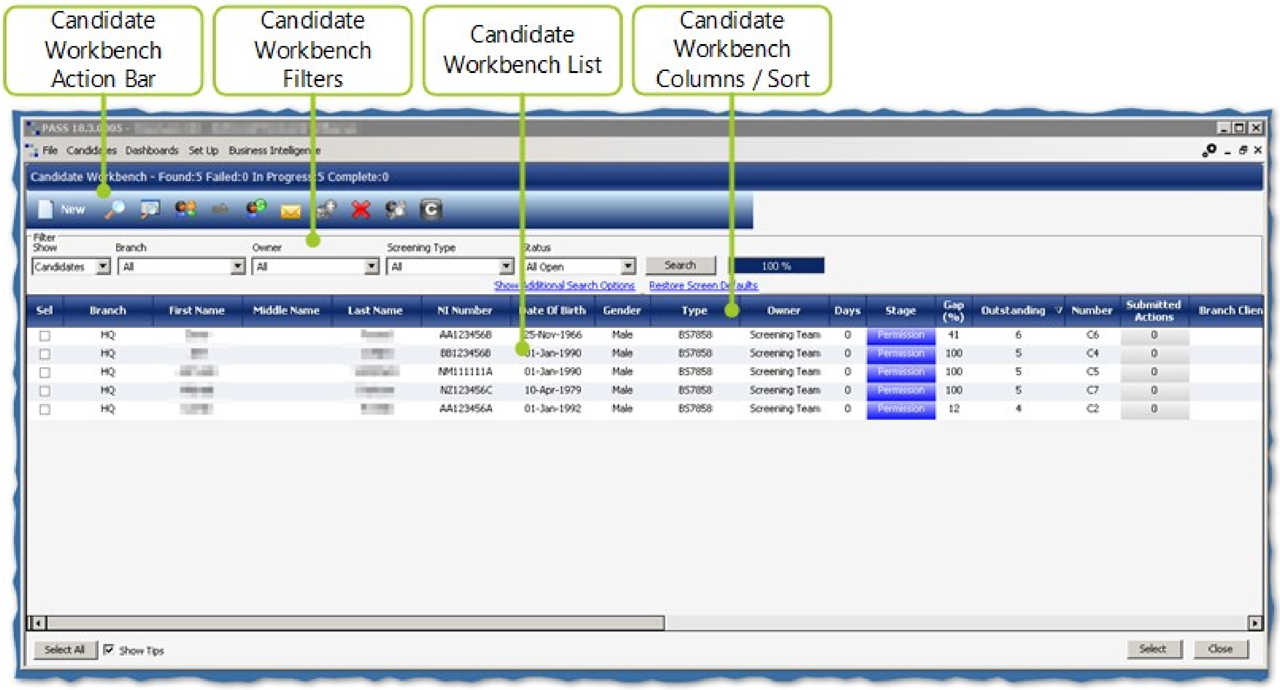
1. Select **Show on Start Up** to display the To Do List when Pass starts
2. Select the **Default Team** that the To Do List will be filtered by (only user assigned teams displayed)
3. Select whether to show the To Do List as tiles or a list
4. The various tiles / items in the To Do List
5. Select if the tiles / items in Step 4 are to be **Visible**. Deselect if they are not going to be shown
6. Enter a numeric value, that once reach will result in the category tile will be highlighted in red
7. Select **Up** or **Down** to alter the position of the tile in terms of priority e.g. the top item will be displayed at the top-left of the screen; the bottom item on the list will be displayed at the right-hand side of the bottom row

Once configured, select **Save** (disc icon)

CANDIDATES

How do I use the Candidate Workbench?

The Candidate Workbench shows selected information about Candidates. These are selected based upon user configured filters. Searching for, monitoring and opening records for individual or groups of Candidates is undertaken from this screen. The screen comprises an action bar, Filters and a Candidate List (made up of several columns that can be sorted, shown and hidden):



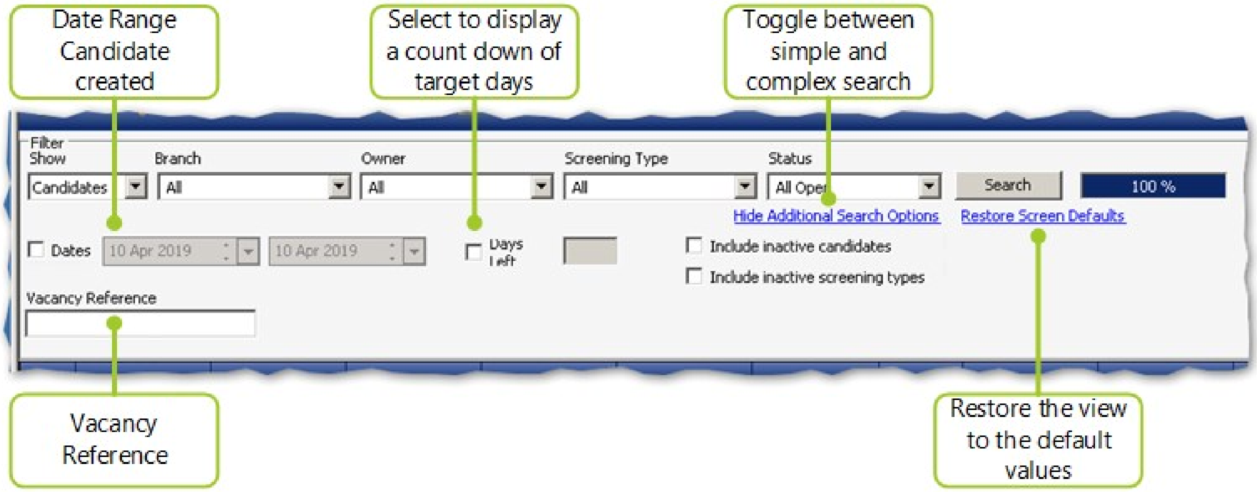
Candidate Workbench Action Bar

The Candidate Workbench Actions Bar provides you with a variety of actions that can be completed upon selected **Candidate Records**. Select **Sel** to select an individual **Candidate Record**. Alternatively select **Select All** to select all **Candidate Records**. Once selected, choose the action you wish to undertake from the Action Bar. The top of the Action Bar comprises a summary status of the candidate selected:

Please Note: In annotations, Candidates refers to one or more selected Candidates

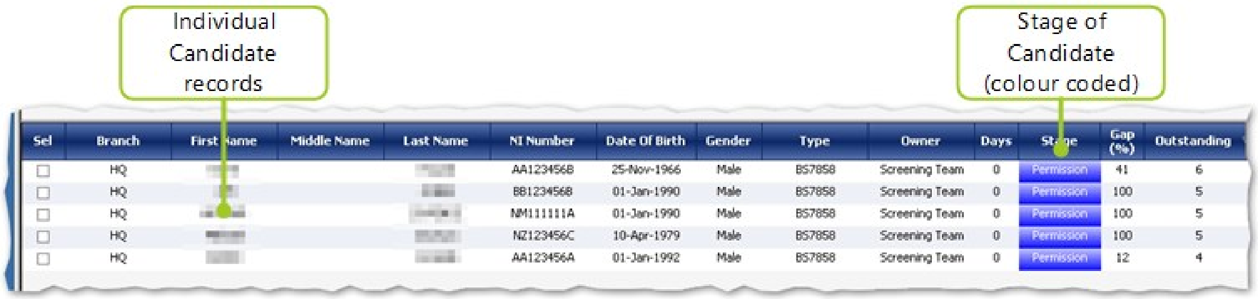
Candidate Workbench Filters

The Candidate Workbench Filters enable you to search for and select Candidates according to the selected criteria. Select **Show Additional Search Options** to display further filters to apply to the list of Candidates. Your last filter configuration will be saved, whilst you are logged on (logging off will reset the filters to their default state). The Candidate Workbench will remain filtered as selected, even if the Candidate Workbench or Pass is closed. The filters can be reset by selecting **Restore Defaults** in the additional search options menu. The screenshot below shows the various filter options:



Candidate Workbench List

This part of the screen displays a list of Candidates, which match the criteria selected in the Candidate Workbench Filter:



For ease of finding candidates based on their Stage, they are colour coded as follows:

- Dark Blue - The reference has not yet been started
- Light Blue - The reference is in progress, on hold or provisional/verbal confirmation has been received
- Green - The reference has been accepted by a user
- Yellow - The reference has been conditionally accepted by a user
- Orange - The reference requires action by the user
- Pink - The reference has not yet been accepted
- Red - The user has failed the reference

From this screen, candidates can be selected using one of the following methods:

- Select a Candidate Record to open it
- Select **Sel** for the required Candidate(s) and select **Select** to open the records
- Select **Select All** followed by **Select** to open the records

Selected Candidate Records can then be actioned, using the choices in the Workbench Action Bar.

Candidate Workbench List - Columns Displayed

You can change the columns in the Candidate Workbench List to meet with your needs as follows:

- Select, using the right-hand mouse button any **Column Heading**
- Select **Configure Fields**
- Select the **Columns** that you would like to see by selecting **Visible** next to their name
- Once you have selected the **Columns** that you wish to see, select **OK** (otherwise select **Cancel** to go back without saving your changes)

Candidate Workbench List - Column Order

To change the order of columns, you can simply drag-and-drop a **Column Heading** on the screen from one place to another. This enables you to see the information you wish to see on your screen without having to scroll across.

Candidate Workbench List - Column Sorting

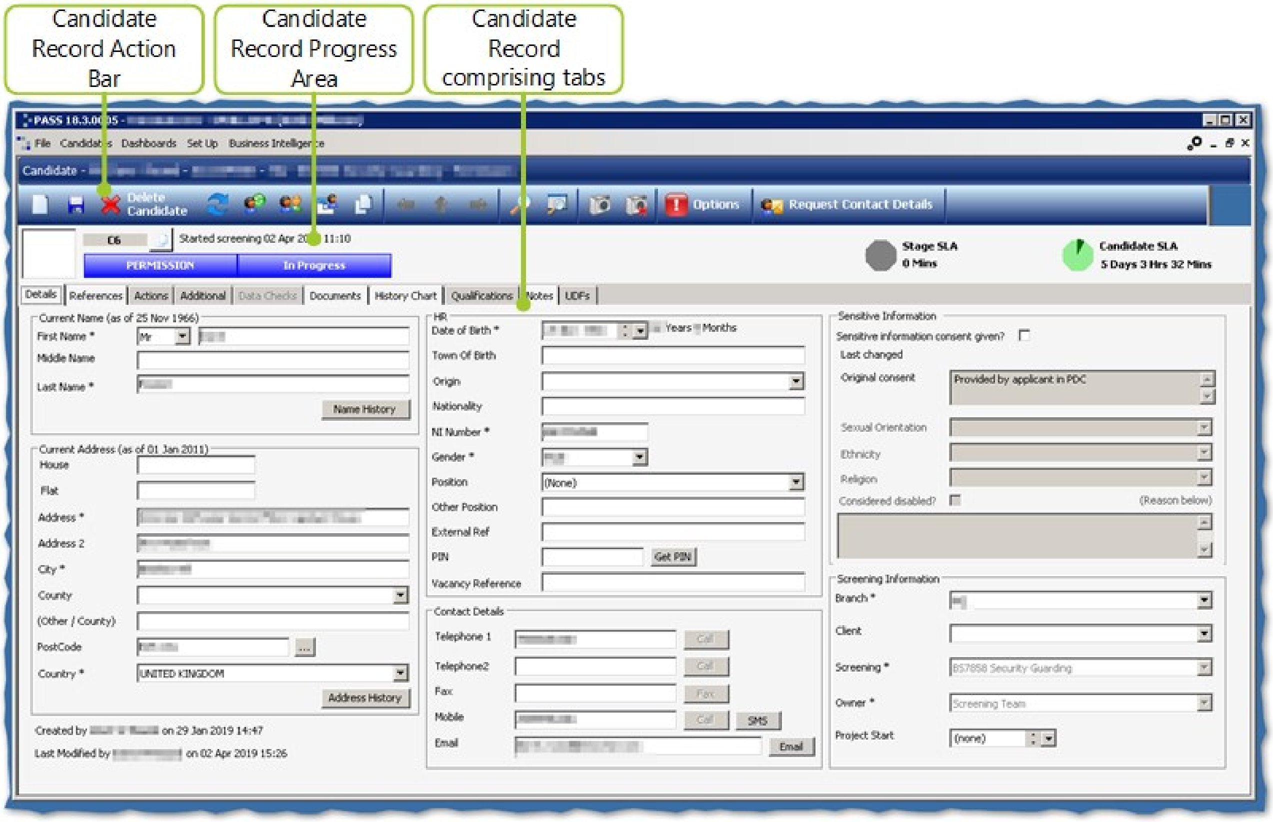
The order that Candidate records is displayed can be sorted, by each of the columns in the Candidate Workbench List.

To do this:

- Select the **Column Heading** that you wish to sort the Candidate records by
- An **Up** or **Down arrow** appears in the column header to signify that the Candidate records are now sorted in **Ascending** or **Descending** order

What does a Candidate Record contain?

The Candidate Record stores the details and documents for an individual. It is also used for tracking progress of the Candidate through the screening process. The screen comprises an action bar, candidate record progress area, candidate record (comprising multiple, separate tabs):

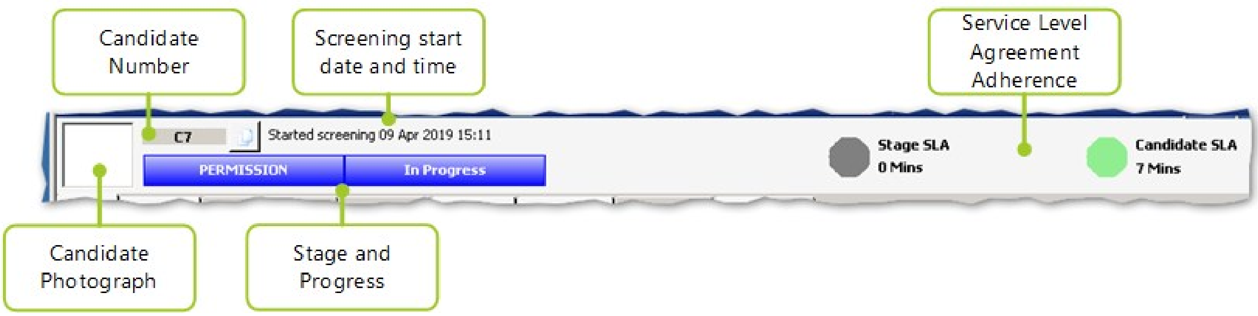


Candidate Record Action Bar

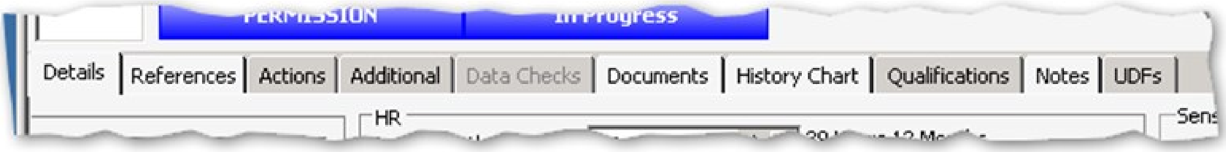
All actions relating to the Candidate Record are undertaken by selecting buttons on this bar. Additionally, the top of the Action Bar comprises a summary of the Record including the Candidate's Name, National Insurance Number, Branch or Client, Screening Type and Phase:

Candidate Record Progress Area

From this part of the screen, you are able to see a summary of the Candidate's progress through the system:



Candidate Record Tabs



The candidate record comprises multiple tabs which together hold all details of the Candidate's application. The contents of the tabs are as follows:

- **Details** - Candidate's personal and contact details as well as the screening information e.g. **Branch, Screening Type, Current Owner** etc.
- **References** - Lists the references to be completed for the Candidate and tracks the progress of each
- **Actions** - Lists references where candidate actions can be sent for
- **Additional** - Extra information about the Candidate e.g. Next of Kin, billing information
- **Data Checks** - Gives access to automated checks e.g. ID Check, Credit Check. This also allows you to do additional checks for an employee
- **Documents** - Shows all of the documents that have been saved to the Candidate Record
- **History Chart** - Shows the graphical **History Chart** which gives an "at a glance" view of reference coverage in verbal and written stages
- **Qualifications** - Allows information about the Candidates **Qualifications** to be stored
- **Notes** - Allows the user to view, save and send **Notes** about the Candidate Record. Also enables the user to view any system created notes (that have been recorded for audit compliance)
- **UDFs** - Contains additional vacancy data that have been defined specifically for your company (if applicable)

How do I create a New Candidate Record?

