

Candidate Experience
Admin Guide
Version 2024.21

RIVAL

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Rival

311 W Monroe St., Suite #402

Chicago, IL 60606

U.S.A.

1 (866) 329.3363 U.S. toll free

Website: www-rival-hr.com (see Rival website - www-rival-hr.com)

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Getting started

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About this guide

This guide describes Candidate Experience settings for internal and external career sites. You can control the look, feel, and function of Candidate Experience career sites by configuring and changing settings.

Candidate Experience overview

Candidate Experience is a mobile-friendly career site that helps attract candidates, speeds up the application process, and improves your recruiting workflow. You can customize Candidate Experience to reflect your company's branding and promote your company's culture.

Candidate Experience works with Rival Recruit.

Benefits

Here are some benefits of using Candidate Experience:

- Mobile-friendly
- Improves the candidate journey and application process
- Helps attracts passive candidates
- Self service - no need to contact Support; you customize your career sites
- Brand your site (custom colors, logo, email)
- Integrate with Google Analytics and Google for Jobs
- Developed to WCAG 2.1 Level AA standards (accessibility)

Grant a user permission to access the Candidate Experience Admin portal

- To access the Candidate Experience Admin portal, a user must be granted permission in Rival Recruit.

1. Log in to Rival Recruit.
2. From the navigation bar, click **Administration>User Accounts**.

The User Accounts page opens.

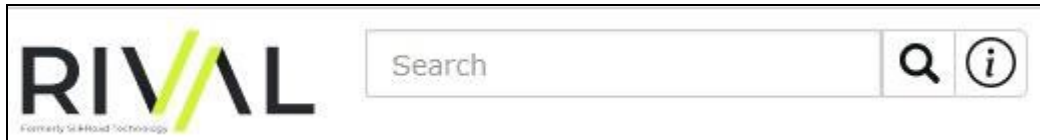
3. (If applicable) Filter to limit search results.
4. In the results list, click the name of the user.

The Administer User Accounts page opens.

5. In the Permissions box, select the **Configure Candidate Experience** permission.
6. Click **Save**.

Searching the Help system

To search the Help system, enter keywords into the Search bar on the landing or content pages:



The system returns matches based on the keyword(s) you entered.

Here are some additional search operators that can yield more accurate results.

Operator	Description	Example	Result
*	Use an asterisk as a wildcard at the beginning, middle, or end of search terms.	land* *land h*land	landscape island highland
" "	Use quotes to search for exact terms in the exact order. Tip: Case sensitive	"The highlands"	The highlands (Does not search for "the", "highlands", or "highlands the")
title:	Use to search for terms in a topic title. Does not search in the body of a topic. Tip: No space between colon and term.	title:highland	Returns results that have highland in the topic title.
body:	Use to search for terms in the body of a topic. Does not search in the topic title. Tip: No space between colon and term.	body:highland	Returns results that have highland in the body of the topic.

Support

For technical assistance for any of our solutions, contact our client support staff at:

Email: support@rival-hr.com (<mailto:support@rival-hr.com>)

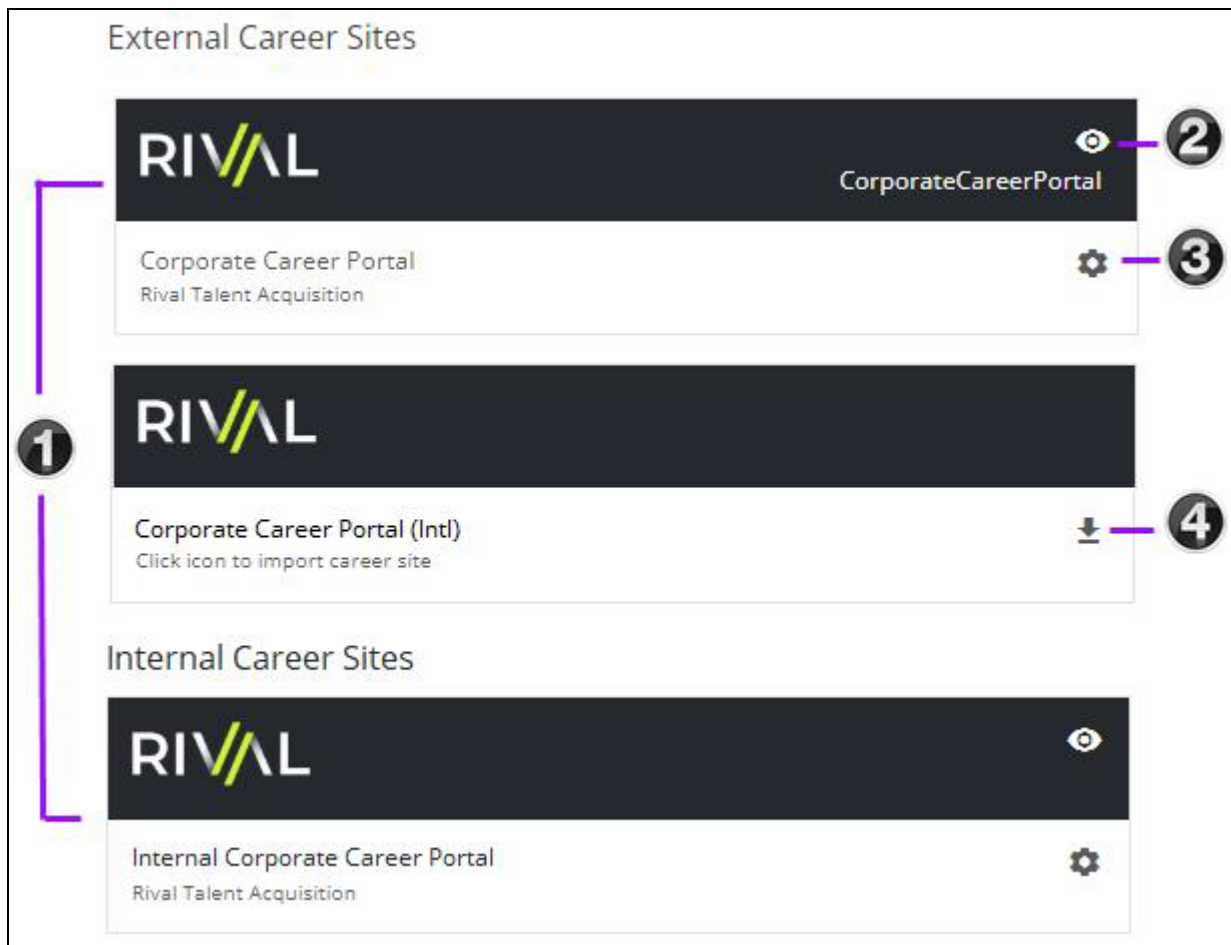
Web: <https://www.rivalcommunity.com> (see Rival community - <https://www.rivalcommunity.com>)

Career sites

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Career Site List page



The Career Site List page is the first page you see when you log into Candidate Experience. Use it to access your career site(s). Here are the main features.

