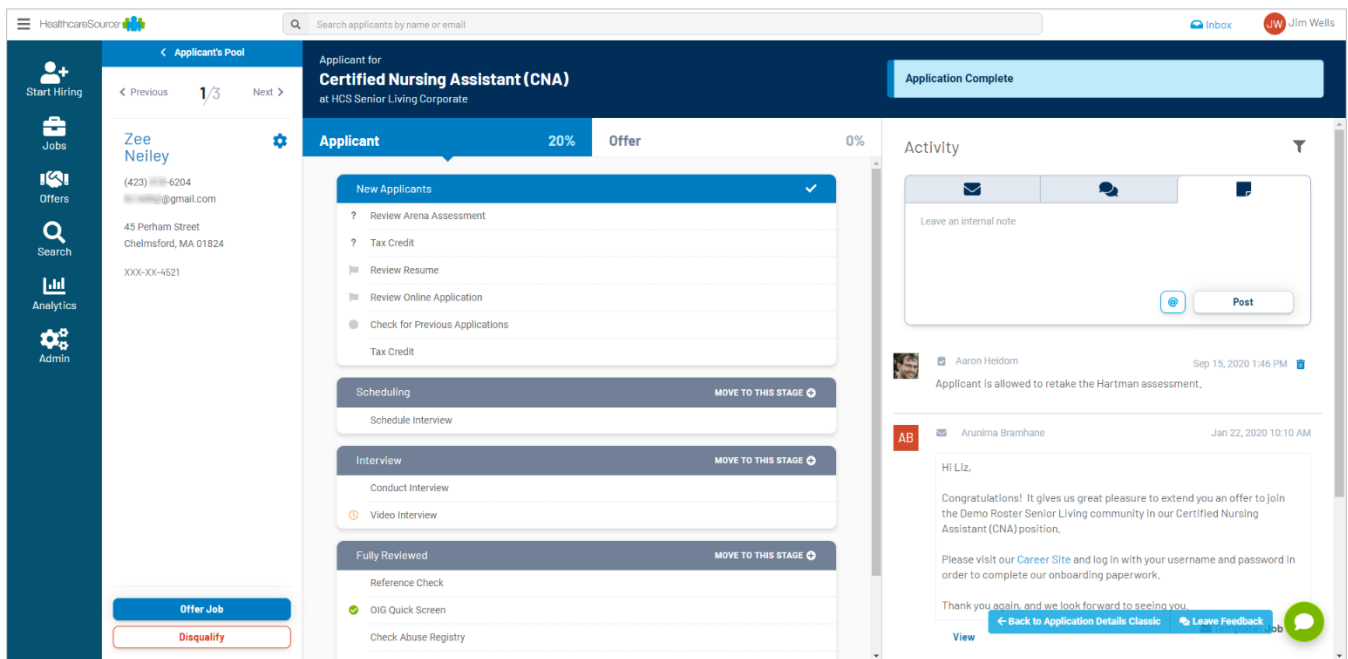


Feature Overview – Hiring System

Interface Update – Applicant Details

The HealthcareSource Hiring System’s revised *Applicant Details* page provides a more streamlined, efficient area to track, manage, and engage in your hiring processes. We’ve optimized the page layout to provide access to even more information and deliver new ways to complete more tasks within this same space – meaning fewer clicks and less tedious back-and-forth between pages.



What’s changed?

The newly designed *Applicant Details* page is organized into three columns which make it easier to review information from each section and act as needed. A blue header bar across two of the columns displays the job and facility for the current application, along with its status.



The three columns making up this new layout include the **Applicant Info** column, the **Checklist**, and the **Activity Feed**. Each of these sections has been fully optimized to cut down the amount of time spent looking for specific job status details and applicant data.

Applicant Info

This column displays the applicant's personal information, requisition, offer, and acceptance details, and any available actions you can carry out on the applicant. This section includes:

- **Navigation.** The blue bar at the top of this column offers navigation back to the previous page, while the **Previous** and **Next** options underneath let you quickly cycle through your available applicants (replacing the **Quick View** option). Nestled between these is an indicator of which candidate you are viewing, out of the total amount in your list.
- **Personal Details.** Shows the applicant's personal details including name, phone number, email and home address, and other details provided in the application. There is also the **Settings** icon, providing more actions you can conduct on the candidate.
- **Job Offer Details.** Applicants with an **Offered** status have additional job offer details displayed here, such as the Requisition Number and any dates showing when the job offer was sent, when the offer was accepted, the start date, and when onboarding forms were submitted. Any of the calendar icons can be selected, allowing you to add or edit a date.
- **Applicant Actions.** Any available actions you can take on the applicant display as rectangular buttons at the bottom of this column. These options change based on the application status.

The screenshot shows the 'Offers' section for applicant Sam Smith. At the top, there is a blue navigation bar with a back arrow, the word 'Offers', and a forward arrow. Below this, there are 'Previous' and 'Next' buttons with a '1/108' indicator between them. The applicant's name 'Sam Smith' is displayed in large blue text, with a settings gear icon to the right. Below the name, contact information is listed: '(456) 789-7787' and 'james@smith.com'. The address is '4561 Test Street, city, AK 65456' and a placeholder 'XXX-XX-4444' is shown. A 'Requisition' section lists '19-00168'. The 'Job Offered' date is '12/12/2019' with a calendar icon. The 'Job Accepted' status is 'Not accepted' with a calendar icon. The 'Start Date' is 'No start date' with a calendar icon. The 'Onboarding Submitted' status is 'Data not submitted'. At the bottom, there are three buttons: a blue 'Hire' button, a red-outlined 'Cancel Offer' button, and a red-outlined 'Disqualify' button.