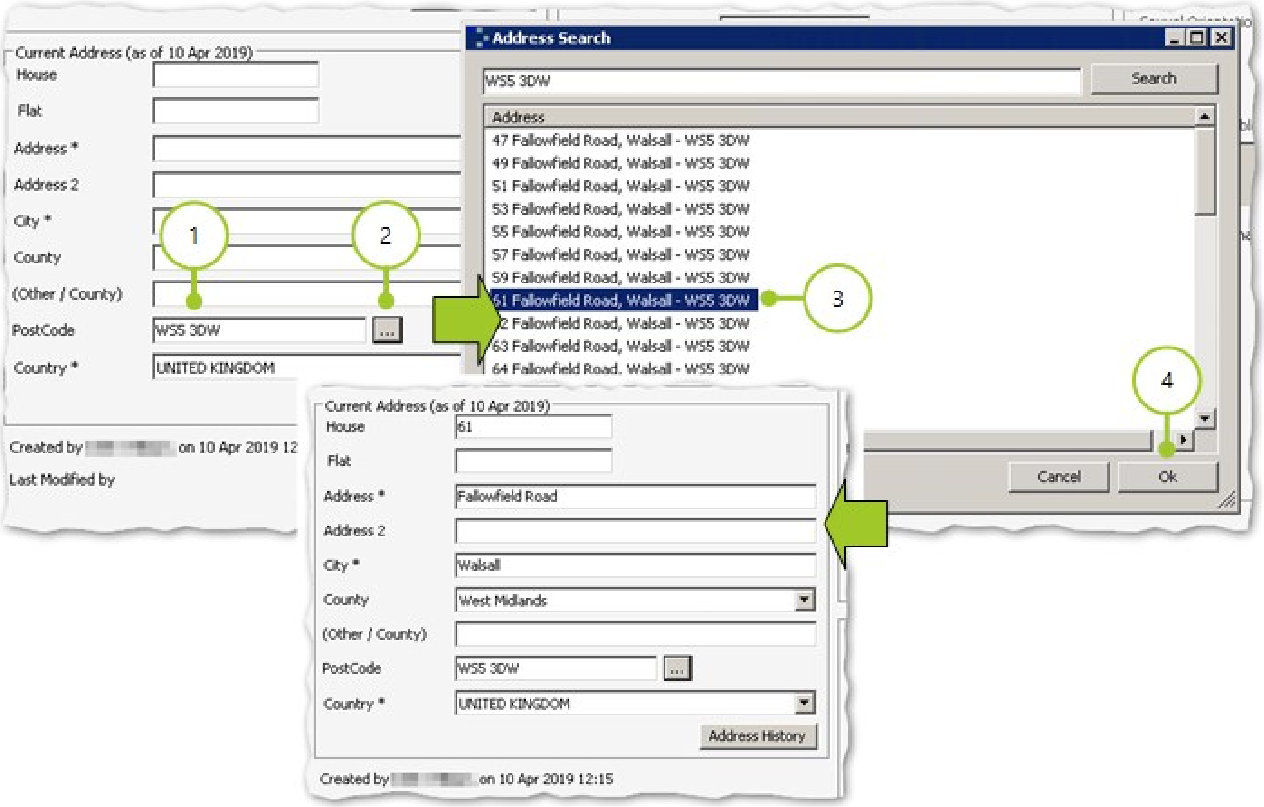
- Candidates can be created by either:
  - Selecting **Candidates** and then **New** from the main menu
  - Selecting the **New Candidate** icon in the Candidate Workbench
  - Selecting the **New Candidate** icon in a Candidate Record
  - Select **New** when searching for a Candidate
- A new **Candidate Record** will be loaded on screen. Complete the details tab and then the remaining tabs shown above, ensuring all mandatory fields are completed. These are shown with an asterisk (*) on screen.

  As necessary select **Name History** to include any details of previous names.

  The **Sensitive information consent given?** is key from a GDPR perspective - ensure you have consent before capturing sensitive information.
- On completion (when as a minimum, all mandatory fields have been completed), select **Save**

Can I use a Postcode to search for a Candidate address?

If you have subscribed to this feature, you will be able to save time when completing address information:



1. Enter a valid UK Postcode into **PostCode** (you can enter a partial UK Postcode here)
2. Select **[...]**
3. Select an address from the **Address Search** window
4. Select **OK**

How do I convert a PDC Applicant into a Pass Candidate?

Applicants are people who have entered their details for screening using Pass' sister application PDC. When an application is approved by a hiring manager within PDC, the details and documents for the applicant are imported into Pass. To begin the screening process the Applicant needs to be converted to a Candidate.

Some systems will automatically convert Applicants into Candidates. The Applicants will appear for a few minues before Pass converts them automatically into Candidates.

Most systems, however, do not do this automatically. The user has to convert Applicants to Candidates manually. To do this:

1. Open the **Candidate Workbench**
2. Select **Applicants** from **Filter Show**
3. Select the Applicant(s) to be converted
4. Select **Convert to Candidate** (the blue right facing arrow)

5. At this point, the Candidate Record is opened. Check all details are correct. Also check to see that all required fields have been entered
6. Select **Save**

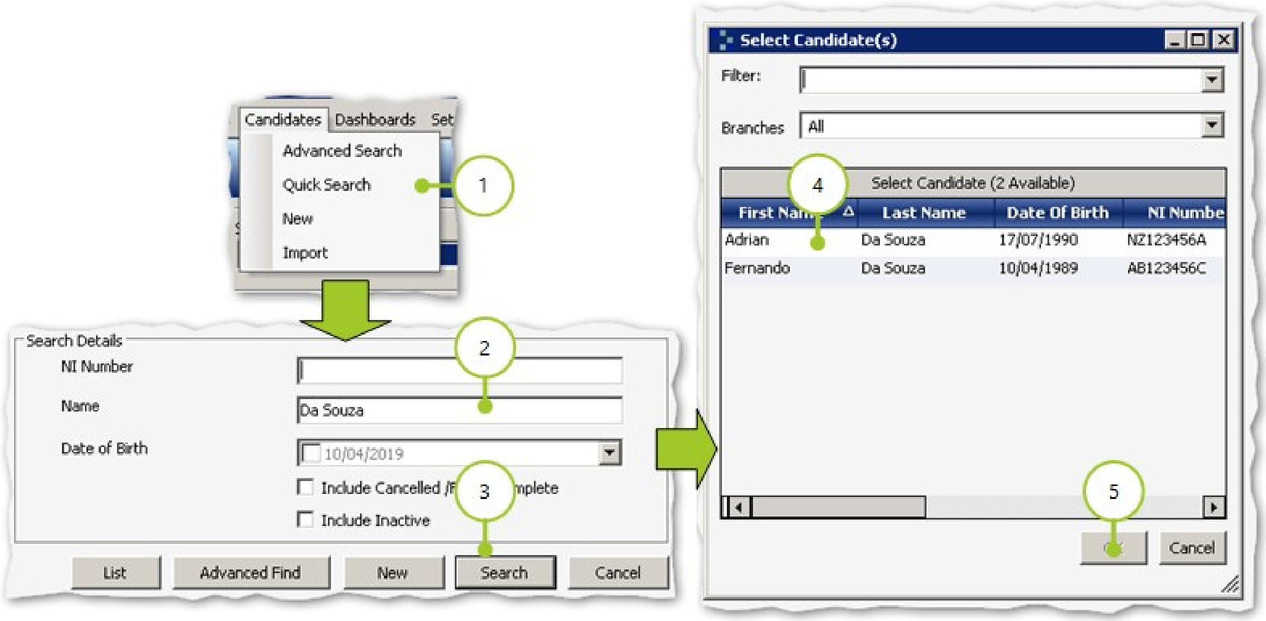
How can I search for a Candidate?

There are three ways that you can search for a Candidate:

- By filtering the **Candidate Workbench** and selecting the required Candidate (this has been covered above)
- By using **Quick Search**
- By using **Advanced Search**

Quick Search

Follow these steps to do a Quick Search:



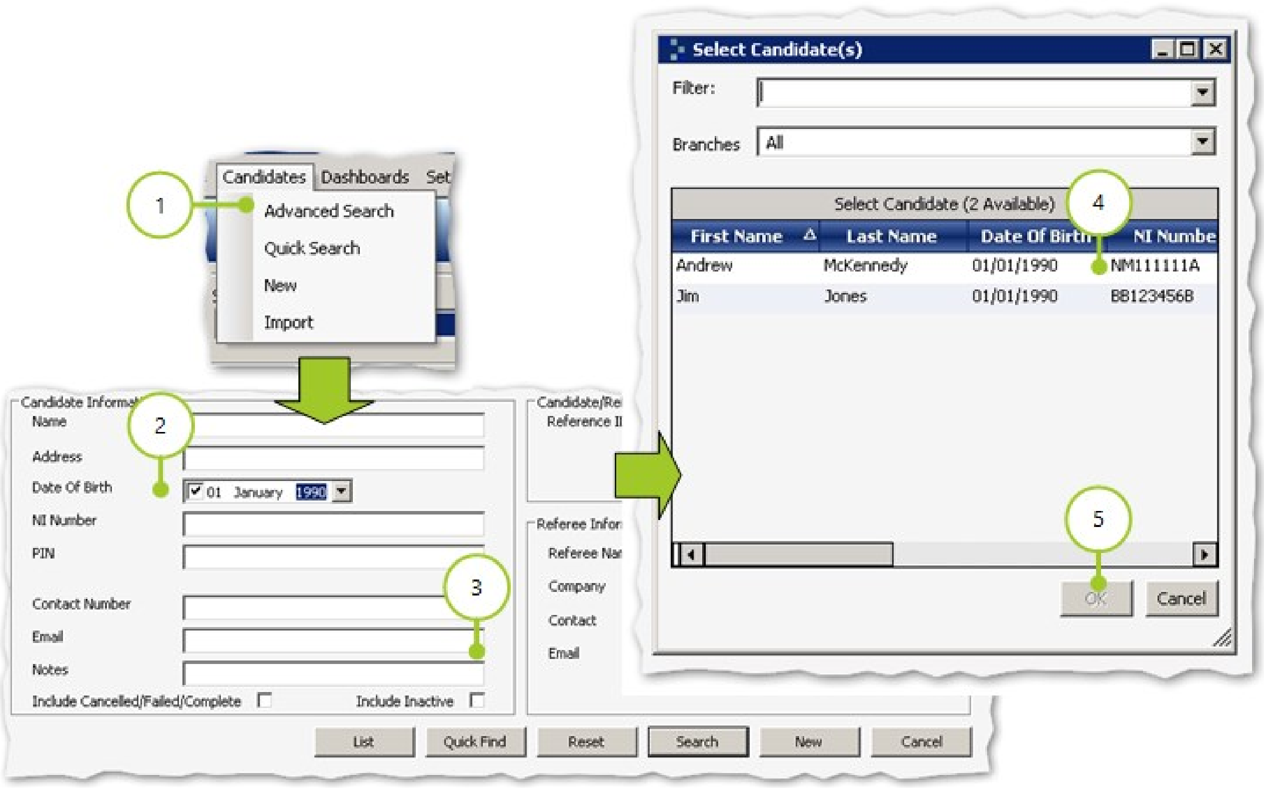
1. Select **Candidate** from the main menu, then select **Quick Search**
2. Enter your Search Details e.g. in this example, the name "Da Souza" has been entered. You may wish to select **Include Cancelled / Failed / Complete** and / or **Include Inactive** too, so that you are not just searching **Active Candidates**
3. Select **Search**
4. If a single Candidate Record matching the search details is found the Candidate Record is opened. If multiple Candidate Records are found matching the search details, a **Select Candidate(s)** dialogue box is displayed. From the results, select the **Candidate Record**.If the list of candidates is long, it can be further filtered by **First Name** by entering it into the **Filter box,** or by **Branch / Client** from the **Branches** drop-down box
5. Select **OK** to view the **Candidate Record**

When searching, if no result is returned, the **Candidate Not Found!** dialogue box is displayed:

- Select **New** to add a new Candidate Record
- Select **List** to show all Candidates
- Select **Quick Find** to do a new **Quick Search**
- Select **Advanced Find** to do an **Advanced Search**
- Select **Cancel** to cancel the search

Advanced Search

Follow these steps to do an Advanced Search:



1. Select **Candidate** from the main menu, then select **Advanced**
2. Enter your search criteria e.g. in this example, the Date of Birth of 01 January 1990 has been entered. If you wish to cancel your search values and start again, select **Reset**
3. Select **Search**
4. If a single Candidate Record matching the search details is found the Candidate Record is opened. If multiple Candidate Records are found matching the search details, a **Select Candidate(s)** dialogue box is

displayed. From the results, select the Candidate Record. If the list of candidates is long, it can be further filtered by **First Name** by entering it into the **Filter box**, or by **Branch / Client** from the **Branches** drop-down box. The search will always search against the first column. You can drag and drop the columns to change the sort order based on the criteria os your choice

5. Select **OK** to view the Candidate Record

When searching, if no result is returned, the **Candidate Not Found!** dialogue box is displayed:

- Select **New** to add a new Candidate Record
- Select **List** to show all Candidates
- Select **Quick Find** to do a new **Quick Search**
- Select **Advanced Find** to do an **Advanced Search**
- Select **Cancel** to cancel

How do I delegate a Candidate to a different team?

From time to time it may be necessary to delegate a Candidate to a different team. e.g. if there are four teams and one team becomes inundated with work, a Candidate has to be handed off to another team to more fairly distribute the work load. A Candidate can be delegated from either the Candidate Record or the Candidate Workbench.

Please Note: The Recruit Pack needs a very specific screening type configuration to make this work. If it has not been configured correctly, the stage owner processing kicks in and replaces whoever you manually selected with the automatically selected owner.

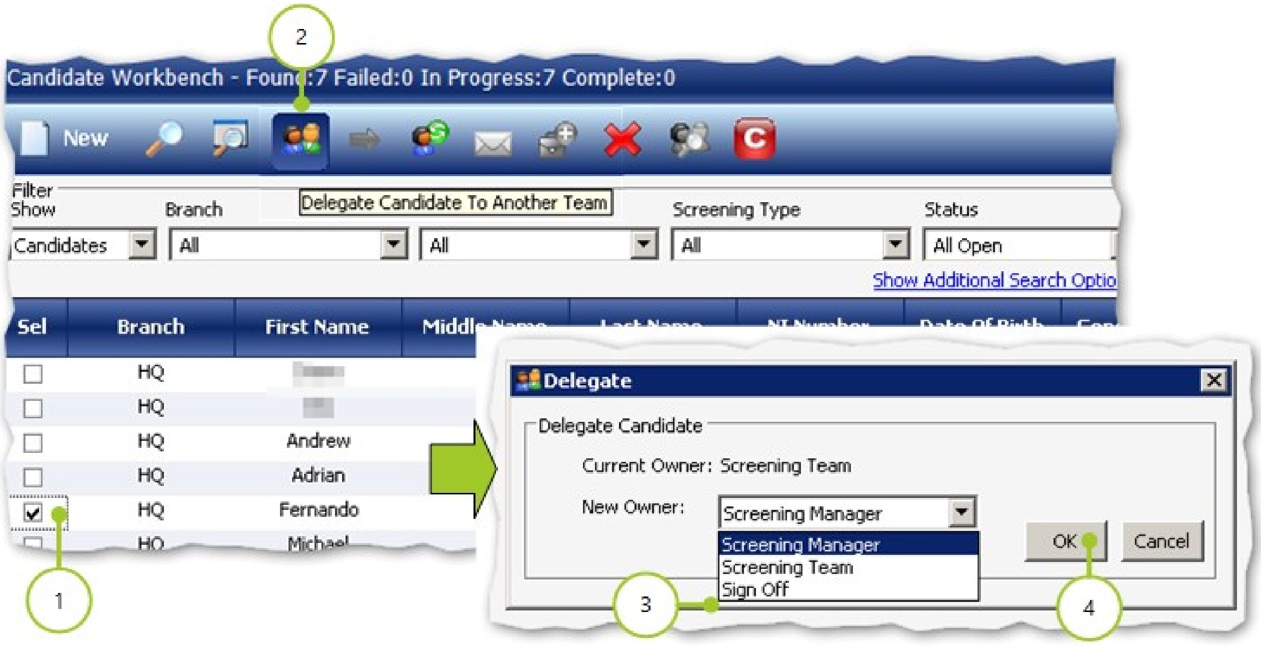
Delegate from the Candidate Record

From within the Candidate Record that you wish to delegate:

1. Select **Delegate Candidate** from the Action Bar
2. From the Delegate screen, select the **New Owner**
3. Select **OK**