	Description
1	Shows a listing of career sites and includes header and logo Tip: An organization may have one site or multiple sites (like in the sample above).
2	Preview a career site
3	Access settings to set up/maintain a career site's look and function

	Description
4	Import a career site

Import a career site

- After Rival Support sets up a legacy external or internal career site, you can import it into Candidate Experience.
- A legacy external or internal career site is the basis for a Candidate Experience career site.
- Once imported, you configure the settings to control how your Candidate Experience career site looks and functions.

1. Log into your Candidate Experience Admin portal.

There are two ways to log in:

- Use the URL of your Candidate Experience Admin portal. You receive the URL from the Rival employee who created the instance.
- Click the **Candidate Experience Admin** career site option that appears when you click your avatar in the header of your Rival Recruit application. (This method is only available if you have the Configure Candidate Experience permission.)

The Career Site List page opens.

2. Click **Import** beside the career site to import.

The Career Site Settings page opens and you can configure the settings.

Preview a career site

1. Log into your Candidate Experience instance.

The **Career Site List page** (on page 9) opens.

2. For the career site you want to preview, click .

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General settings

General settings control various aspects of how Candidate Experience and career sites function.

Settings

Active

Controls whether the career site is active or not. An active career site is accessible by the URL. An inactive career site is not accessible (applicants cannot access it). (Inactive is the default.)

Enable Job Alert

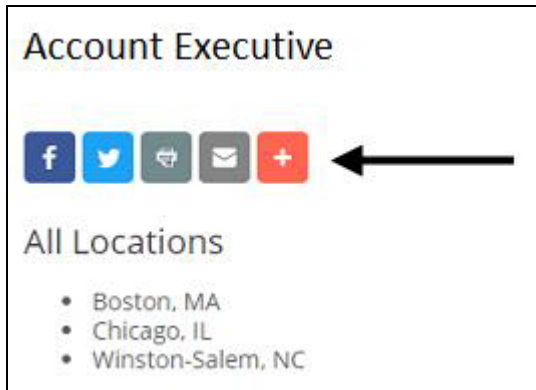
Controls whether a Create Job Alert link is displayed to a job seeker when running a job search. A job seeker can click that link and create an alert that sends them an email with the latest jobs that match specified search criteria. (Disabled is the default.)

Enable Ability to Share Jobs

Note: This option is not available for internal career sites.

Controls whether social media content sharing options are available for jobs on the Job Details page.

If enabled, four social media content sharing options appear in a floating bar at the top of any Job Details page—underneath the job title. There is also a + icon. When clicked, additional social media options are shown.



If disabled, the social media content sharing options do not appear at the top of the Job Details page. (Default setting)

Hide Company Name On The Job List Page

If enabled, company name does not display on the Job List page. If disabled, the company name displays on the Job List page underneath the banner image. (Disabled is the default.)

Tip: This setting does not affect any other locations in Candidate Experience where the company name is displayed.

Enable reCAPTCHA

This setting controls whether reCAPTCHA is enabled on the last page of application forms. reCAPTCHA is a Google service that helps protect websites from spam and abuse by distinguishing between humans and bots.



If enabled, reCAPTCHA appears on the last page of application forms. A candidate must check the box to acknowledge and submit their resume.

If disabled, reCAPTCHA is not enabled and the check box is not shown. (Default setting)

Company Name

Enter your company name. It appears on the Jobs List page and in emails.

Company Tagline

Enter your company tagline. (Tagline is a slogan describing your company.) It appears under the company name on the Jobs List page.

Portal Name

Enter a name for the career site. This name is displayed internally in places like the Career Site List page and header text of settings.

URL Portal Code

WARNING: The URL Portal Code should *not* be changed after it is initially set up. Changing it will break external links.

This is the portion of the Candidate Experience URL that identifies the career site you are configuring, and it is the last part of the career site URL.

For internal Candidate Experience career sites, this code is pre-populated with the internal key from the legacy internal career site.

Default Portal Language

Select a default language for the career site. It controls:

- Language the career site displays in for applicants who arrive on the career site using a browser language not available in Candidate Experience
- Language that is displayed by default on the page where the following pages are configured: presubmission text, fee agency presubmission text, application form, fee agency application form, Job Details page, and Fee Agency Job Details page
- Language in which any email coming from Candidate Experience is sent if the applicants who arrive on the career site using a browser language not available in Candidate Experience
- Language that the system attempts to fall back on in cases where the browser language of the job seeker does not match any activated languages of the career site

Recent Jobs Snippet

You can copy the code snippet and embed that into your corporate website. The most recent jobs are displayed on your corporate website.

Activate a career site

- Activating a career site means it is accessible by its URL and applicants can access it.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn on the **Active** toggle.
4. Click **Save**.

Deactivate a career site

- Deactivating a career site means it is not accessible by its URL and applicants cannot access it.

1. From the Career Site List page, click  beside a career site.

2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn off the **Active** toggle.
4. Click **Save**.

Enable the Create Job Alert link for job searching

- When enabled, a Create Job Alert link is available when a job seeker searches for jobs. The job seeker can click the link to **create a job alert** (on page 71).
- A job alert sends the job seeker an email with the latest jobs that match their search criteria. It remains active for six months. The job seeker can unsubscribe.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn on the **Enable Job Alert** toggle.
4. Click **Save**.

Disable the Create Job Alert link for job searching

- When disabled, a Create Job Alert link is not available when a job seeker searches for jobs. The job seeker cannot create a job alert.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn off the **Enable Job Alert** toggle.
4. Click **Save**.

