

## OLRS Communication

**What?** Notices and Best Practices

**Who?** OLRs Professional Users

**When?** February 27, 2013

**Message:** The following categories have changes coming and/or include tips which may assist in your agency's recruitment process.

### Notice Templates

- When creating Notice Templates, **do NOT choose a Reject Reason**, leave on – SELECT-. If you choose a reject reason, then that notice template is *the only one that will appear* for all of our Insight users when they attempt to send out notices to applicants who have that reject reason on their application.
- After you have used a Notice Template that is not going to be used again, archive it. All notice templates appear for all Insight users. Archiving notice templates that are no longer needed helps keep the notice template dropdown cleaned up and easier to use for all of us.
- Instead of creating a new notice template, select a template from the dropdown options on the email notify screen and edit it by clicking on Edit Template and then include any special information you need to share with the applicant(s).
- Limit the number and the size of attachments to notice templates. We have found that multiple attachments may impact the system's ability to send the notification.

To verify if a notice template with multiple attachments was sent successfully out of the system, options include:

- Contacting one or more of the recipients directly.

#### OR

- By clicking on the View link in the applicant's Notices column to see if the applicant confirmed they received the notification. Note – a small percentage of the applicants confirm the receipt of notices even when successfully received.

If you need to send out a notification with multiple attachments, you can:

- Post the documents on your website and then include links in the notice to those documents.

#### OR

- Run a report that includes applicant email addresses and send the notice outside of the system. What report to run can depend on where your applicants are in the process, but a standard report would be Reports > Reports > Applicants > Applicants by Job.

## Reports Data

Whether you or your coworker are running reports for your agency, or DES is running reports statewide to provide data to the Governor, the data being reported out of the system is only as good as the data entered into the system. For example, the more fields you complete on a hire, the more columns with data can be included in reports.

On the next GMAP report, the OLRs data will include:

- There have been 88 agencies who have posted a job within the OLRs.
- Of those, 71 agencies have accepted online applications on the posting.
- And of those, only 59 agencies completed one or more Offer Accepted or Hire actions on the selected candidate.

The gap between these numbers needs to be filled by allowing online applications, tracking the applicants within the system, and completing the Offer Accepted and/or the Hire action on the selected candidates.

## Access

To maintain the correct access to the system, remember to [inactivate Online Hiring Center \(OHC\)](#) users who no longer need access to the system. This can be done by your agency OHC Liaison user. To inactivate Insight access, send a request to the DES HR Service Center – [servicecenter@des.wa.gov](mailto:servicecenter@des.wa.gov).

## IE7 and Firefox 16

Effective June 30, 2013, NEOGOV will no longer support Internet Explorer 7 (IE7) or Firefox 16 or below. Browsers that will be supported as of July 1<sup>st</sup> are:

- Internet Explorer 8, 9, 10
- Firefox 17, 18, 19

The message from NEOGOV states:

“If you are using an older version of one of these browsers, it is time to update. But, don’t worry. It will not suddenly stop working as of July 1<sup>st</sup>. However as we move forward, we will no longer test features or code to the standards of older browsers. So, eventually some features may stop working if you haven’t upgraded.

In consistency with best practices in the industry and to provide quality service to our customers, our policy is to support the current release for both Internet Explorer and Firefox, as well as the previous two versions. For job applicants, we will continue to support browsers used by 5% or more of job seekers.”

## **Trainings**

The [OLRS Advanced Scoring Workshop](#) will be held on March 27, 2013. This four hour workshop is for OLRS Insight users who would like to learn tips and best practices on developing and scoring questions, and using the autoscoring functionality within the system.

The introductory [Online Recruiting System Training](#) is scheduled for April 18 – 19, 2013 and is for new users of the OLRS or for those who would like to brush up on their skills.

### **Questions or need assistance with the OLRS? Contact:**

Service Center: (360) 664-6400

Email Contact: [servicecenter@des.wa.gov](mailto:servicecenter@des.wa.gov)

*Want to review past communications? Visit [OLRS Notices](#) on the HR website.*