Delegate from the Candidate Workbench

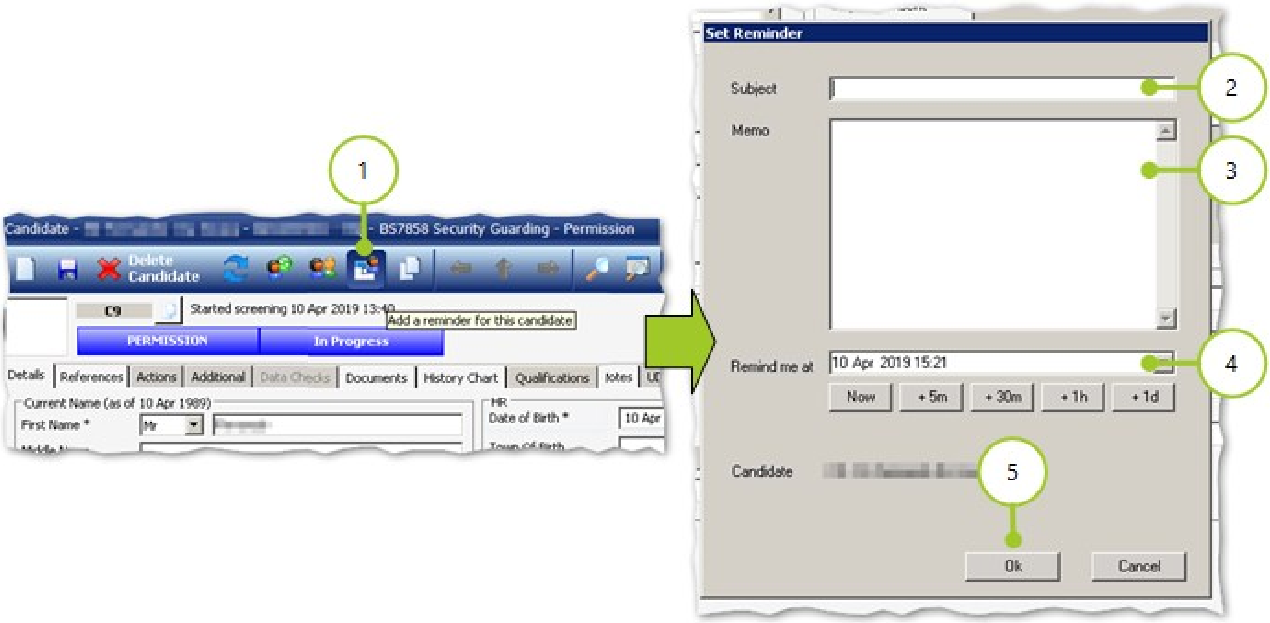
From within the Candidate Workbench:



1. Select the Candidate that you wish to Delegate, by selecting **SEL**
2. Select **Delegate Candidate** from the Action Bar
3. From the Delegate screen, select the **New Owner**
4. Select **OK**

How do I add a reminder for a Candidate Record?

From within the Candidate Record:



1. Select **Add Reminder** from the Action Bar, to open the **Set Reminder** screen
2. Enter a **Subject** for the reminder
3. Enter a **Memo**
4. Enter a reminder time and date using the **Remind me at** field (note the various snooze options - use these buttons to automatically complete the **Remind me at** field)
5. Select **OK** to confirm

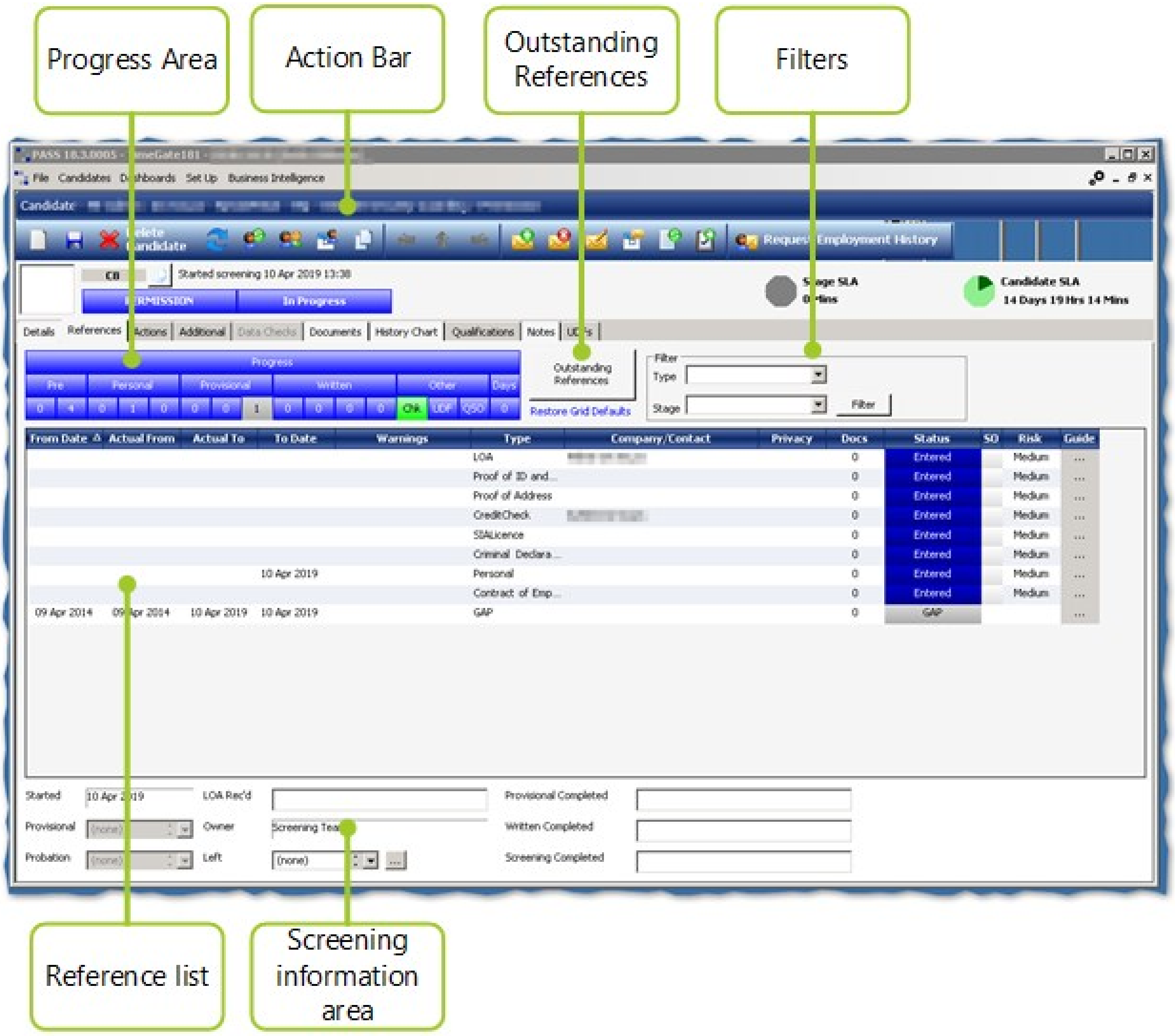
Once set, at the specified time the **Pass Reminder Alert** opens on top of any other windows on your screen

SCREENING

Screening is the process of gathering evidence and verifying pieces of information in accordance with the criteria set up within the **Screening Type**. Each **Screening Type** comprises a number of checks and / or references. These need to be completed or verified, to ensure that the **Candidate** meets the criteria. Within Pass, each of these references and checks is called a **Reference Type**. A **Screening Type** consists of a collection of **Reference Types**.

Where can I record references on a Candidate Record?

The **Candidate Record References** tab provides a space where references can be recorded for each Candidate and the progress of each.

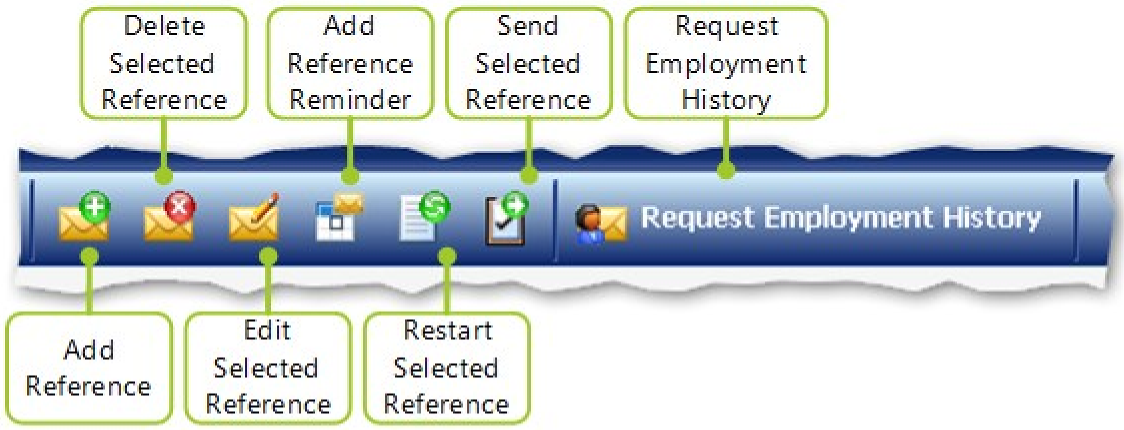


From this tab, you record references on your Candidate Record. The Candidate Record References tab comprises six separate areas, each detailed in their own sections below:

- Reference Tab Action Bar
- Reference Tab Progress Area
- Reference Tab Outstanding References Button
- Reference Tab Filters

- Reference Tab Reference List
- Screening Information Area

Reference Tab Action Bar



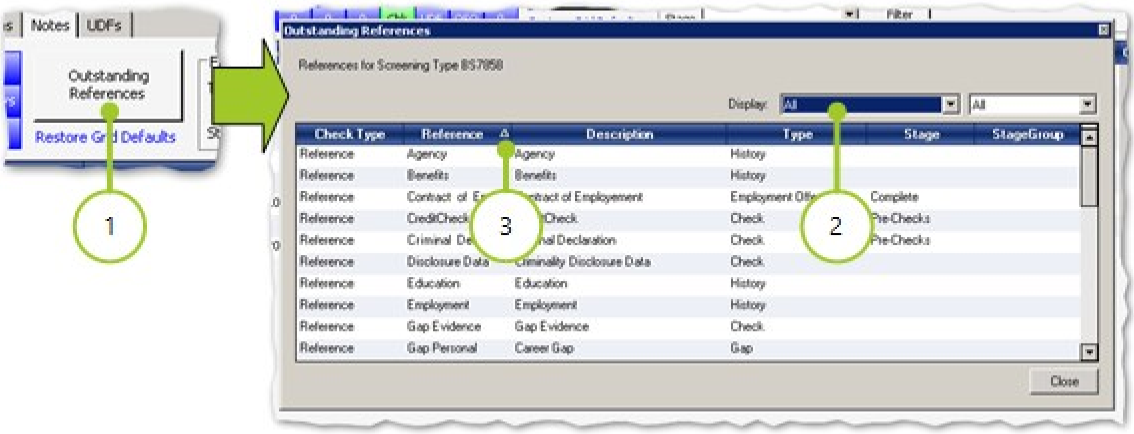
Reference Tab Progress Area

Ref	Description	Ref	Action
1	Specific screening phase	5	Shows green if all mandatory check references complete
2	Completed references	6	Shows green if all mandatory User Defined Fields have been entered
3	Outstanding references	7	Qualified Sign Off - Shows green when sign-off has been completed (not used anymore)
4	Missing references / gaps	8	Number of target days remaining

The overall process of the candidate is shown at the top of the screen.

Reference Tab Outstanding References Button

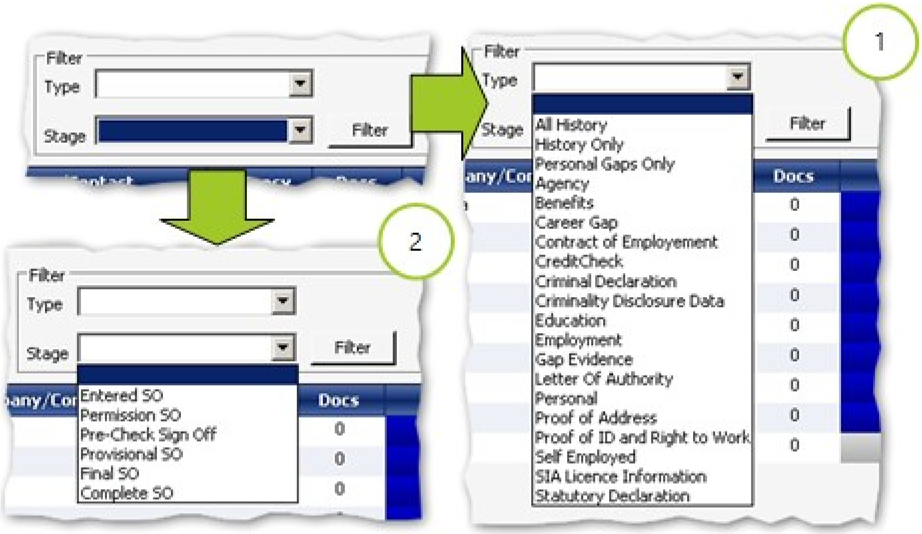
The following screen, accessed by selecting **Outstanding References**, is used to quickly see / find references that have yet to be completed. It saves the effort of going into each reference one-by-one. It doesn't show the mandatory user fields. It just clearly tells you which user fields are outstanding.



1. Select **Outstanding References** to launch the **Outstanding References** dialogue box
2. From within **Outstanding References**, a list of any outstanding references for the Candidate is displayed. Using the **Display** filters, you can filter references shown on screen. Your choices include **Outstanding, Mandatory** or **Surplus** to Screening Type as well as **Reference Only** or **Data Only**
3. If you'd like to sort the list, by a specific column, simply select the column header to sort ascending or descending. The sort field and type of sort will be indicated by either an up (ascending) or down (descending) arrow next to the Column Name

Reference Tab Filters

The following screen, is used to quickly filter any references by their type and range as show below:



The References Tab Filters allow the References List to be filtered according to:

1. **Type** of the individual references and / or
2. **Stage** of the individual references

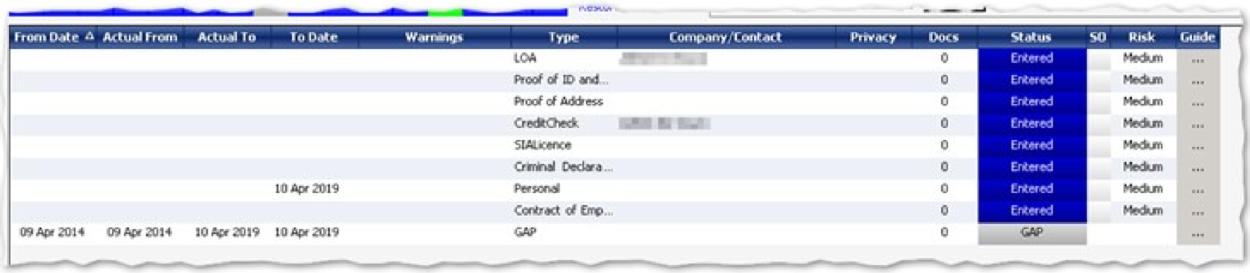
To filter the References List:

- Select the **Type** and / or **Stage** required as shown in 1 and 2 above
- Select **Filter**

Reference Tab Reference List

The References Tab References List shows the list of references that need to be completed for the particular Candidate,

along with the progress of each:



From Date ▵	Actual From	Actual To	To Date	Warnings	Type	Company/Contact	Privacy	Docs	Status	SO	Risk	Guide
					LOA	[illegible]		0	Entered		Medium	...
					Proof of ID and...			0	Entered		Medium	...
					Proof of Address			0	Entered		Medium	...
					CreditCheck	[illegible]		0	Entered		Medium	...
					SIALicence			0	Entered		Medium	...
					Criminal Declara...			0	Entered		Medium	...
			10 Apr 2019		Personal			0	Entered		Medium	...
					Contract of Emp...			0	Entered		Medium	...
09 Apr 2014	09 Apr 2014	10 Apr 2019	10 Apr 2019		GAP			0	GAP			...

If you'd like to sort the list, by a specific column, simply select the column header to sort ascending or descending. The sort field and type of sort will be indicated by either an up (ascending) or down (descending) arrow next to the

Column Name. The default settings can be reset by selecting **Restore Grid Defaults**.

When sorting, please be aware of how date based, and non-date-based references are grouped together. Any subsequent sorts are then done based on this, keeping the two groups of date based and non-date-based separate.