Enable social media content sharing on Job Details page

- When enabled, social media content sharing options are available on the Job Details page. Job seekers can share the job via those social media options.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn on the **Enable Ability to Share Jobs** toggle.
4. Click **Save**.

Disable social media content sharing on Job Details page

- When disabled, social media content sharing options are not available on the Job Details page.

1. From the Career Site List page, click  beside a career site.

2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn off the **Enable Ability to Share Jobs** toggle.
4. Click **Save**.

Hide company name on the Job List page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn on the **Hide Company Name On The Job List Page** toggle.
4. Click **Save**.

Show company name on the Job List page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn off the **Hide Company Name On The Job List Page** toggle.
4. Click **Save**.

Enable reCAPTCHA

- When enabled, reCAPTCHA is available on the last page of application forms.
- reCAPTCHA is a Google service that helps protect websites from spam and abuse by distinguishing between humans and bots.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn on the **Enable reCAPTCHA** toggle.
4. Click **Save**.

Disable reCAPTCHA

- When disabled, reCAPTCHA is not available on the last page of application forms.
- reCAPTCHA is a Google service that helps protect websites from spam and abuse by distinguishing between humans and bots.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. Turn off the **Enable reCAPTCHA** toggle.
4. Click **Save**.

Set company name to appear on Job List page and emails

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. In the Company Name box, enter a company name.
4. Click **Save**.

Set a company tagline

- Company tagline appears on the Jobs List page under the company name.
- A tagline is a slogan describing your company.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. In the Company Tagline box, enter a tagline.
4. Click **Save**.

Set portal name

- Portal name is displayed internally like on the Career Site List page and header text of settings. Portal name is not visible to job seekers or externally.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. In the Portal Name box, enter a name for the portal.
4. Click **Save**.

Select a default portal language for a career site

- The default portal language comes into play when applicants access Candidate Experience career sites using a browser language not available in Candidate Experience.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.

The Manage General Settings page opens.

3. In the Default Portal Language list, select a language.
4. Click **Save**.

Copy recent jobs snippet and embed in your corporate website

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **General**.
The Manage General Settings page opens.
3. In the Recent Jobs Snippet box, copy the snippet.
4. Embed the snippet into your corporate website.

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Set visited link text color	23

Set body text color

- This color is used for text throughout the career site.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

- Click the **Body Text Color** box.
- Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

- Click **Save**.
- Click **Publish**.

Set border color

- This color is used for borders around job lists, fields, and so on.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

- Click the **Border Color** box.
- Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set breadcrumb color

- This color is used for breadcrumb text links.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Breadcrumb Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set button color

- This color is used on buttons.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Button Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set button text color

- This color is used for the text on all buttons.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Button Text Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.

6. Click **Publish**.

Set custom footer background color

- This color is used for the background of the custom footer.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Custom Footer Background Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set custom footer column header text color

- This color is used for column header text in the custom footer.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Custom Footer Column Header Text Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set custom footer link color

- This color is used for custom footer links.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Custom Footer Link Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set header text color

- This color is used for header text (heading tags, category and job titles, and so on).

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

- Click the **Header Text Color** box.
- Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

- Click **Save**.
- Click **Publish**.

Set logo background color

- This color is used behind the main logo image.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

- Click the **Logo Background Color** box.
- Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

- Click **Save**.
- Click **Publish**.

Set navigation border color

- This color is used for desktop navigation borders.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

- Click the **Navigation Border Color** box.
- Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

- Click **Save**.
- Click **Publish**.

Set navigation text color

- This color is used for desktop navigation text.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Navigation Text Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set primary color

- This color is used for headers, drop-down hover/focused borders, default icons, and so on.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Primary Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set site background color

- This color is the career site's background color.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Site Background Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set subtext color

- The color is used for smaller, lighter text such as job location on the Job Listing and Job Details pages.

1. From the Career Site List page, click  beside a career site.

2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Subtext Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set unvisited link text color

- This color is the text color for all unvisited links.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Unvisited Link Text Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

Set visited link text color

- This color is the text color for all visited links.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Colors**.

The Manage Colors page opens.

3. Click the **Visited Link Text Color** box.
4. Select a color from the palette or enter RGB values.

Tip: If you prefer HEX codes, click the **Enter Hex** link and enter a HEX code.

5. Click **Save**.
6. Click **Publish**.

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Fonts

Open Sans is the default font used throughout the Candidate Experience career site.

Good to know

- You can change the default font. Over 400 Google fonts from the Serif and San Serif families are available.
- Changing the font overrides the font set in the Description/Skills section on the Create and Edit Job Posting pages in Rival Recruit.
- When you change a font, display issues may occur. Test the font and choose a different one if you discover display issues.

Change the default font for career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Font**.
The Manage Fonts page opens.
3. From the Font Options list, select a font.
The font appears in the Font Preview panel.
4. Click **Save**.

Presubmission text

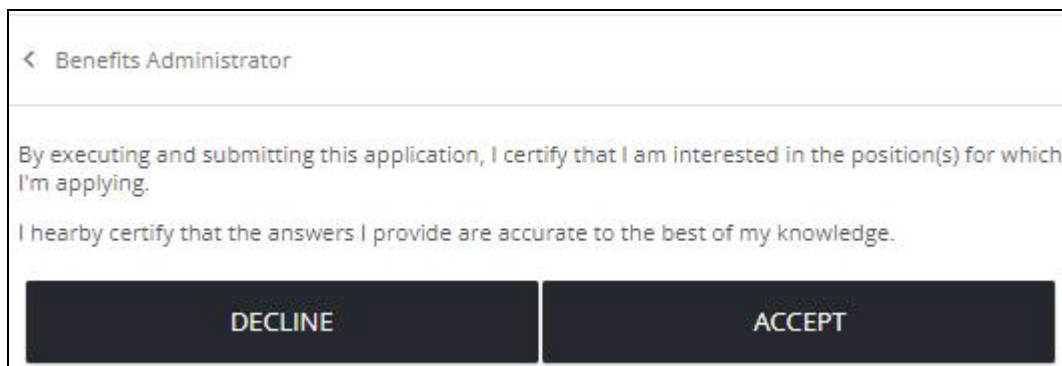
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Presubmission text overview

Presubmission text provides important information to applicants before they click **APPLY** on the Job Details page. Some examples: submission process info, submission withdrawal info, and company GDPR policy.