Checklists

The center column displays **Checklists** for the applicant, with separate tabs for both **Applicant** and **Offer**-related tasks. These checklists provide an area to review what still needs to be done, and what has already been completed. A percentage shows in each tab indicating how many tasks are complete in each checklist.

Selecting the **Applicant** or **Offer** heading displays its checklist in the column below. Selecting a task displays its content within the *Applicant Detail* page; widening the center column area to better display any documents or forms.

Here you can review details and mark steps complete once the requirements are met.

The screenshot shows the 'Checklists' section with two tabs: 'Applicant' (45% complete) and 'Offer' (11% complete). The 'Applicant' tab is active and shows three checklist categories: 'New Applicants', 'Interview', and 'Fully Reviewed'. The 'New Applicants' category includes 'Review Resume' (checked), 'Review Online Application', 'Check for Previous Applications', and 'Tax Credit'. The 'Interview' category includes 'Behavioral Assessment' (61%), 'Job Knowledge Assessment' (35%), and 'Conduct Interview' (marked with a star). The 'Fully Reviewed' category includes 'Reference Check', 'OIG Quick Screen' (checked), 'Check Abuse Registry', 'Verify License / Certification', 'Prepare Job Offer' (checked), and 'Job Offer Approval'.

The screenshot displays the 'Review Online Application' page for Liz Neiley, a Licensed Practical Nurse (LPN) at Community Medical Center. The interface includes a left sidebar with applicant details, a main content area with an 'Application Report', and a right sidebar with an activity feed. The 'Application Report' section contains the following information:

Location: Community Medical Center	Application Date: 28 Apr 2020
Job Function: Licensed Practical Nurse (LPN)	Update Date: 18 Jun 2020
Contact Information	
Name: Neiley, Liz	State: MA
City: Chelmsford	Phone Number: (603) 303-3925
Email Address: zneiley@gmail.com	

The right sidebar activity feed shows a message from Jim Wells: 'Ready to Process' (with a right arrow) and 'Completed' (with a green checkmark).

This expanded view also contains any actions you can take on the item. These include options to **Complete** the step, indicate a **Hold** on its review, or reset the task's status. Each item also includes its own activity feed on the right, letting you attach files, leave internal notes, and see any other changes made.

The **Previous** and **Next** options in the Applicant Info column can be used to cycle through applicants in your list while viewing the same checklist item. This allows you to quickly compare specific applicant information for checklist items with a single click.

Activity Feed

The **Activity Feed** is a comprehensive display of any action taken on the application. This column displays records of any external communication sent via text message (if the applicant has opted-in) or email, any internal notes left by associates, and any updates to their application or offer status. With the updated interface for the *Applicant Details page*, all these notifications and messages can be sent and reviewed directly within this single column.

Selecting the **envelope** icon opens the *Send Message* page in a pop-up window. Using this form, you can send the applicant and any other stakeholders an email.

Selecting the **chat bubbles** lets you send a text message to the applicant's mobile phone. If they have not opted-in to receive text messages, this option is disabled.

The screenshot shows the 'Activity' section with a dropdown menu containing icons for an envelope (email), chat bubbles (text message), and a document (internal note). Below the menu is a text input field labeled 'Leave an internal note' and a 'Post' button. The activity feed contains two entries:

- A message from Aaron Heidorn on Sep 15, 2020 at 1:46 PM: 'Applicant is allowed to retake the Hartman assessment.'
- An email from Arunima Bramhane on Jan 22, 2020 at 10:10 AM. The email body reads: 'Hi Liz, Congratulations! It gives us great pleasure to extend you an offer to join the Demo Roster Senior Living community in our Certified Nursing Assistant (CNA) position. Please visit our [Career Site](#) and log in with your username and password in order to complete our onboarding paperwork. Thank you again, and we look forward to seeing you.' The email is identified as a 'Template: Job Offer'.

Selecting the **note** icon lets you write an internal note. Use the **@** icon to search for specific users to mention in your post, which notifies them via email. For privacy and security reasons, this icon is active by default.

Using the **filter** icon in the upper-right enables you to whittle down the activity feed to include only the specific types of candidate activity you're looking for. These filters allow you to show only texts, emails, internal application notes, checklist notes, or any combination of the four.

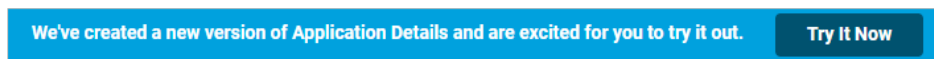
Internal notes can be deleted from the Activity Feed if they're no longer needed by selecting the **trash can** icon.

The Fine Print

Nothing too much to worry about, just a few more details about this update to keep in mind.

- We've provided a way to toggle back-and-forth between the updated *Applicant Details* page and the original layout, in case you want to ease into this transition.

If you're ready to work using the new page format, selecting **Try it Now** from the banner above the *Applicant Details* page displays the new look & feel.



If you're not quite ready to commit to using the new design, don't worry! You can switch back to the old layout by selecting **Back to Application Details Classic** at the bottom of the new *Applicant Details* page.



We encourage you to use the **Leave Feedback** button and share your thoughts about these updates!