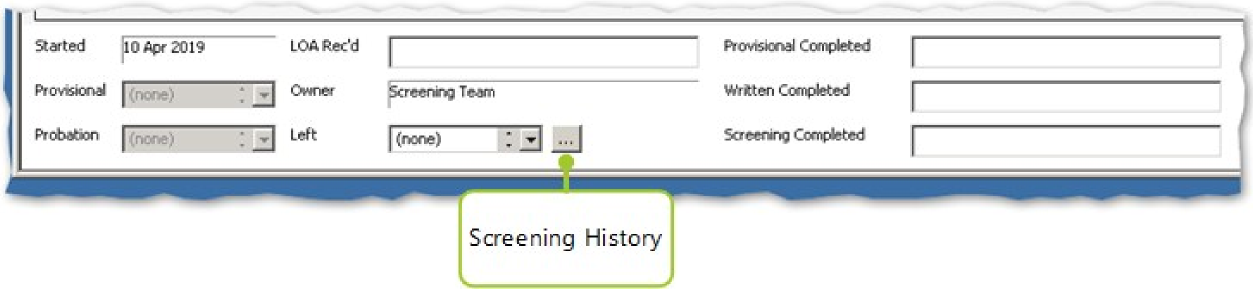
Each column shows a different field of information, these are:

Column Name	Description
From Date	The start date of the period the Candidate has provided the particular reference covers i.e. the start date of employment for an employment reference or the start date of the period they have known a Personal Referee
To Date	The end date of the period the Candidate has provided the particular reference covers i.e. the end date of employment for an employment reference
Actual From	The start date of the period the Referee has provided the particular reference covers
Actual To	The end date of the period the Referee has provided the particular reference covers
Type	The Reference Type
Company/Contact	The name of the company or contact named by the Candidate to provide the reference. Where the Candidate has provided the evidence for the reference i.e. Proof Of ID, the Candidates own name will be shown
Warnings	Warnings indicate an adverse response has been received with the text of the adverse

	response being displayed
Privacy	**A red warning triangle** will be shown if the "Data Protection" box has been ticked when the reference was entered. i.e. The referee wishes for their name to be withheld **A yellow warning triangle** will be shown if the "In Confidence" box has been ticked when the reference was entered. i.e. The referee does not wish for the reference to be disclosed
Docs	The number of documents stored for the particular reference
	Status Shows the status of the reference. Text can be: • **Entered** – The reference has not yet been verified/sent • **Not Accepted** – The reference has not yet been accepted by the user • **In Progress** – The reference is being worked upon • **Received** – The reference has been received • **Verified** – The reference has been verified • **Requires Review** – Reference details have been received but require reviewing by the user • **On Hold** – The reference is on hold • **Failed** – The reference has been failed by the user • **Provisional / Verbal** – The reference has been provisionally / verbally confirmed • **Final / Written** – The reference has been finally confirmed in writing The colours can be: • **Dark Blue** – The reference has not yet been started • **Light Blue** – The reference is in progress, on hold or provisional confirmation has been received • **Green** – The reference has been accepted by a user • **Yellow** – The reference has failed but the user has manually accepted it • **Orange** – The reference requires action by the user • **Pink** – The reference has not yet been accepted - it needs to be reviewed • **Red** – The reference has failed
Guide	Select the dots in the Guide box to open a Screener Guide document (this must be configured by a Super User to work). This advises the user of what is / isn't acceptable

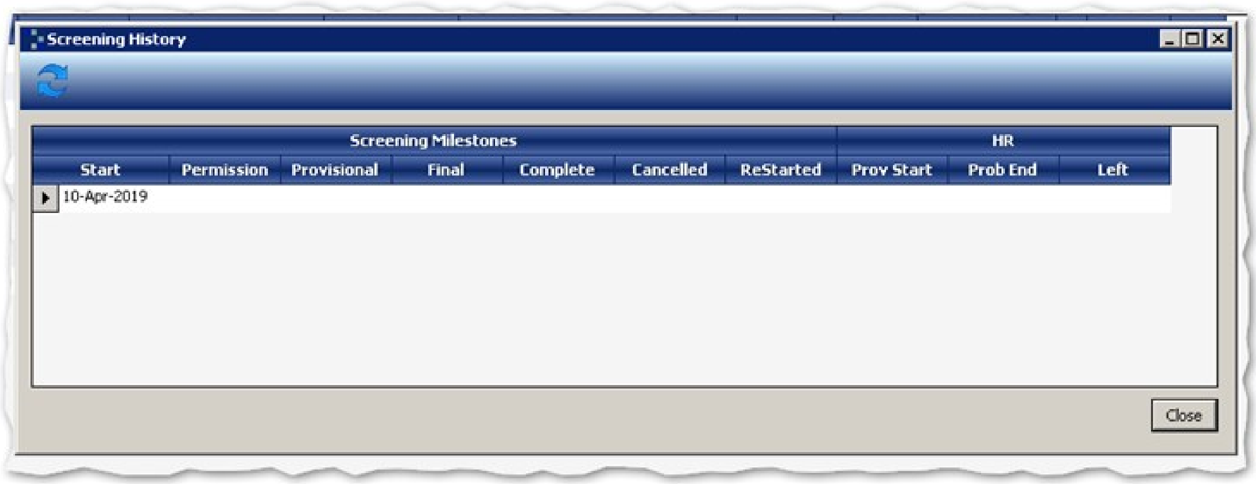
Screening Information Area

The screening information area displays key information and dates about the screening process for the particular Candidate as shown:



Field Name	Description
Started	The date the screening process began. The date that the employee started in Timegate
Provisional	The provisional start date
Probation	The date on which the Candidates probation period started (when the screening type has a probation period)
LOA Rec'd	The date the Candidates letter of authority for screening was received and entered into Pass. Consent is given at this point to take up references on an employees behalf.
Owner	The team that currently owns the Candidate Record
Left	The end date of the Candidates employment - termination date
Provisional Completed	The date provisional or verbal screening was completed - based on screening type
Written Completed	The date on which the final reference was accepted by a user - based on screening type
Screening Completed	The date on which the Candidate Record was "Signed Off" as complete

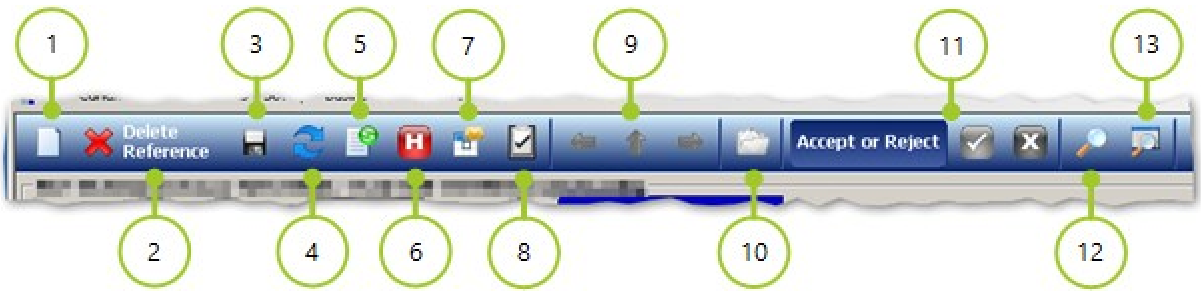
Select **[...]** to open **Screening History**, which comprises the dates that key screening milestones were reached:



The View / Edit Window

This is where individual references can be viewed, updated, sent for completion, accepted or rejected. Details / dates can be entered and updated, and documents can be uploaded. It comprises an action bar and tabs

Action Bar



Ref Description Ref Description

Ref	Description	Ref	Description
1	Add a new reference	**8**	Audit reference - this is generally not present / disabled. It is used for compliance
2	Delete reference	**9**	Navigate through the selected references
3	Save	**10**	Open the file manager
4	Refresh the record	**11**	Accept or Reject the reference
5	Re-start the reference	**12**	Candidate quick search
6	Place the reference on hold / off hold	**13**	Candidate advanced search
7	Add a reminder		

Window Tabs

- **Details** - Contains the candidate and referee provided information
- **Chase** - Allows you to set up chases for references and view information about in progress references
- **Documents** - Allows you to view any documents that have been saved for the reference
- **Notes** - Allows you to view, save and send notes about the reference
- **User Fields** - Allows you to view the user fields related to the reference

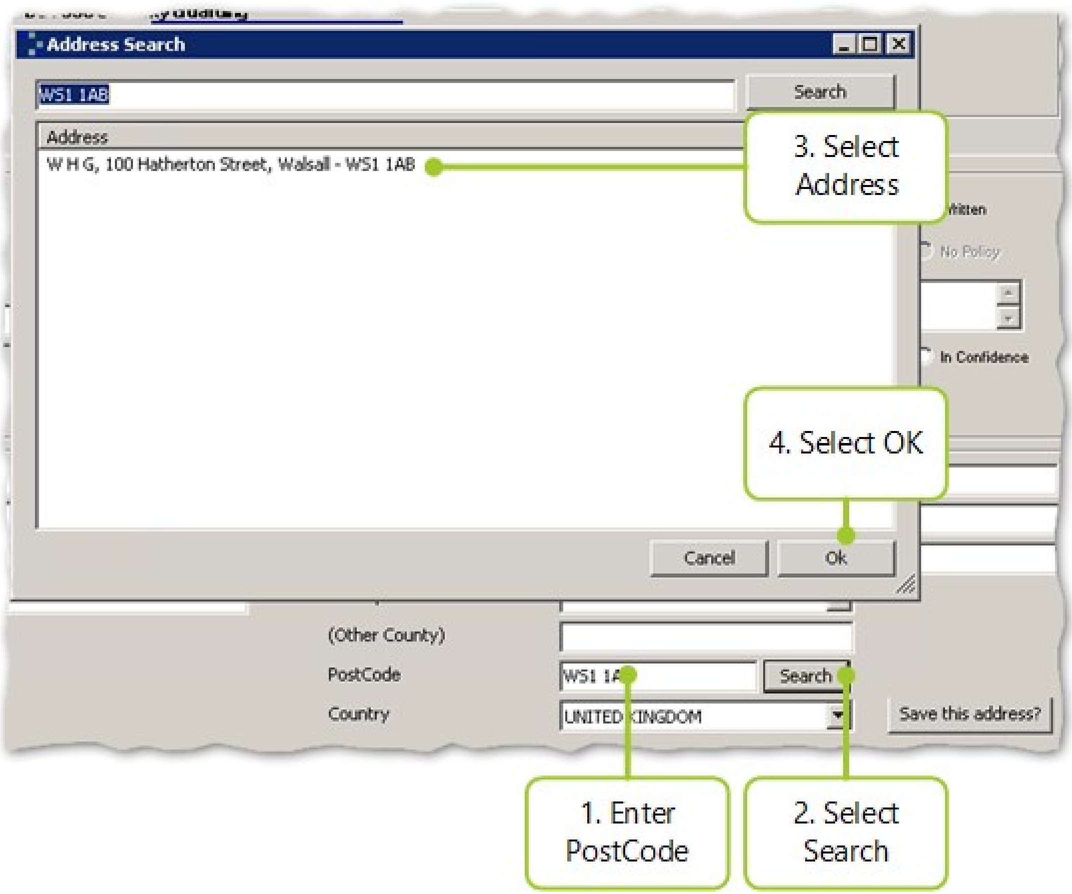
How do I add additional references for a candidate?

The reference list for each candidate is automatically populated with the mandatory references required for the screening type selected, however, in certain circumstances it may be necessary to add a reference to a Candidate. To add an additional reference to be completed to a Candidate, follow these steps from the Candidate's record:

- Select the **References** tab
- Select **Add a New Reference** (from the actions bar)
- Select the **Ref Type** to be added from within the Reference Entry / View window
- Enter the **Contact dates**
- Select **OK** to add the new reference to the reference list for the Candidate. The reference will show in the reference tab as entered.

When completing this task, Pass can be configured to provide a facility to look up addresses using an online service (there may be additional licensing costs associated with this).

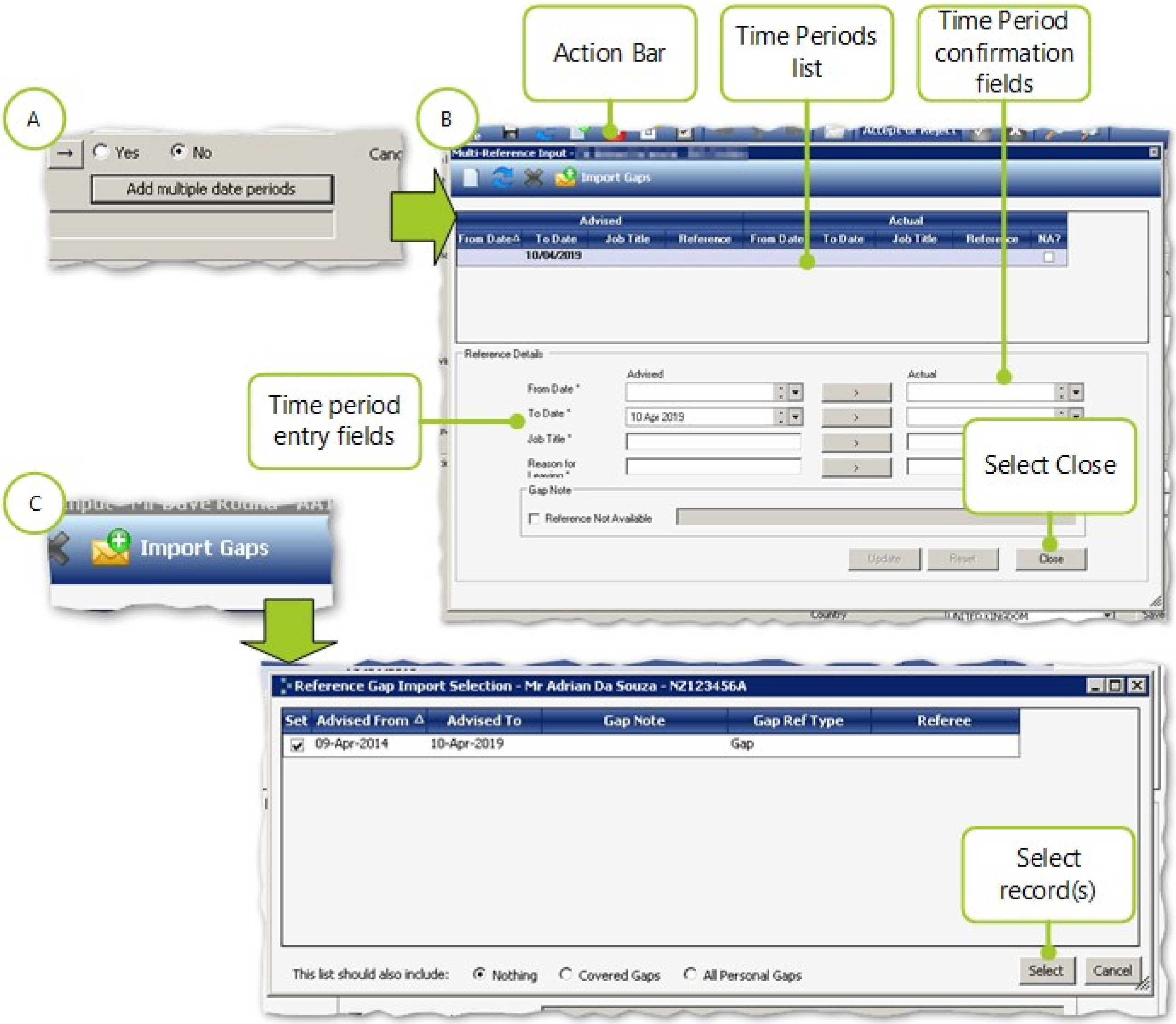
Follow these steps to look up an address:



1. Enter a full or partial postcode, or partial address in the postcode field. This can be for either the Candidate record or their reference
2. Select **Search**
3. The new **Address Search** window will appear, automatically initiating a search for the entered parameters. From the list of addresses, select the correct address
4. Select **OK** to fill in the address specifically

How can I enter a reference that spans more than one period (Multi Refs)?