Here is a sample:



The image shows a sample of a presubmission text form. At the top, there is a back arrow and the text "Benefits Administrator". Below this, the text reads: "By executing and submitting this application, I certify that I am interested in the position(s) for which I'm applying." followed by "I hereby certify that the answers I provide are accurate to the best of my knowledge." At the bottom, there are two large buttons: "DECLINE" and "ACCEPT".

Key info

- Presubmission text is saved as draft until you publish it.
- Published presubmission text is considered live. Job seekers see it as the first page of the application process after they click the Apply button.
- You can only have one live presubmission text page per locale.

Good to know

- Draft presubmission text can be edited. Published (live) and archived presubmission text cannot be edited.
- You can clone an existing live and archived page, make edits, and then publish to replace the live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived),  (archive)
- Archiving live presubmission text inactivates it and removes it from the application process. No presubmission text is presented to applicants.

Add (create) presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. Click .
4. From the Language list, select a language for the presubmission text.

Tip: The default portal language is the default selection. If no other languages are enabled, no additional languages are available from the selection list.

5. In the Name box, enter a name to identify the presubmission text. The name only appears internally to help you identify it on the Manage Presubmission Text page. Applicants do not see this.
6. In the Presubmission Text box, enter text. Format as you like. Insert links if you want.
7. Click **Save**.

Note: Presubmission text is not live until you publish it.

Edit presubmission text

- Draft presubmission text can be edited. Published (live) and archived presubmission text cannot be edited.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside draft presubmission text, click .
4. Make changes.
5. Click **Save**.

Publish presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside presubmission text, click .

Presubmission text is live. It is displayed as part of the application process after an applicant clicks the Apply button.

Clone draft presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside draft presubmission text, click .

The Clone Presubmission Text page opens.

4. Make changes.
5. Click **Save**.

The cloned presubmission text appears in the list on the Manage Presubmission Text page as draft.

Clone live or archived presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside live or archived presubmission text, click .

The View Presubmission Text page opens.

4. Click **Clone**.

The Cloned Presubmission Text page opens.

5. Make changes.
6. Click **Save**.

The cloned presubmission text appears in the list on the Manage Presubmission Text page as draft.

Archive presubmission text

- You can archive live presubmission text.
- Archiving inactivates live presubmission text and removes it from the application process.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside active presubmission text, click .
4. On the confirmation page, click **Archive**.

View live or archived presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside live or archived presubmission text, click .

The View Presubmission Text page opens.

4. When finished viewing, click **Back**.

Delete presubmission text

- Draft presubmission text can be deleted. Deleting removes it from the list on the Manage Presubmission Text page and the system.
 - Published (live) and archived presubmission text cannot be deleted.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Presubmission Text**.

The Manage Presubmission Text page opens.

3. In the list beside draft presubmission text, click .
4. On the confirmation page, click **Delete**.

Fee agency presubmission text

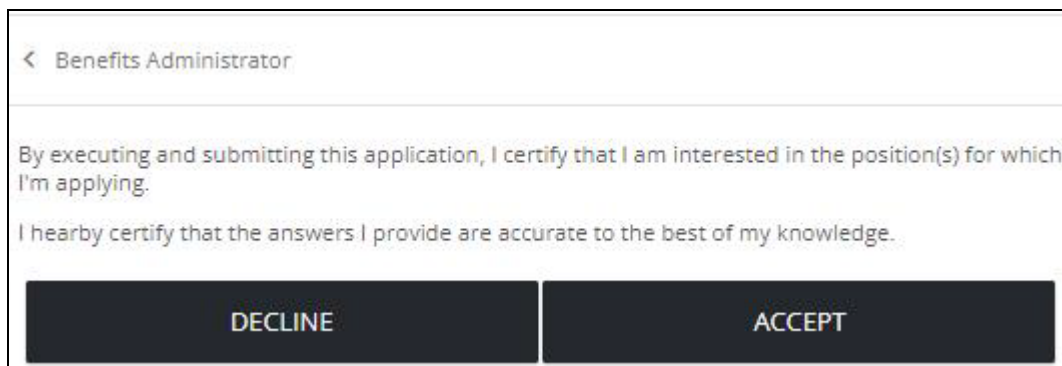
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Fee agency presubmission text overview

Fee agency presubmission text provides important information to fee agencies when they submit a resume. Text likely includes submission instructions, what the process is, and so on.

Here is a sample:



The image shows a sample of a fee agency presubmission text form. At the top, there is a back arrow and the text "Benefits Administrator". Below this, the text reads: "By executing and submitting this application, I certify that I am interested in the position(s) for which I'm applying." followed by "I hereby certify that the answers I provide are accurate to the best of my knowledge." At the bottom, there are two large buttons: "DECLINE" and "ACCEPT".

Key info

- Fee agency presubmission text is saved as draft until you publish it.
- You can only have one live fee agency presubmission text page per locale.

Good to know

- Draft fee agency presubmission text can be edited. Published (live) and archived fee agency presubmission text cannot be edited.
- You can clone an existing live and archived page, make edits, and then publish to replace live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived),  (archive)
- Archiving a live page returns this page to the default, which is no fee agency presubmission text.

Settings

Language

The language for the fee agency presubmission text. The default portal language is the default. If you have more languages enabled, you can select one here.

Name

Enter a name to identify the fee agency presubmission text. The name only appears internally to help you identify it on the Manage Fee Agency Presubmission Text page. Fee agencies do not see this.

Description

Enter a description. This only appears internally to identify the text. Fee agencies do not see this.

Presubmission Text

Enter text. Format as you like. Insert links if you want.

Add (create) fee agency presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.
The Manage Fee Agency Presubmission Text page opens.
3. Click .
4. From the Language list, select a language for the fee agency presubmission text.

Tip: The default portal language is the default selection. If no other languages are enabled, no additional languages are available from the selection list.

5. In the Name box, enter a name to identify the presubmission text. The name only appears internally to help you identify it on the Manage Fee Agency Presubmission Text page. Applicants do not see this.
6. In the Presubmission Text box, enter text. Format as you like. Insert links if you want.
7. Click **Save**.

Note: Fee agency presubmission text is not live until you publish it.

Edit fee agency presubmission text

- Draft fee agency presubmission text can be edited. Published (live) and archived fee agency presubmission text cannot be edited.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.
The Manage Fee Agency Presubmission Text page opens.
 3. In the list beside draft fee agency presubmission text, click .
 4. Make changes.
 5. Click **Save**.

Publish fee agency presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside fee agency presubmission text, click .

Fee agency presubmission text is live. It is displayed as part of the application process after an applicant clicks the Apply button.

Clone draft fee agency presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside draft fee agency presubmission text, click .

The Clone Fee Agency Presubmission Text page opens.

4. Make changes.
5. Click **Save**.

The cloned fee agency presubmission text appears in the list on the Manage Fee Agency Presubmission Text page as draft.

Clone live or archived fee agency presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside live or archived fee agency presubmission text, click .

The View Fee Agency Presubmission Text page opens.

4. Click **Clone**.

The Cloned Fee Agency Presubmission Text page opens.

5. Make changes.
6. Click **Save**.

The cloned fee agency presubmission text appears in the list on the Manage Fee Agency Presubmission Text page as draft.

Archive fee agency presubmission text

- You can archive live fee agency presubmission text.
- Archiving inactivates live fee agency presubmission text and removes it from the application process.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside active fee agency presubmission text, click .
4. On the confirmation page, click **Archive**.

View live or archived fee agency presubmission text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside live or archived fee agency presubmission text, click .

The View Fee Agency Presubmission Text page opens.

4. When finished viewing, click **Back**.

Delete fee agency presubmission text

- Draft fee agency presubmission text can be deleted. Deleting removes it from the list on the Manage Presubmission Text page and the system.
- Published (live) and archived fee agency presubmission text cannot be deleted.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Presubmission Text**.

The Manage Fee Agency Presubmission Text page opens.

3. In the list beside draft fee agency presubmission text, click .
4. On the confirmation page, click **Delete**.

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Google products

Candidate Experience supports integration with these Google products:

Google product	Description
Google for Jobs	Google for Jobs is an enhanced search feature that aggregates listings from job boards and careers sites and displays them prominently in Google search.
Google Analytics	Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. You need a Google Analytics ID to use Google Analytics. If you don't have an ID already, you will need to set one up via Google.
Google Maps	Google Maps is a web mapping service developed by Google that shows locations.

All Google product integrations are disabled (turned off) by default. If you want to use a Google product with Candidate Experience, enable it.

Enable Google Analytics

- You need a Google Analytics ID to use Google Analytics. If you don't have an ID already, you will need to set one up via Google.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Google Integrations**.

The Manage Google Integrations page opens.

- Turn on the **Google Analytics** toggle.
- In the Google Analytics ID box, enter your Google Analytics ID.
- Click **Save**.

Disable Google Analytics

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Google Integrations**.

The Manage Google Integrations page opens.

3. Turn off the **Google Analytics** toggle.
4. Click **Save**.

Enable Google for Jobs

Note: Google for Jobs integration is not available for internal career sites.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Google Integrations**.

The Manage Google Integrations page opens.

3. Turn on the **Google Job Postings** toggle.
4. Click **Save**.

It may take a few days before jobs show up in Google Job searches.

Disable Google for Jobs

Note: Google for Jobs integration is not available for internal career sites.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Google Integrations**.

The Manage Google Integrations page opens.

3. Turn off the **Google Job Postings** toggle.
4. Click **Save**.

Jobs do not appear in Google Job searches.

Enable Google Maps

- When enabled, a Google map appears at the bottom of a job description and shows the primary job location with a pinpoint.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Google Integrations**.

The Manage Google Integrations page opens.

3. Turn on the **Google Maps on Job Details Page** toggle.
4. Click **Save**.

Disable Google Maps

- When disabled, a Google map showing the primary job location does not appear at the bottom of a job description.

1. From the Career Site List page, click  beside a career site.



2. From the Career Site Settings page, click **Google Integrations**.
The Manage Google Integrations page opens.
3. Turn off the **Google Maps on Job Details Page** toggle.
4. Click **Save**.

Footer

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Footer customization

You can customize the footer that appears on your career site. The footer can have up to four columns.

It's a good idea to include a sitemap link in the footer to meet Web Content Accessibility Guidelines (WCAG). WCAG establishes guidelines that make web content more accessible for people with disabilities.

Add (create) a footer for a career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Footer**.
The Manage Footer page opens.
3. In columns 1-4, do this:
 - a. Enter a column heading name.
 - b. Click **+** to add link text and an associated URL and select whether to open the link in a new tab.
4. Click **Save**.

Social media

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Social media icons

Social media icons make it easy for users to quickly access a company's social media sites. You can easily manage the social media icons that appear on your career site footer and outgoing career site emails.

Add a social media icon to footer

- You can add the following social media icons to a career site footer: Facebook, Twitter, Instagram, YouTube, Vimeo, and LinkedIn.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Social Media**.

The Manage Social Media Icons page opens.

- Turn on the **Show icons on career site footers** toggle.
- Select an icon color scheme. Options are:
 - Color
 - White
 - Dark

Tip: Select a color scheme that does not conflict with your custom footer background color. For example, white icons on a white background are not a good look.

- For the social media icon you want to add, enter its website URL in the appropriate box.

Note: If you do not enter a website URL for a social media icon, it is not displayed.

- Click **Save**.

Add a social media icon to outgoing emails

- You can add the following social media icons to outgoing career site emails: Facebook, Twitter, Instagram, YouTube, Vimeo, and LinkedIn.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Social Media**.

The Manage Social Media Icons page opens.

- Turn on the **Show icons on outgoing career site emails** toggle.
- Select an icon color scheme. Options are:

- Color
- White
- Dark

Tip: Select a color scheme that does not conflict with your custom footer background color. For example, white icons on a white background are not a good look.

5. For the social media icon you want to add, enter its website URL in the appropriate box.

Note: If you do not enter a website URL for a social media icon, it is not displayed.

6. Click **Save**.

Cookie policy acknowledgement

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Cookie policy acknowledgement text

Cookie Policy Acknowledgement alerts candidates that cookies are used to store and retrieve information on their electronic devices. Here's the policy acknowledgement:

"Hi! We use cookies on this website to help operate our site and for analytics purposes. For more on how we use cookies and your cookie choices, [go here]! By continuing to use our services, you are giving us your consent to use cookies."