If a Candidate has worked for the same company for more than one separate period or, the Candidate has more than one gap period that will be verified by the same person, the dates of the periods can be entered into one reference rather than creating separate references as shown:



A - To add multiple time periods to a reference:

1. Open the **Reference Entry / View** window for the required reference
2. Select **Add multiple date periods** to open the **Multi Reference** Input window

B - For multiple periods of employment with the same employer:

1. Enter the details of the first time period into the **Time period entry** fields:
    - **From Date** - start date of the period of the reference
    - **To Date** - end date of the period of the reference
    - **Job Title** - job title during the period of the reference
    - **Reason for leaving** - optional reason for leaving position / promotion
    - **Gap notes** - optional notes about the gap
2. Select **Update**. The first time period is displayed in the **Time periods list**
3. Select **Add a New Record** from the Actions bar
4. Enter the details of the next time period in the Time period entry fields (as above)

5. Select **Update**. The second time period is displayed in the Time periods list
6. Repeat as required for each period of employment with the same employer. Select **Close** when complete

C - For multiple gaps between employment:

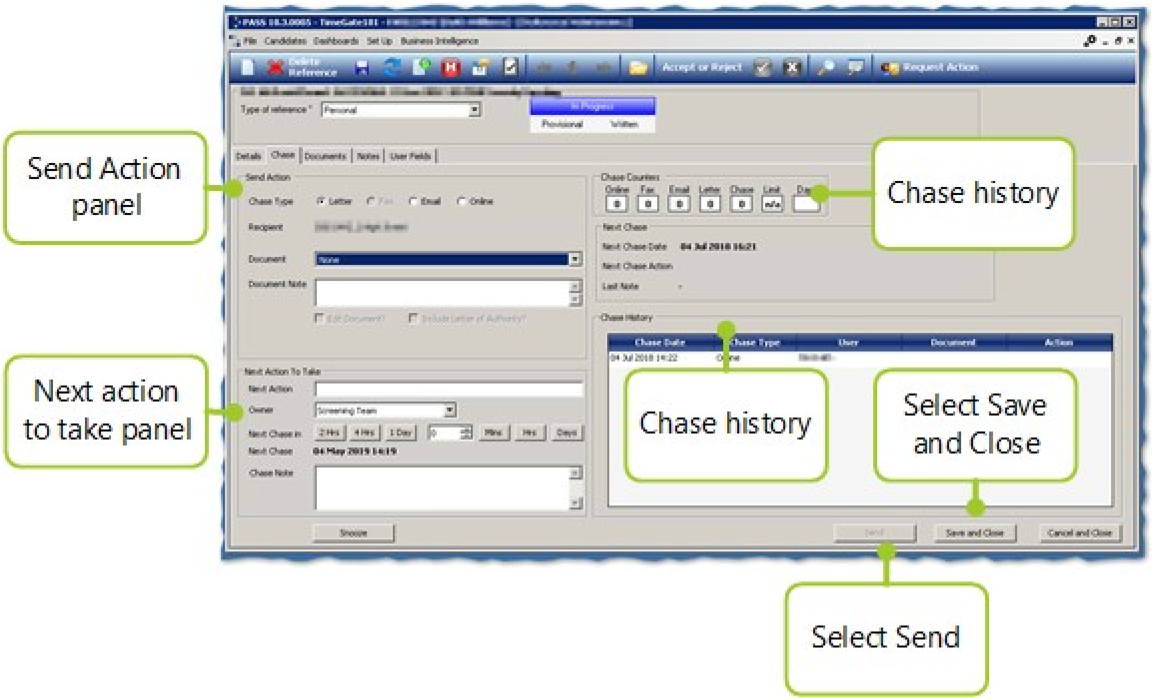
1. Select **Import Gaps** in the actions bar to open the **Reference Gap Import Selection** window
2. A list of gaps identified by Pass is displayed. Select **Sel** next to each gap to be imported
3. Select **Select**. The **Reference Gap Import Selection** window is closed and the gap periods are displayed in the **Multi-Reference Input** window Time periods list
4. Select **Close**. The time periods are added to the reference

How do I send reference documents?

Pass can be used to produce and send reference documents created from pre-configured templates with relevant referees details automatically populated. There are three main methods by which reference documents can be sent:

- **PASS Onlife Referencing** - a link to the online referencing service is sent
- **Letter (by Post)** – The reference documents and covering letter will be produced for the user to print and post
- **Email** – The reference documents are attached to a template email and sent

These are sent from the Chase tab of the Reference Entry / View window for the required reference. The following is an example of such a screen:



Sending an invite to complete a reference online using PASS Onlife Referencing

- Open the **Reference Entry / View** window for the required reference
- Check that all of the entered details are correct and enter any missing contact details

- Select the **Send Action, Chase Type** - in this case, select **Online**
- Select **Send** from the action bar

  The Referee is sent an email with a link to complete the reference online

Please Note: Only available when a valid email address has been entered for the employee

Sending reference documents by post

- Open the **Reference Entry / View** window for the required reference
- Check that all of the entered details are correct and enter any missing contact details
- Select the S**end Action, Chase Type** - in this case, select **Letter**
- Within **Document**, select the template document that you wish to use for your letter
- Select **Include Letter of Authority** if you plan on doing so
- Enter any notes into **Doc Note** as required
- Select a time for the documents to be printed. The default is for documents to be printed immediately
- Select **Send**. A document is opened, ready for printing

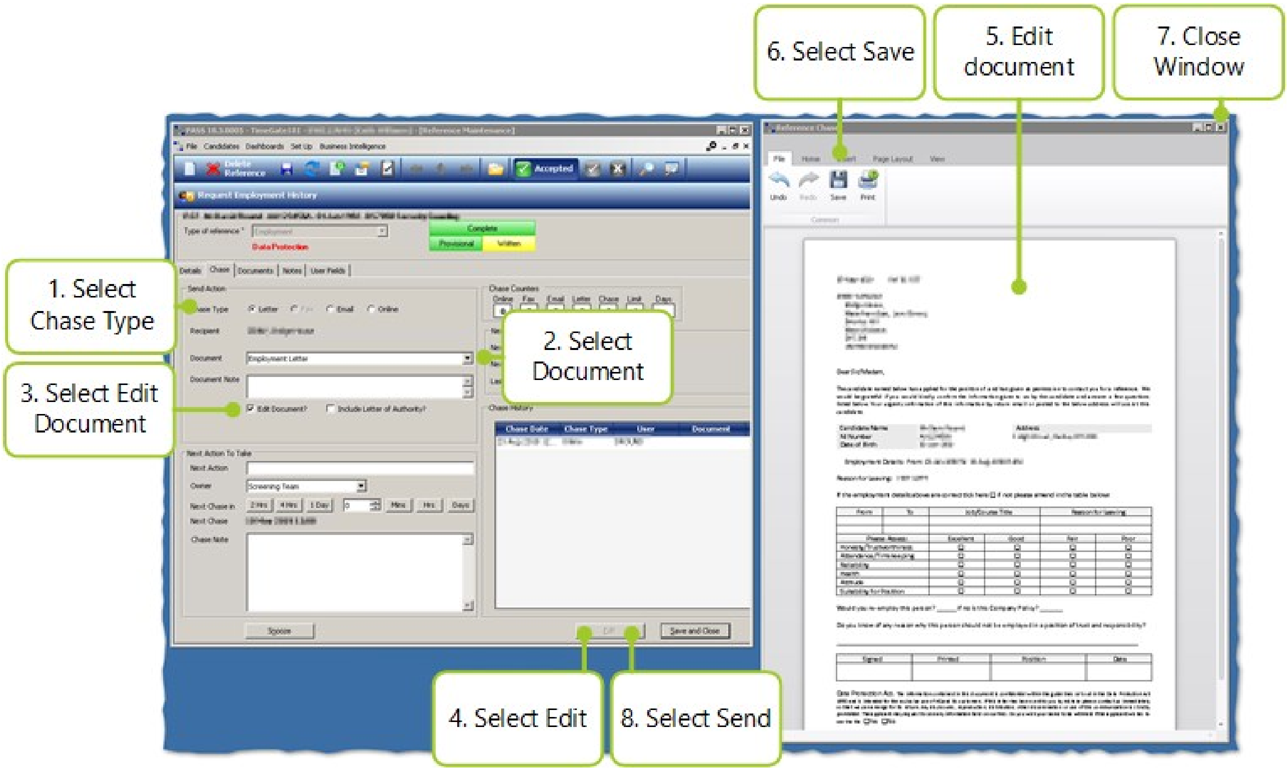
Sending reference documents by email

- Open the **Reference Entry / View** window for the required reference
- Check that all of the entered details are correct and enter any missing contact details
- Select the **Chase Type** - in this case, select **Email**
- Within **Document**, select the template document that you wish to use for your letter
- Select **Include Letter of Authority** if you plan on doing so
- Enter any notes into **Doc Note** as required
- Select a time for the email to be sent. The default is for documents to be sent immediately
- Select **Send**. An email is sent with the documents attached

Please Note: Only available when a valid email address has been entered for the employee

Can I edit reference documents before I send them?

It’s easy to edit reference documents before they are sent. To do this:



- Open the **Reference Entry / View** window for the required reference
- Check that all of the entered details are correct and enter any missing contact details
- Select **Send** from the action bar, or select the **Chase** tab
- Select the **Send Action, Chase Type** - select how you wish to send the chase message (online, post or email)
- Within **Document**, select the template document that you wish to use for your letter
- Select **Edit Doc** - please note how **Send** changes to **Edit** at the bottom of the screen
- Select **Edit** to open the document
- Make your changes in the editor, then **Save** and **Close**
- Select **Send** - please note how **Send** changes to **Edit** at the bottom of the screen. The edited document will now have been sent

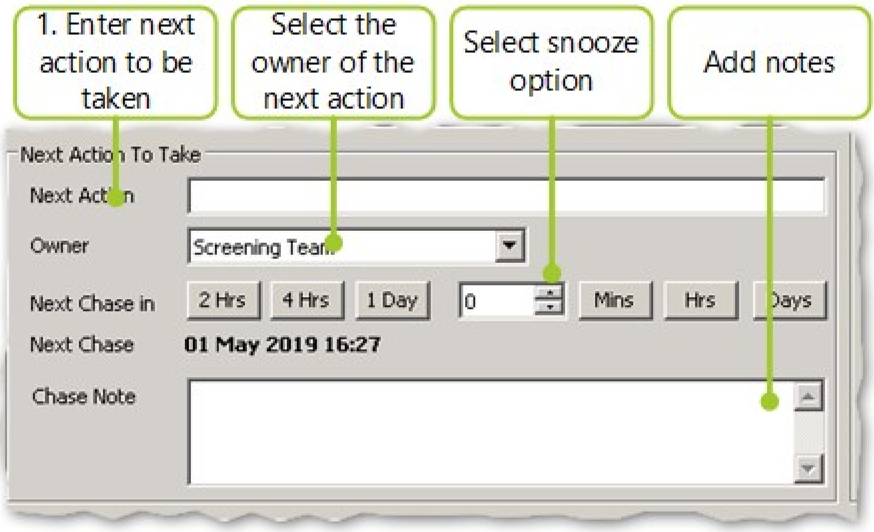
How do I set up chase reminders?

Chase reminders are included to help users ensure references are returned in the minimum amount of time possible.

When an action is due the reference is listed in the reference workbench. Chase reminders are automatically set to a pre-defined amount of time when a reference is sent.

The pre-defined time period can be overridden for individual references. When altering these values, consider realistically how quickly you could expect a positive response from the given medium e.g. several days for a postal letter would be th point at which to chase, however, if it were an email, you may wish to set up chase reminders for 24 hours after your initial contact.

When sending a reference the **Chase** tab contains options to note the next action to be taken along with a **Snooze** facility to alert the user that the action is due:



How can data checks be completed?

Data checks are those checks that are carried out with integrated companies such as credit agencies (e.g. Equifax, Experian, Transunion or similar) and criminal record disclosure checking organisations (such as the UK Government or Disclosure Scotland). To complete a data check:

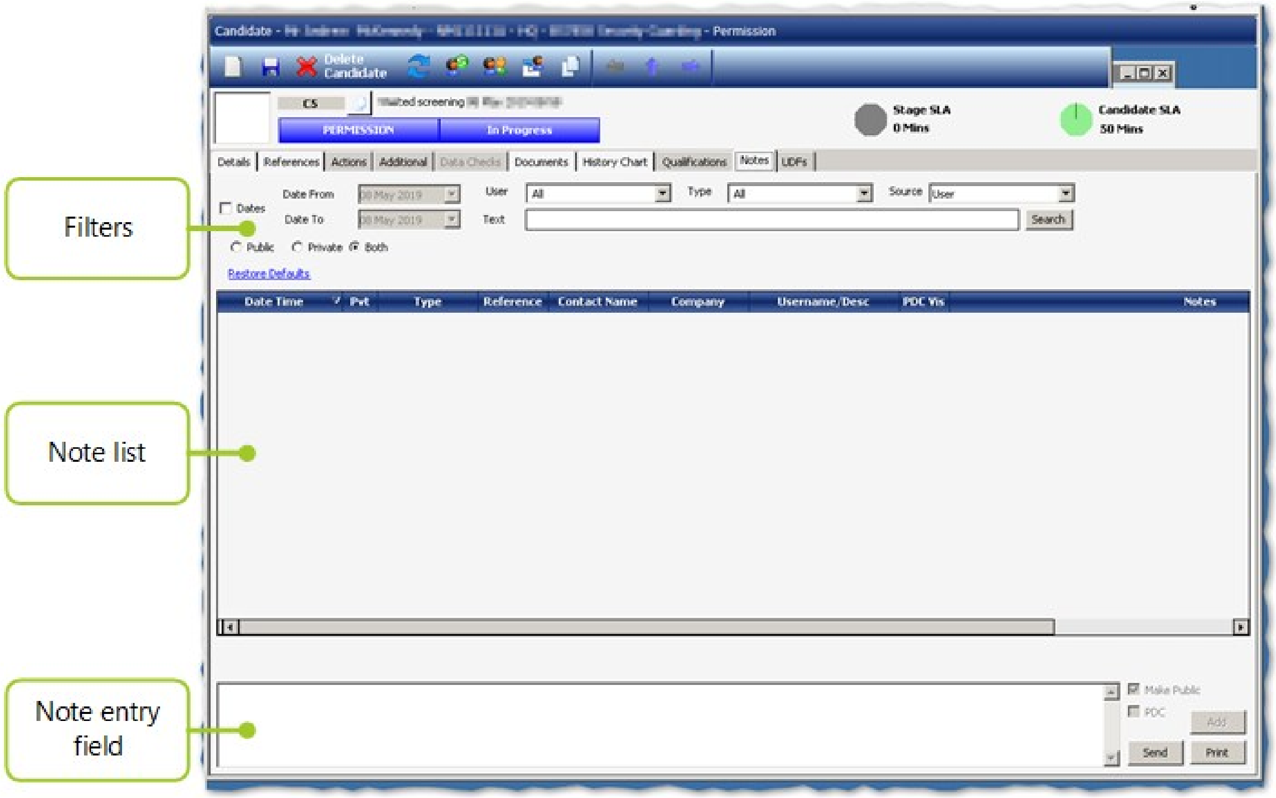
- Open the **Data Checks** tab for the candidate record
- From the **Check Type** drop-down list, select the desired check
- Select **Add**. A Name Address Section will be displayed
- Select the name and address to be used for the check, then select **OK**
- Select **View Report**
- Disclosure Scotland checks will be marked as complete when the result is returned. Credit and ID checks need to be manually marked as complete
- After reviewing and assessing the report findings, select **OK**
- The reference can now be updated (see Reference Workbench section of this guide for further information)

How are references progressed?

Notes are used to build a chronological history of what actions have been carried out throughout the screening process. They are automatically added by the system to record automated actions (System Notes). Additionally, the can be manually added (Screeners Notes). Candidate or individual references can have notes attached to them.

What does the Candidate / Reference notes tab look like?

Any notes can be viewed, added and sent from the Notes tab of either the **Candidate Record** window or the **Reference Entry / View** window. An example window is shown below:

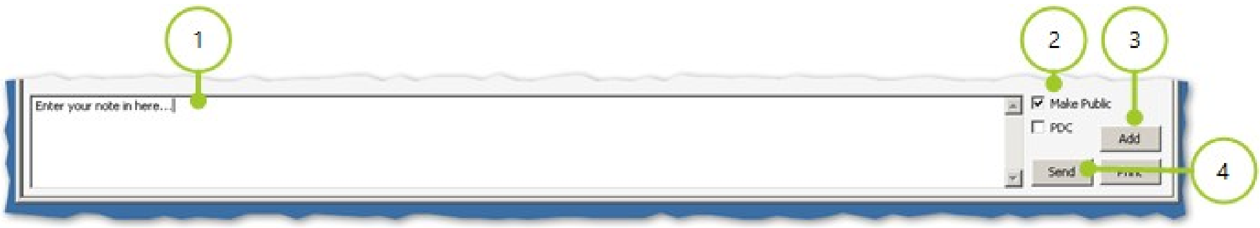


Both pages appear identical, however, within the **Reference Entry / View** window, only notes for that particular reference can be viewed. Notes added to any reference or the **Candidate Record** can be viewed in the **Candidate Record** window.

The notes list can be filtered using the filters at the top of the tab and sorted by clicking the required column header.

How do I add a Screener Note to a Candidate Record?