Good to know

- You cannot edit the policy acknowledgement text.

Enable the cookie policy acknowledgement

- When enabled, the cookie policy acknowledgement is displayed to job seekers who navigate to the career site.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Cookie Policy Acknowledgement**.

The Manage Cookie Policy Acknowledgement page opens.

- Turn on the **Cookie Policy Acknowledgement** toggle.
- In the URL box, enter the URL that becomes the [go here] link in the acknowledgement. That link opens the cookie policy that candidates must review.
- Click **Save**.

Disable the cookie policy acknowledgement

- When disabled, the cookie policy acknowledgement is not displayed to job seekers who navigate to the career site.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Cookie Policy Acknowledgement**.

The Manage Cookie Policy Acknowledgement page opens.

- Turn off the **Cookie Policy Acknowledgement** toggle.
- Click **Save**.

Application form

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Application form overview

An applicant completes an application form when applying to jobs listed on a Candidate Experience career site. There are two types of application forms.

Type	Description
Quick Apply	A pre-defined, one page application form that prompts for applicant first name, last name, email, and resume/CV. This is the default application form. It is used if there is no published configured application form.
Configured application	A custom application form that you configure. You can configure: ▶ Number of pages for the application form (no limit) ▶ Fields/questions to display on each page ▶ Order in which those fields/questions display on each page ▶ Field labels that display to applicants on career site Note that: ▶ If your company has more than one career site, you can configure an application form for each site. You can also configure a different application form on the same career site for different languages. ▶ If you do not configure and publish an application form, the Quick Apply form is used by default.

Good to know

- On a configured application form, default fields (First Name, Last Name, and Email Address) cannot be removed but can be moved to other pages.
- A form is in draft status until you publish it. A published form is live.
- You can only edit a form while it is in draft status.
- You can clone existing live and archived pages, make edits, and then publish to replace live version. (Click  to view, then clone.)

- When you publish a configured application form, the old form is archived and date stamped. Date stamp shows archived date and the user who archived it.
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived)

Configure and publish an application form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Application Form**.

The Manage Application Form page opens.

3. In the Application Form panel, click the **Use the configured application form below (If no application form is configured, Quick Apply will be used)** option.
4. In the Configured Application Forms panel, click .

The Configure Application Form page opens.

5. Select a language, name the form, and enter a description (description is internal only).
6. (Optional) Enter a page title.
7. Click  to add fields to the page.

The Configure Field page opens.



The image shows a 'Configure Field' dialog box with a close button (X) in the top right corner. It contains the following elements:

- Field:** A dropdown menu currently showing 'Prefix' with a downward arrow.
- * Label:** A text input field currently containing 'Prefix'.
- Required:** A toggle switch that is currently turned off.
- Buttons:** A black button labeled 'ADD FIELD' and a blue link labeled 'Cancel'.

- a. From the Field list, select a field.

The selectable fields come from Rival Recruit ePostings. You can also add **Rich Text elements** (see "**Rich Text field**" on page 43), CQEs, fields for attachments, Resume/CV upload, and so on.

- b. Keep the label the same or enter a new field label. This is the label applicants see on the application form.
- c. (If applicable) Make the field required.

- d. Click **Add Field**.
8. Repeat step 7 for each field you want to add.
9. (If applicable) Click **Add Page** to add a page to the application form.
10. Hover on  to access icons to perform actions like moving, editing, or deleting the field.
11. When finished configuring the application form, click **Save**.

The application form appears on the Configure Application Forms page as draft. A draft form is not available to applicants.

12. When you are ready for it to be available to applicants, click  to publish.

Edit an application form

- Only draft application forms can be edited. Published and archived forms cannot be edited.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Application Form**.

The Manage Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.

The Configure Application Form page opens.

4. Make changes.
5. Click **Save**.

Clone a draft application form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Application Form**.

The Manage Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.

The Configure Application Form page opens.

4. Make changes to the cloned form.
5. Click **Save**.

The cloned application form appears in the list on the Manage Application Form page as draft.

Clone an archived or live application form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Application Form**.

The Manage Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a live or archived form.

The View Application Form page opens.

- Click **Clone**.
- Make changes to the cloned form.
- Click **Save**.

The cloned form appears in the list on the Manage Application Form page as draft.

Edit a configured application form

- Only draft application forms can be deleted. Published and archived applicant forms cannot be deleted.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Application Form**.

The Manage Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.
4. On the confirmation page, click **Delete**.

Rich Text field

You can use a Rich Text Element for informational text, instructional text, etc. anywhere on a configurable application form or Job Details page. There is no limit on the number of Rich Text elements you can add.

Configure Field

Field

Rich Text

* Label

Rich Text

Custom Rich Text

I_x

Paragraph

B

I

U

POWERED BY TINY

ADD FIELD

Cancel

Use the Label field to name the Rich Text element. The Label only displays internally, and it's the name that displays in the field list for selection on the configurable application form and Job Details page. Make it descriptive so you can easily identify the element.

Enter text in the Custom Rich Text box. This is the text that an applicant sees when the element is displayed on an application form or Job Details page. You can format the text and add links.