To add a Screener Note to a candidate record from the **Notes** tab of the **Candidate Record** window:



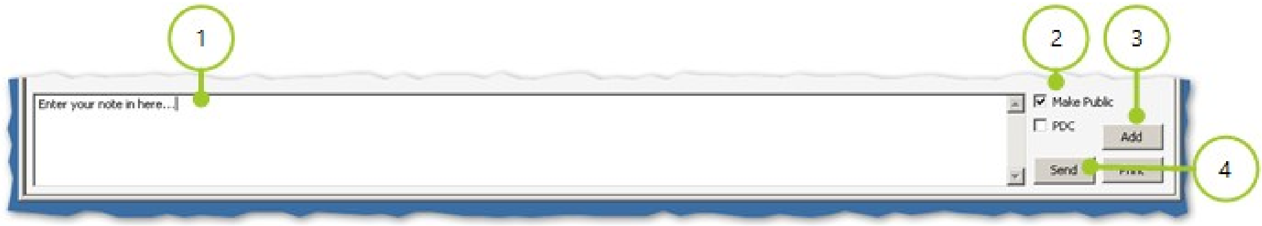
1. Enter the note to be added into the note entry field
2. Select if you wish to **Make Public** (i.e. so others can see the note) and / or visible in PDC
3. Select **Add**. The note is added to the list
4. Select **Send**

How do I add a Screener Note to a Reference?

If a note is related to a particular reference it should be added to that reference so that it appears in the notes list for the reference and is easily distinguishable in the Candidate Record notes list as being related to the reference. Notes can be added to a reference in two places as detailed below:

- From the **Notes** tab
- When updating, sending or chasing a reference.

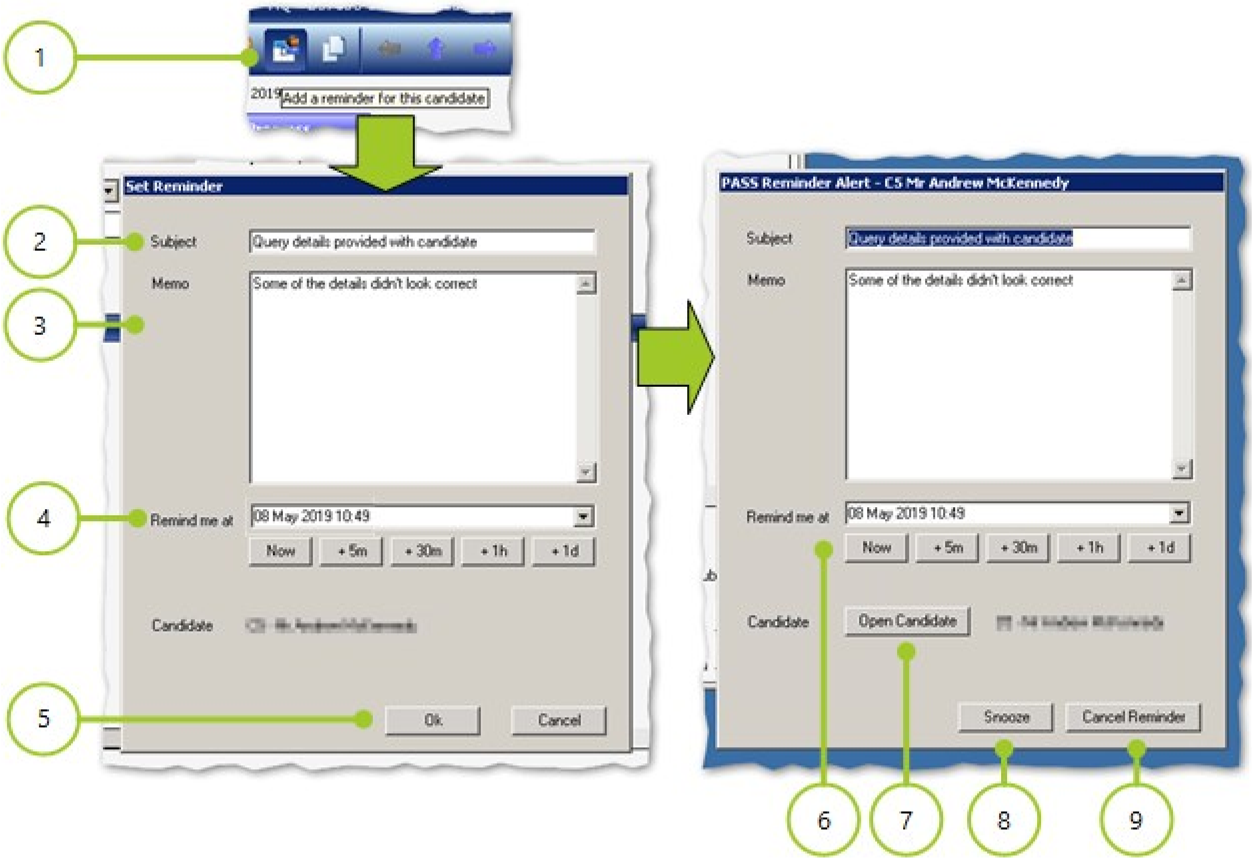
To add a Note within the Notes tab of the **Candidate Record** window:



1. Enter the note to be added into the note entry field
2. Select if you wish to **Make Public** (i.e. so others can see the note) and / or visible in PDC
3. Select **Add**. The note is added to the list
4. Select **Send**

How do I add a Reminder for a Specific Reference?

Adding a reminder is straight forward. Within the required reference, open the Reference Entry / View window, then follow these steps:



1. Select **Add Reminder**
2. Enter the **Subject** for the reminder
3. Enter the **Memo** - the reminder text

4. Select a date and time for the reminder. You can do this either using the drop-down list or the duration buttons
5. Select **OK**. At the specified time cited in **Remind me** at, the **Pass Reminder Alert** window (as shown above) will be displayed. It will be positioned on top of all other windows. From the window you can:
6. Snooze the reminder by select a date and time for the reminder. You can do this either using the drop-down list or the duration buttons
7. View the candidate details by selecting **Open Candidate**
8. Select **Snooze** to save the new **Remind me at** value
9. Select **Cancel Reminder** if you have actioned it and do not wish to receive the reminder again

Pass Candidate Actions

Historically, from within the Pass Candidate Portal, a user could request information from the Candidate. The Candidate Portal is, however, now discontinued. The Candidate would log into the Portal and complete the actions (tasks) that they were given to ensure that all required information was collected. This missing information was termed a Candidate Action. These were one of five high-level types: **Contact Details, Name History, Address History, Employment History,** or **Individual (Non-History) References**. Today, it is still necessary at times to collect a **Candidate Actions**.

In previous versions of this software, the actions functionality was migrated into the PDC product. Actions generated in PASS were synchronized to PDC, and PDC handled chasing the candidate on behalf of PASS. However, there was still a disparity in functionality. For example, in the PDC world, applicants have already completed all of the required information before arriving in PASS. In addition PDC is responsible for chasing candidates instead of PASS. Given this in the latest versions of PASS and PDC some fundamental changes to the way actions work have been made:

- The Screener now has full control over when to chase Candidates
- PDC is now solely responsible for generating the email to Candidates
- The Candidate form, candidate workbench, and reference workbench have been updated to include information about actions that have been returned by candidates and to give better control over managing them

When are actions generated?

PASS generates and assesses actions at the following points:

- Applicant converted into a candidate and saved
- New candidate created and saved
- Existing candidate updated and saved
- New reference created and saved
- Existing reference updated and saved
- Candidate screening re-started

What are the possible action types and when are they generated?

Action Type	When Generated
Contact details	Always generated
Name history	Always generated
Address history	Always generated
Employment history	Generated if the screening type provisional or final weeks are greater than zero
Individual reference	Generated for any PDC visible reference on the Candidate's record. Note that these are not generated for history or gap type references (as these are covered by employment history)

How do I view the Candidate actions?

Users can view the actions available for a specific Candidate by selecting the **Actions** tab

How do I send actions to Candidates?

Users can send an action from the **Actions** tab:

- Locate the **Action** that you wish to send out
- Select **Send** on the appropriate action
- Select **Save**. This will force the action to be sent to PDC and the candidate to be invited to complete the data.

The action can be re-sent at any time – even if it has been sent before or if it is closed.

What do the different colour status mean?

When an action has been sent it will appear in blue. When a candidate has completed an item, it will be shown in orange.

> Please Note: The status of an action has no impact on screening progress. It is simply a way of keeping track of the information that has been requested.

How do I chase the Candidate/re-send an action?

Users can re-send an action from the Actions tab for the specific Candidate:

- Locate the **Action** that you wish to re-send
- Select **Send** on the appropriate action
- Select **Save**

How do I manually close an action?

Actions are automatically closed when a Reference is completed, or a Candidate is completed or cancelled. Users can manually close an action from the **Actions** tab for the specific Candidate as follows:

- Locate the **Action** that you wish to close
- Select **Close** on the appropriate action
- Select **Save**

Do I have to work through each action, one-by-one or can I send actions in bulk?

Users may multi-select actions in the Action tab, by right-clicking them. This will enable the bulk sending or completion of actions.

Select **View** or double clicking the action to open up the associated area of the Candidate e.g. a name action will open the **name history window**, and so on. On each of these areas there is a new toolbar button that allows the user to close the action, or request data.

How can I see returned data?

In addition to the actions tab, users are also able to keep track of returned actions through either the candidate or reference workbenches. The candidate workbench has been modified to include a new **submitted actions** column. This displays the number of actions that have been returned by the candidate. This will be orange if the number of returned actions is greater than zero.

Users may double click on items in the Actions grid, to open the relevant area of the candidate's data. Alternatively they can multi-select rows and right-click to bulk send or complete actions

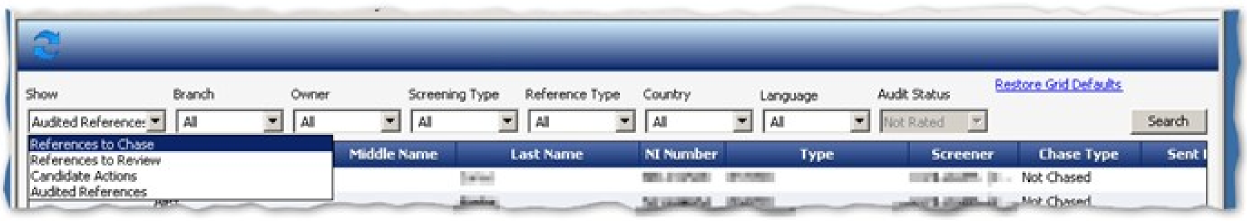
The Reference Workbench

The Reference Workbench contains lists of references that require action. The Workbench can be filtered to Show actions of certain types. These types are:

- **References to Chase**
- **References to Review**
- **Candidate Actions**
- **Audited References**

How do I filter using the Reference Workbench?

The Workbench is filtered by the above categories, simply by selecting a category within the Show filter:



You are able to show the different types, plus drill down further by selecting **Branch, Owner, Screening Type, Reference Type, Country, Language, Audit Status** etc. Once all of the filters have been selected, select **Search** to start the filter.

How do I refresh the Reference Workbench?

It is important to periodically update your reference workbench. This can be done manually using Refresh in the actions bar, or by selecting Auto Refresh at the bottom of the screen (to refresh automatically, every two minutes).

What are References to Chase?

When filtered to References to Chase, the Reference Workbench shows those Candidate References where the following criterion are met:

- **Received Online Only** has been selected and reference has been received back from OLR
- **Reference Privacy Flag** is not n confidence or 'ChaseInConfidenceReferences' system setting is set to 0
- Reference is not a data check
- Reference is not on hold
- Reference chase count is less than the screening type chase limit. If not chase limit is set then if the chase count is less than the current chase count + 1 (i.e. will always be displayed)
- Reference not flagged as **Not Available**
- Candidate is not **On Hold, Failed**, or **Complete**
- Candidate is not **Time Failed** or **Reference Failed** or system setting 'PASS_ChaseTFandRFCandidates' is 1

and either:

- Reference has returned from online and status is Entered / In Progress

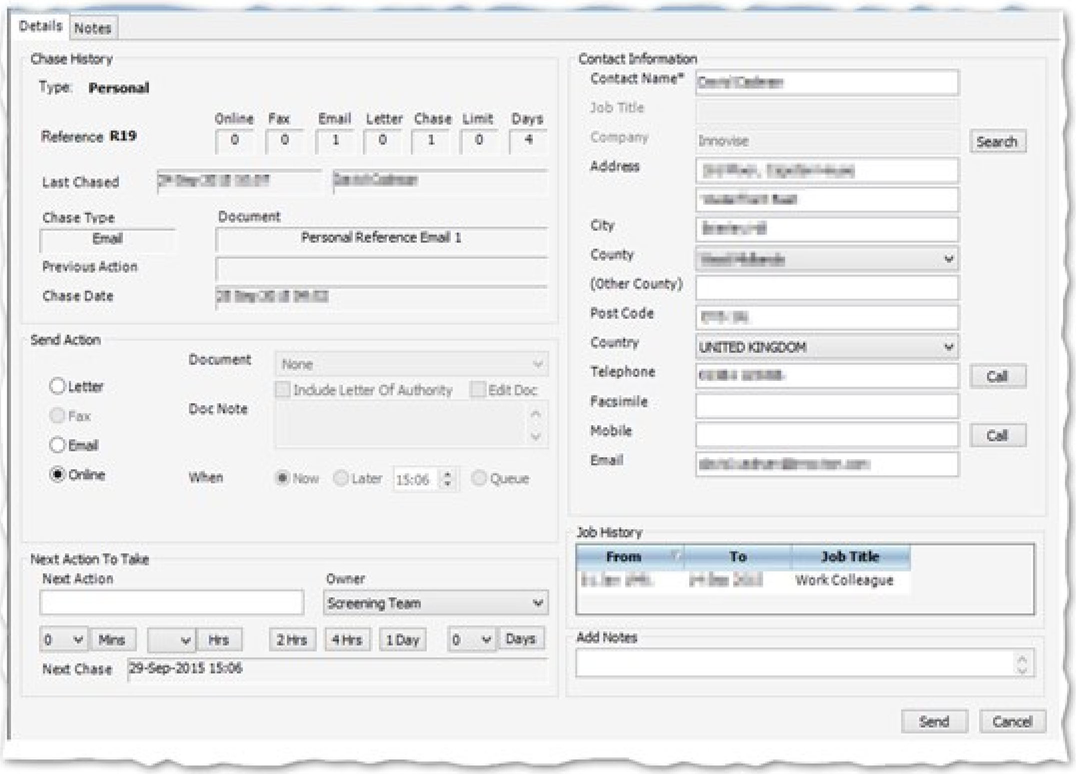
or

- Reference:
  - Status is **Entered / In Progress**
  - Hasn't been confirmed
  - Reference ChaseDateTime (this is the snooze time set when chasing or when the document was sent) is less than the current date / time or 'PASS_ChaseTFandRFCandidates' is 1
  - Workflow stage has chase required flag = 1 or reference has force chase = 1
- Filters applied against user's: branch, team, screening type, reference type, reference contact country, reference contact country's language

How do I open a Reference to be Chased?

References to be Chased can be opened by double clicking on the reference or by selecting the required reference then selecting Select. Multiple references can be opened by pressing **CTRL** and selecting **Select**. Alternatively, all **References to be Chased** can be opened by selecting **Select All** followed by **Select**.

How do I Chase References?



1. Open the **References to be Chased** from the chase workbench. A **Reference Chase** window similar to the one shown above is opened
2. Review the **Chase History** to determine the action to be carried out. If a **Next Action** was entered when the reference was sent / last chased, it will appear in the **Previous Action** field
3. If required go to the **Notes** tab for further information.
4. If the reference documents require resending:
    - Check / update the **Contact information**
    - In the **Send Action** area select the method by which the documents are to be sent
    - Select the template document required (from **Document**)
    - If a copy of the Candidates letter of authority is required, select **Include Letter of Authority**
    - Enter any notes into **Doc Note** as necessary i.e. what actions have been taken
    - As needed, set the **Next Action to Take**
5. If the reference documents do not require resending:
    - Enter any notes into **Doc Note** as necessary i.e. what actions have been taken
    - As needed, set the **Next Action to Take**

What are References to Review?

When filtered to References to Review, the Reference Workbench shows those Candidate References where the following criterion are met:

- Reference not **On Hold**
- Reference not flagged as **Unavailable**
- Candidate status not **Cancelled, On Hold, Failed**, or **Complete**
- Reference requires review flag set (set when reference updated either by DBS or OLR)
- Filters applied against user's: branch, team, screening type, reference type, reference contact country, reference contact country's language

How do I open a Reference to be Reviewed?

References to be Reviewed can be opened by double clicking on the reference or by selecting the required reference then selecting **Select**. Multiple references can be opened by pressing **CTRL** and selecting **Select**. Alternatively, all **References to be Reviewed** can be opened by selecting **Select All** followed by **Select**.

How do I Review References?

- Open the **References to be Chased** from the Reference Workbench. The **Update Reference** window is opened
- Complete he reference (as detailed previously in this guide)
- Open the reference to be chased from the Chase Workbench. The Reference Chase window will be opened

What are Candidate Actions?

When filtered to Candidate Actions, the Reference Workbench shows those Candidate Actions where the following criterion are met:

- Status is **Submitted**
- Status is **Please Complete**, and **Submitted Only** is selected
- Filters are applied for the user's branch, team and screening type

How do I open a Candidate Action?

Candidate Actions can be opened by double clicking on the action or by selecting the required action then selecting **Select**. Multiple actions can be opened by pressing **CTRL** and selecting **Select**. Alternatively, all **Candidate Actions** can be opened by selecting **Select All** followed by **Select**.

How do I handle a Candidate Action?

When a **Candidate Action** is opened in the Reference Workbench, the **Candidate Chase** screen is opened. The Candidate can then be chased from this screen, or the reference updated by selecting **Update Reference.**

What are Audited References?

When filtered to Audited References, the Reference Workbench shows those Candidate References where the following criterion are met:

- Reference is not a data check
- Reference is not **On Hold**
- Reference is **Complete**

- Candidate status is not **Cancelled** or **Complete**
- Reference not flagged as **Unavailable**
- Reference has not been flagged as a breach by an auditor and audit rating equals the rating selected on the workbench (default is **Not Rated**)
- Filters applied against user's branch, team, screening type, reference type, reference contact country, and reference contact country's language

> **Please Note:** This filter is related to the auditing functionality configured against screening types. This is rarely used. It requires very specific configuration. It's unlikely that your company will be using this. If it is, and you require further information, please speak to your TEAM Software representative.

How do I open Audited References?

Audited References can be opened by double clicking on the reference or by selecting the required reference then selecting **Select**. Multiple references can be opened by pressing **CTRL** and selecting **Select**. Alternatively, all **Audited References** can be opened by selecting **Select All** followed by **Select**.

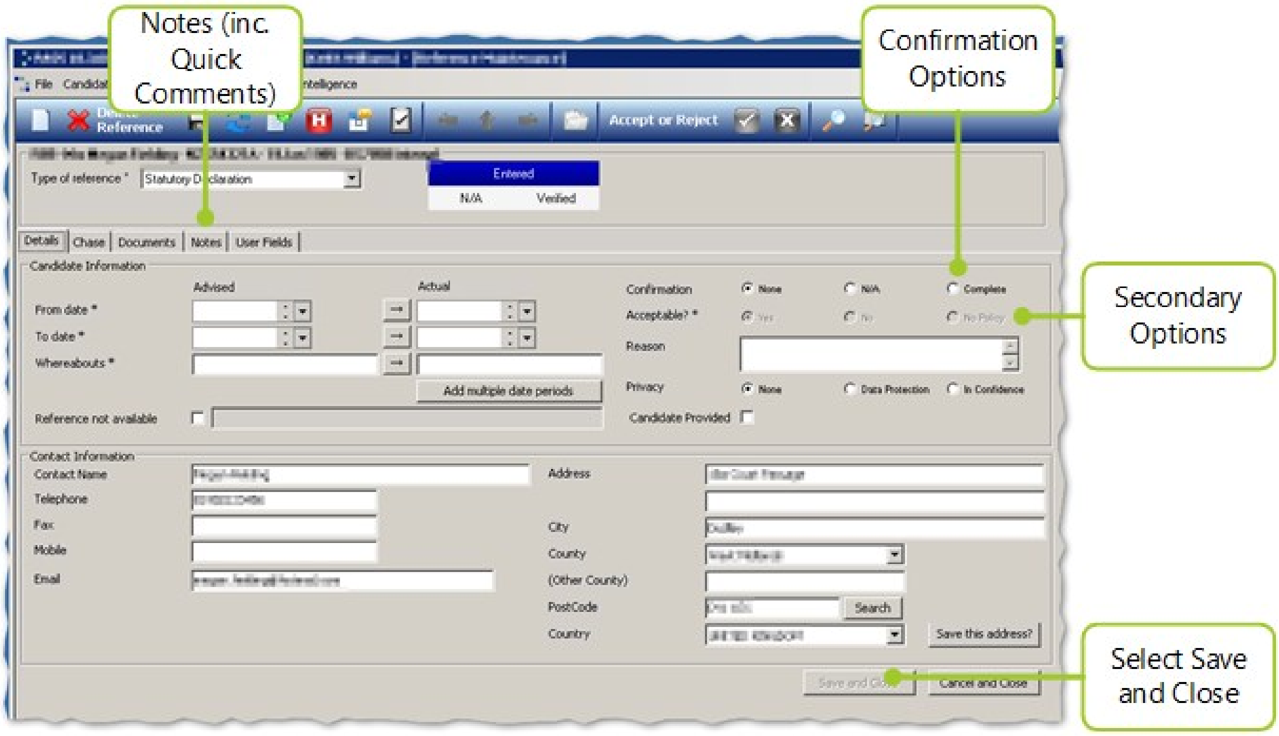
Completing References

References are completed in one of two ways:

- By updating a particular reference. This is when no documents require uploading, or the documents have already been uploaded through PDC
- Through the **Bulk Reference Update** feature. This is when the documents uploaded in volume for historic purposes as **Data Checks**.

> **Please Note:** Where Pass is integrated with Credit Reference or Disclosure agencies these references are completed

Completing a reference if no documents need uploading



To complete a reference where no documents require uploading, or the required documents have been uploaded through PDC follow these steps:

- From the appropriate Candidate's References tab, select the reference that you wish to complete
- Select Update
- If a document has been uploaded through PDC, open the Document tab to ensure it has been
- uploaded correctly
- Check the User Fields tab to ensure that any fields that require completing have been filled in (mandatory fields are denoted with a *)
- Select Confirmation option (None, N/A or Verified)
- As required, select a secondary confirmation option (Yes, No or No Policy from Acceptable?)
- If required, add a note:
    - Select the **Notes tab**
    - Enter your note at the bottom of the screen
    - Select **Make Public** as required
    - Select **PDC** as required
    - Select **Add**
- Select the **Details** tab
- Select **Save and Close**. The system will return to the **To Do** list view

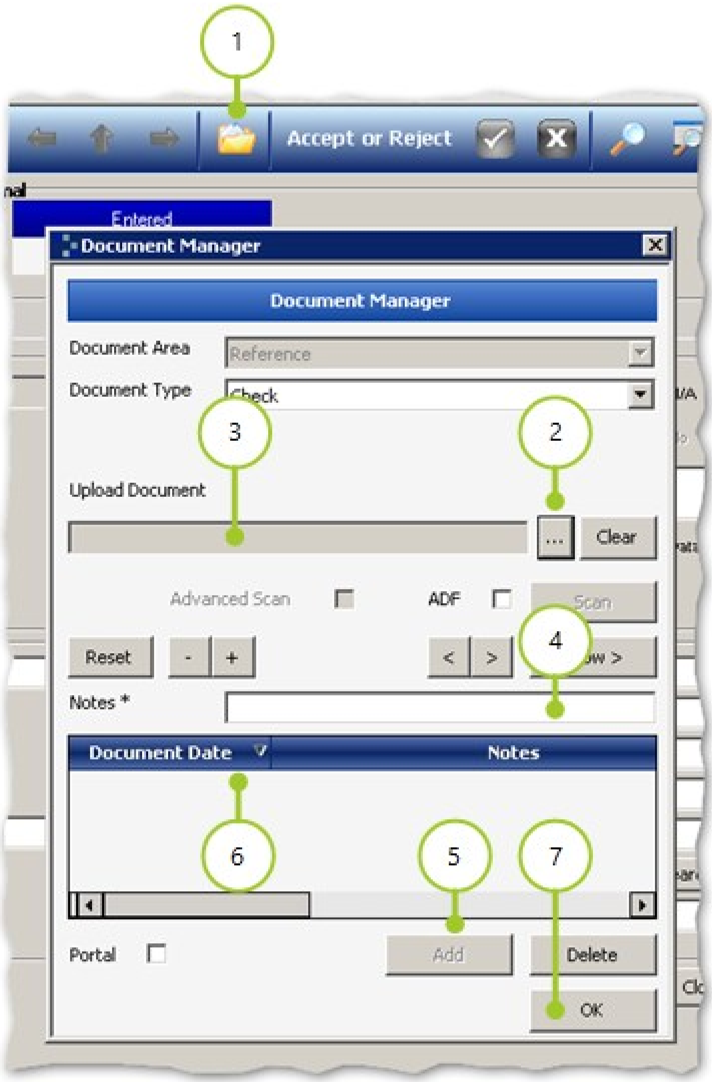
Completing a reference if documents need to be uploaded

To complete a reference where document need to be uploaded (for example Proof of ID), there are two approaches:

- Through the **Reference Update Screen**
- Using the **Bulk Reference Inbox**

These approaches are detailed in the next two sections of this guide.

Uploading from the Reference Update Screen



1. From within the action bar of the reference that you wish to add a document to, select **Document Manager**
2. Select **[...]** to search for the document you wish to upload. Navigate to the document you wish to upload using you computer's file manager
3. Check that the name of the document is correctly displayed in **Upload Document**
4. Enter any notes to support the document i.e. a brief description of what the document is
5. Select **Add**
6. The document is now shown in **Selected Document**

   If you wish to add more than one document, repeat steps one through six above. After all documents have been uploaded:

7. Select **OK**. The **Document Manager** will close. You will be able to view the documents you have just uploaded in the **Documents** tab
8. Check the User Fields tab to ensure that any fields that require completing have been filled in (mandatory fields are denoted with a *****)
9. Select **Confirmation** option (**None, N/A** or **Verified**)
10. As required, select a secondary confirmation option (**Yes, No** or **No Policy** from **Acceptable?**)
11. If required, add a note:
    - Select the **Notes tab**

- Enter your note at the bottom of the screen
- Select **Make Public** as required
- Select **PDC** as required
- Select **Add**

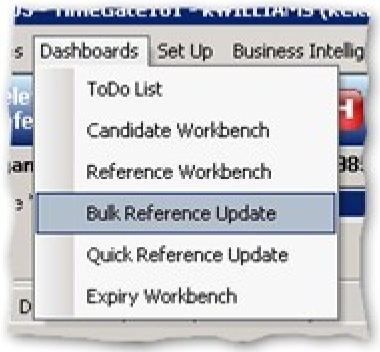
12. Select the **Details** tab
13. Select **Save and Close**. The system will return to the **To Do** list view

Bulk Reference (Inbox) Update

The **Bulk Reference Inbox** monitors the configured email address for references. It then imports the received emails and their attachments into Pass. The interface allows the user to inspect the emails and attachments and directly update the relevant references. The body of emails received by the configured email address are converted to the Adobe Acrobat (.PDF) format before they are imported. The attachments are imported in their original format.

Any emails or documents imported that are not required to be held in a candidates screening file can be removed by moving them into an Un-Matched folder.

Accessing the Bulk Reference Inbox



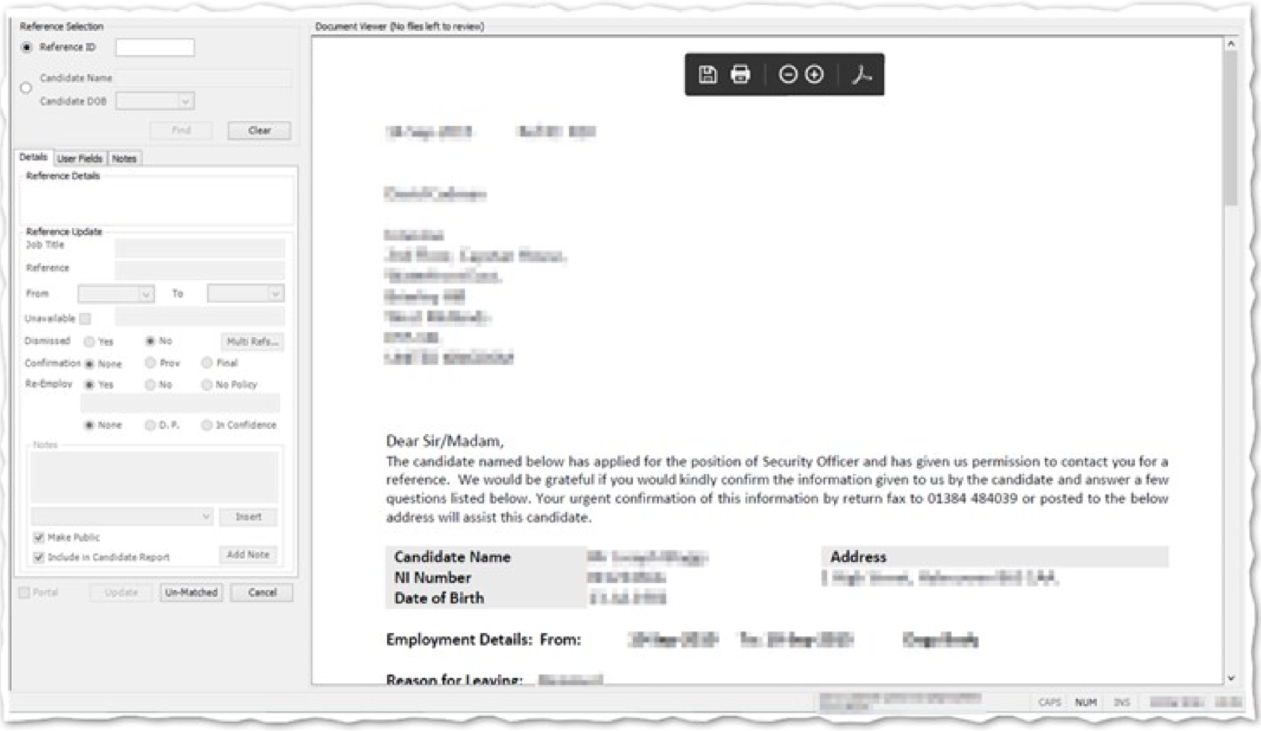
1. Select **Dashboards** in the menu bar of Pass.
2. Select **Bulk Reference Update**
3. The **Bulk Reference Inbox** is opened

The Bulk Reference Inbox Interface

The Bulk Reference Inbox interface allows the imported documents to be reviewed and analysed, notes entered, user definable fields populated and the document allocated to the correct reference in the candidate record. Simply select the files that you wish to review (select **Sel**) next to each and then select **Review** (at the bottom right hand corner of the page):

Updating / Completing References

Having selected one or more documents to review (as detailed above). the following **Reference Review** screen is shown:



To update or complete the references, follow these steps:

1. Inspect the document in the **Document Viewer** pane:
    - If the document is to be added to a reference, go to Step 2
    - If the document does not need to be added to a reference, select **Un-Matched**:
        - If multiple documents have been selected, next document opens.
        - If no other documents have been selected you are returned to the **Bulk Reference Inbox** screen
2. Select the reference that the document is to be added to

1. If the **Reference ID** is marked on the document:
    - Enter the **Reference ID**
    - Select **Find**
2. If the Reference ID is not marked on the document:
    - Select **Candidate Name**
    - Select **Candidate DOB**
    - Enter the **Candidate Name** and / or **Candidate DOB**
    - Select *Find*
    - Select the correct reference

3. The reference details appear in the reference update section on the left of the page
4. Check the **User Fields** tab to ensure that any fields that require completing have been filled in (mandatory fields are denoted with a *)
5. Select **Confirmation** option (**None, N/A** or **Verified)**
6. As required, select a secondary confirmation option (Yes, No or No Policy from Acceptable?)
7. If the referee has requested that the provided reference be marked Data Protection or In Confidence, select as appropriate
8. If required, add a note:
    - Select the **Notes tab**
    - Enter your note at the bottom of the screen
    - Select **Make Public** as required
    - Select **PDC** as required
    - Select **Add**
9. Select **Update**. The reference is updated / completed:
    - If multiple documents were initially selected, the next document opens
    - If no other documents were initially selected you are returned to the **Bulk Reference Inbox** screen

Viewing "Unmatched" Documents

To view documents which have been marked as **Unmatched**:

- From the **Bulk Reference Inbox** screen, select **Unmatched**
- Documents flagged as **Unmatched** are shown
- Documents can now be reviewed and references updated

Unavailable and Unacceptable References

On occasion it may not be possible to obtain a reference. The reference or document may be unacceptable. The referee may state that a candidate was dismissed from their employment or that they would not re-employ the candidate.