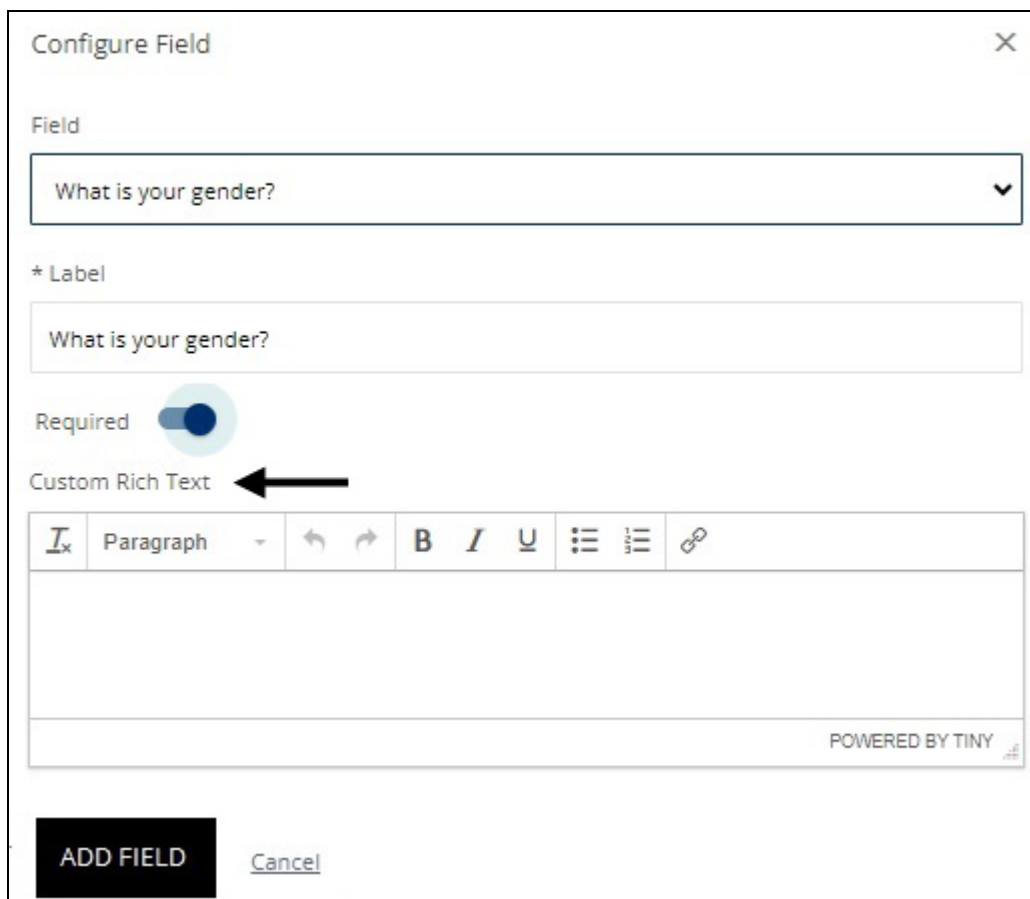
EEO statement

You can add an EEO statement to your configurable application form by using the Custom Rich Text field. This statement appears on the same page with EEO gender and/or race/ethnicity questions. Applicants see the statement when they apply for a job.

The EEO questions are:

- What is your gender?
- What is your gender? (incl. non-binary option)
- What is your race/ethnicity?

Each EEO question has a Custom Rich Text field. Here's an example for the gender question:



The screenshot shows a 'Configure Field' dialog box with the following elements:

- Field:** A dropdown menu showing 'What is your gender?' with a downward arrow.
- * Label:** A text input field containing 'What is your gender?'.
- Required:** A toggle switch that is turned on (blue).
- Custom Rich Text:** A section with a black arrow pointing to it. It contains a rich text editor with a toolbar (bold, italic, underline, list, link, etc.) and a large text area. The text 'POWERED BY TINY' is visible in the bottom right corner of the text area.
- Buttons:** 'ADD FIELD' (black) and 'Cancel' (blue) at the bottom.

For the question that will appear *first* on the EEO page on the configurable application form, add the EEO statement in the Custom Rich Text field:

Configure Field

Field

What is your gender?

* Label

What is your gender?

Required ☒

Custom Rich Text

*I*x

Paragraph

↶ ↷

B

I

U

☰ ☷

🔗

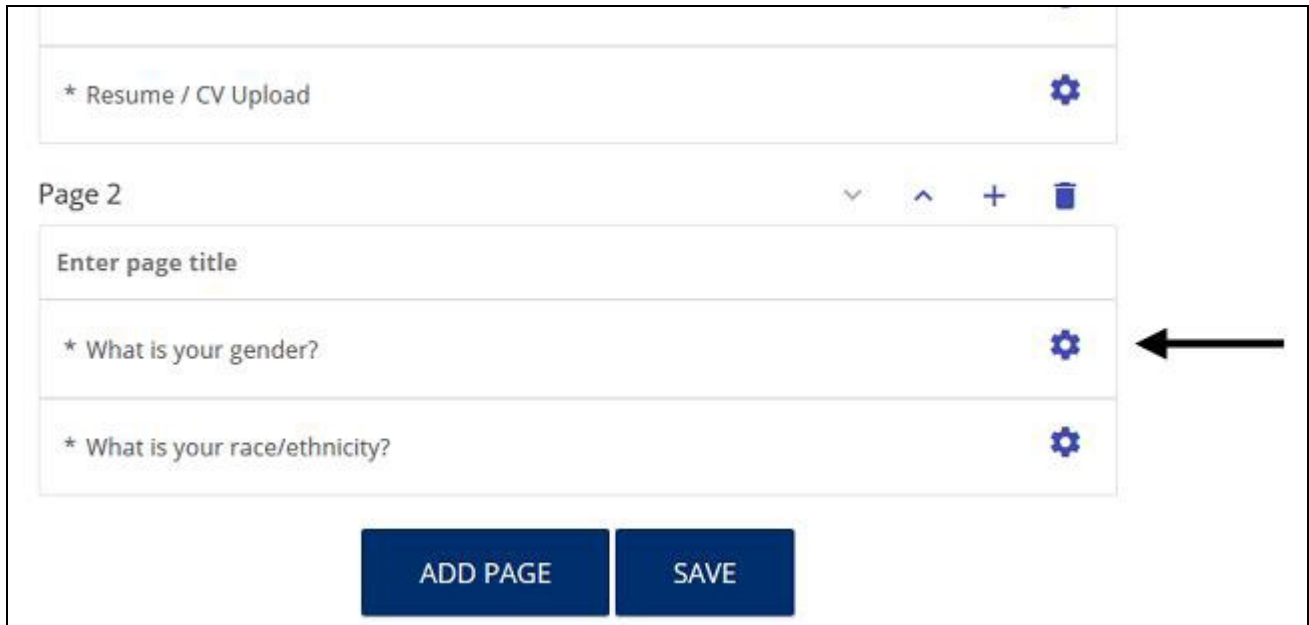
[Company Name] provides equal opportunities for all applicants and prohibits discrimination and harrassment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity, or any other characteristics protected by law.