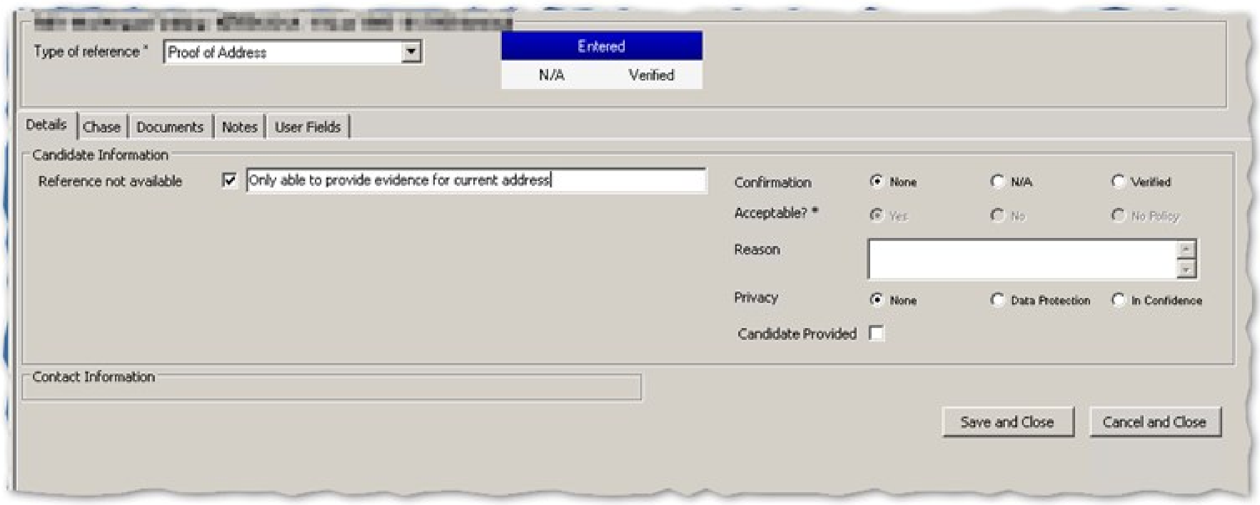
On these occasions, the Screener should select the appropriate options when updating the reference.

In the case of an unavailable reference, this will open a gap for the period of employment.

When a candidate has been dismissed or the referee indicating they would not re-employ the candidate, Pass will mark the candidate as Awaiting Approval until a user with appropriate rights accepts or rejects (fails) the reference.

Unavailable References

If it is not possible to obtain a reference, from the appropriate Candidate's **References** tab (as shown below):



- Select the required reference
- Select **Reference Not Available**
- Enter the reason in the adjacent text box
- Select **Save and Close**. The reference is updated and a gap to cover the period is automatically opened

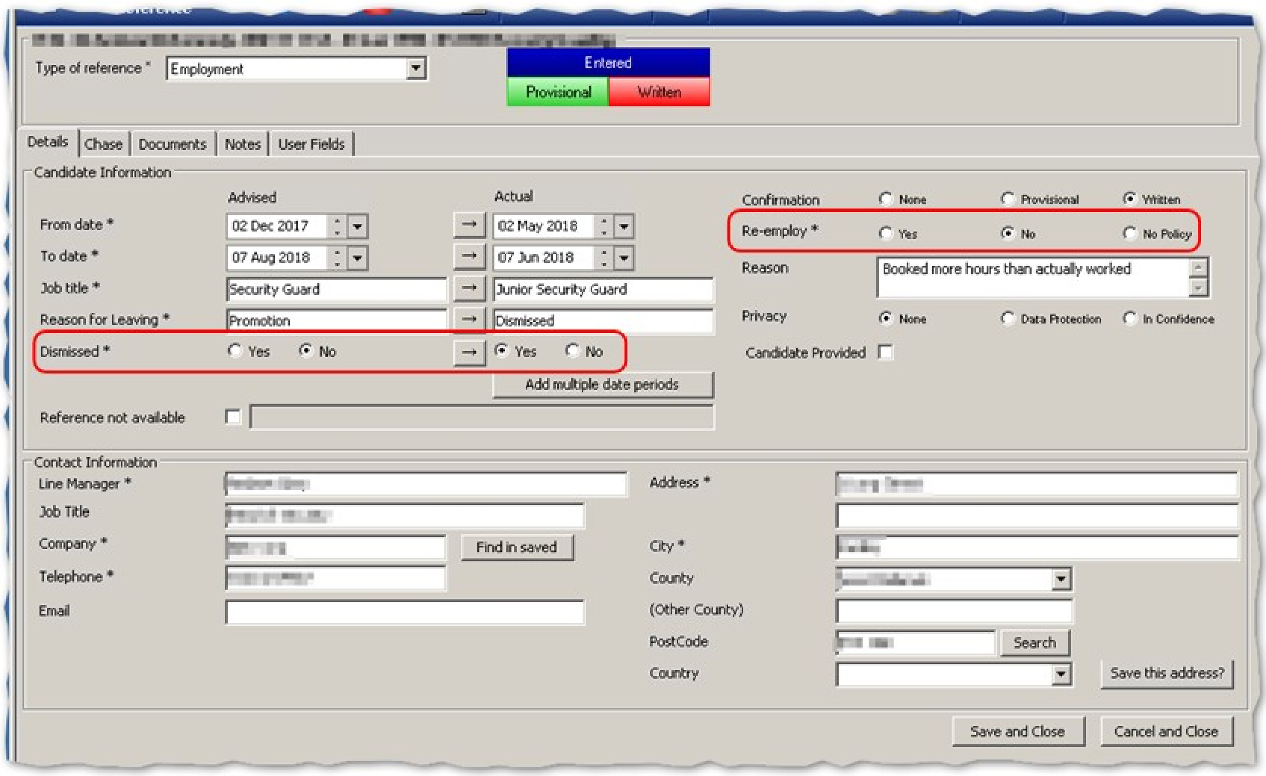
Unacceptable References

If for any reason a reference is unacceptable it should be marked as such by selecting the appropriate option.

Two fields will result in the reference being tagged as unacceptable, when No is selected:

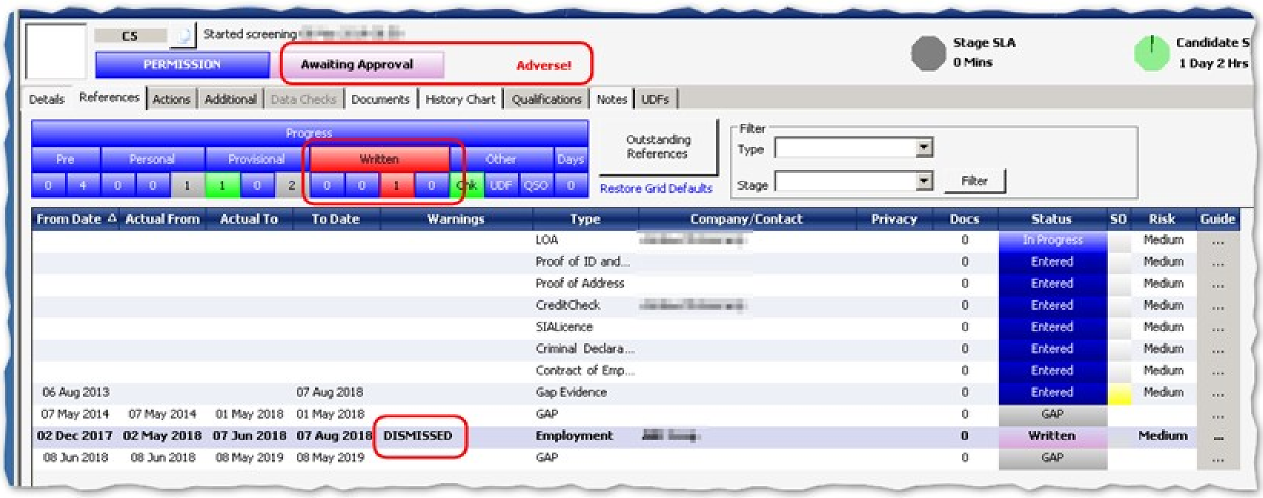
- The bottom field in the **Candidate Information** section, usually marked **Dismissed**
- The **Second Confirmation** field, usually marked **Re-Employ** or **Acceptable?**

These fields are highlighted in red in the screenshot below:



Reviewing an Unacceptable Reference

Those candidates flagged as Awaiting Approval, having been deemed unacceptable (as shown in the example screenshot below). Only those individuals with the appropriate access rights will be able to access the candidate.



To review the unacceptable reference, from the candidates References tab, select one of the two buttons shown below:

- If the reference is acceptable:
  - Select **Accept** as shown above
  - Add notes as required into **Add Notes**
  - Select **OK**. The reference is completed and will be flagged **Conditionally Accepted** (Yellow Status)
- If the reference is not acceptable:
  - Select **Reject** as shown above
  - Add notes as required into **Add Notes**
  - Select **OK**. The reference is flagged **Failed** and the candidate's status changes to **Refs Failed**

Restarting a Reference

References that have been flagged **Unavailable** can be restarted so that the status of the reference returns to **Entered** with the details entered remaining. To restart a reference:

- From the references tab of the candidate record highlight the unavailable reference to be restarted
- Select **Restart** from the action bar
- Select **OK**. The reference is restarted

Candidate Actions (Hold / Cancel / Restart)

Occasionally it may be necessary to place a candidate on hold. Additionally, if a candidate is dismissed or resigns before screening is completed, it may be necessary to cancel a candidate.

A candidate record can be restarted to reset the workflow and restart the screening process. This can be done to restart a cancelled candidate or if the screening type the candidate is being screened against requires changing.

Placing a Candidate on Hold

To place a candidate on hold, from the details page of the candidate record:

- Select **Actions** from the action bar
- Select **Hold**
- Enter a reason into the text box for placing the candidate on hold as required
- Select **Hold**. The candidate is placed On Hold

Please Note: The candidate record is effectively frozen in time when On Hold and SLA's are no longer counted

Releasing a Candidate from Hold

To release a candidate from being on hold, from the details page of the candidate record:

- Select **Actions** from the action bar
- Select **Release**

The candidate is released from On Hold and returns to their previous status

Please Note: When released the candidate record resumes at the same elapsed time as when placed on hold.

Cancelling a Candidate

To release a candidate from being on hold, from the details page of the candidate record:

- Select **Actions** from the action bar
- Select **Cancel**
- Select the **Reason** for cancelling the candidate
- Enter a **Comment**
- Select **OK**. The candidate is cancelled and no further updates are allowed in the record

Please Note: When a candidate is cancelled the file is not deleted. The candidate can be restarted to resume screening.

Cancelling Multiple Candidates

To cancel multiple candidates, from the candidate workbench:

- Select **Sel** next to each of the candidates to be cancelled
- Select **Cancel**
- Select **Yes**
- Select the **Reason** for cancelling the candidates
- Enter a **Comment**. Candidates are cancelled and no further updates are allowed in the record

Candidate Restart

To restart a candidate's screening. from the candidate record:

- Select **Candidate Restart**
- Select an alternative screening type if required
- Select **OK**. The candidate is now restarted

Stage Sign Off

Certain stages of screening process require sign off by an authorised user. The candidate file will automatically move to an **Awaiting Sign Off** status at the appropriate point. It cannot be updated until an authorised user completes the sign off.

Searching for Candidates Awaiting Sign Off

To display the list of candidates awaiting sign off:

- Open the candidate workbench
- Select **Awaiting Sign Off**
- Select **Search**. A list of the candidates that the user has access to are listed

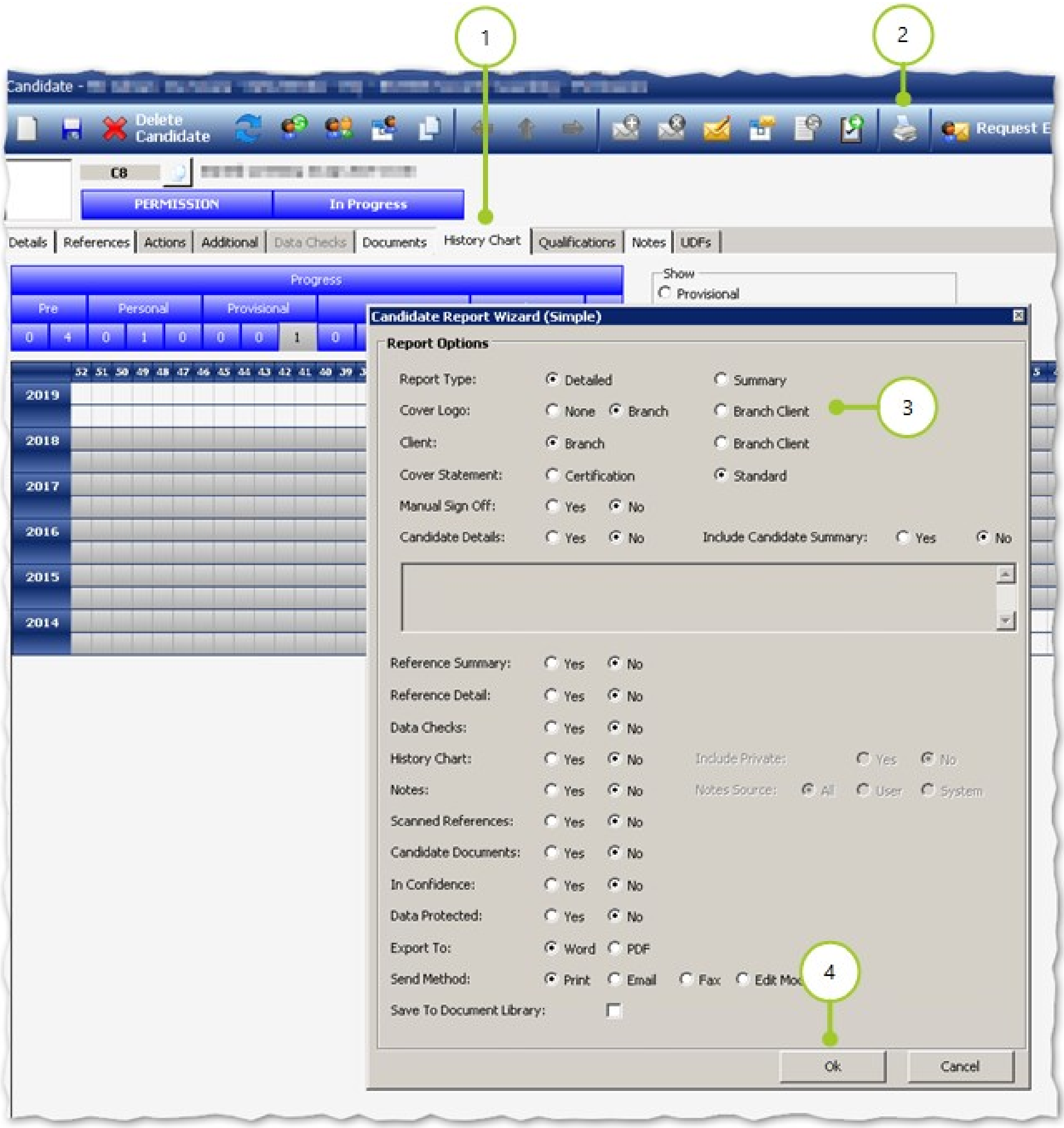
Completing Stage Sign Off

To complete stage sign off:

- Open the candidate record and carry out the necessary checks
- From the **Details** tab of the candidate record:
- If the record is acceptable
  - Select **Accept this Item** from the actions bar
  - The record moves to the next stage
- If the record is not acceptable:
  - Update the appropriate references as required
  - Select **Reject the Record** from the actions bar
  - The record moves back to the appropriate stage and status

Creating the Candidate Report

The candidate report provides a record of and evidence of the screening process. The document is created from a template configured by the super user. To create a candidate report, follow these steps:



- Select **History Chart** from the candidate record
- Select **Print** from the action bar
- Select the appropriate report options (see details below
- Select **OK**. The report is opened / saved / sent as requested

Report options

Option	Description
Report Type	Select whether a detailed or summary report is produced, this is defined by the super user
Cover Logo	Select the logo stored within the Branch/Client or the sub-client to be printed on the

	front cover of the candidate report
Client	Select the details from the Branch/Client or the sub-client to be printed on the front cover of the candidate report
Cover Statement	Selects the text to be displayed on the cover of the report
Manual Sign off	Produces a sheet within the candidate report that includes space to capture a signature and other sign off information
Reference Summary	A list of all references contained within the candidate report
Reference Detail	Produces a page for each reference containing the details collected including information captured in user defined fields
History Chart	Provides a copy of the history chart within the report
Notes	Enables the user to select if and which types of notes are added to the candidate report including if private notes are added
Scanned References	Include a copy of any documents attached to the candidate file
In Confidence	Include a copy of all references received in confidence within the candidate report
Data Protected	Include a copy of all references received where the referee has asked for their name to be withheld in accordance with the Data Protection Act
Export to	Enables you to select whether to exported to Word or PDF when sent by email or saved to the document library
Send Method	Allows the reported to be printed, sent by email or fax or opened in Word for editing
Save to Document Library	Defines if a copy is saved to the document libraryWhat does the Candidate / Reference notes tab look like?