POWERED BY TINY

ADD FIELD

Cancel

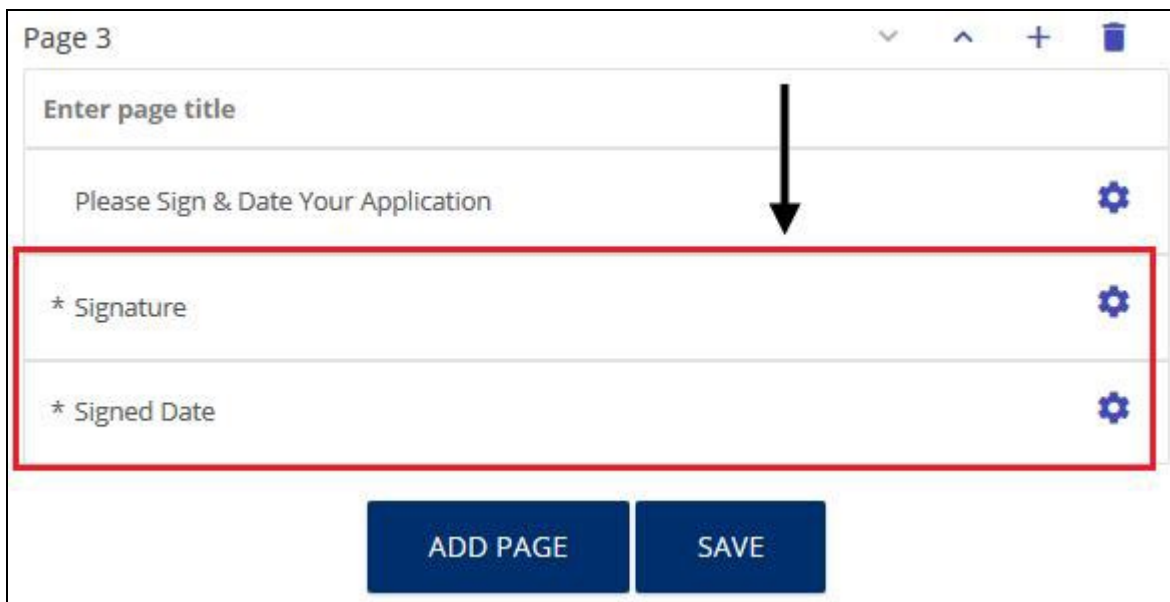
On the configurable application form, make sure the EEO question containing the EEO statement is first on the page (so that the EEO statement appears at the top of the page):



Best practice: Note that the EEO questions should be presented on a page by themselves. By configuring the form this way, EEO questions (and EEO statement) do not appear when the setting to display the EEO fields on the job level is set to No. This eliminates an empty page from displaying.

Electronic signature

You can capture an applicant's electronic signature and signed date directly on the Candidate Experience applicant form. Just add the Signature and Signed Date elements to your configurable application form.

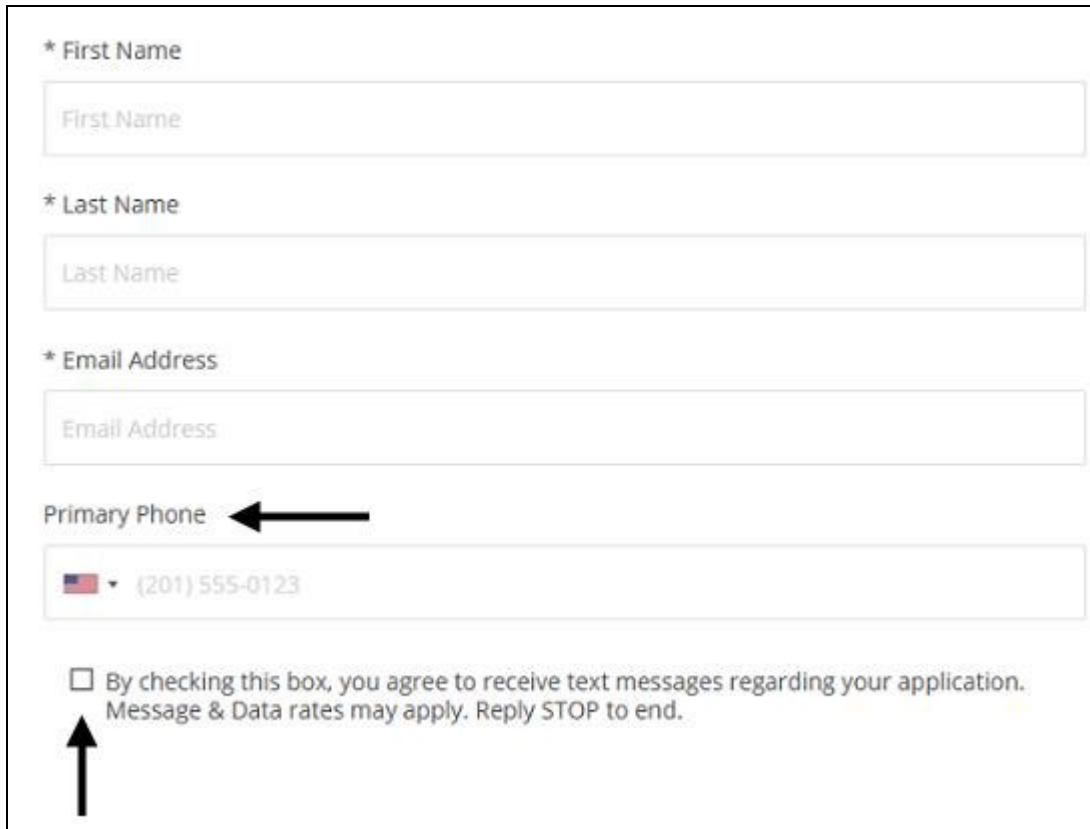


You can set the fields to required or optional. You can also change (customize) field labels.

Texting

If you purchased the texting feature in Rival Recruit, there is no required setup in Candidate Experience as long as your configurable application form includes the Primary Phone field. (This is because the system automatically adds the opt-in check box.)

If you are switching to the Candidate Experience career site after texting is enabled, verify that the Primary Phone field is part of your configured application form. If it is there, no action is required. If it is not, add it to your configured application form.



* First Name

First Name

* Last Name

Last Name

* Email Address

Email Address

Primary Phone

☐ By checking this box, you agree to receive text messages regarding your application. Message & Data rates may apply. Reply STOP to end.

If you want to present additional informational text/instructions about the SMS functionality to applicants, you can add a **Rich-Text field** (see "**Rich Text field**" on page 43) to your configurable application form above or below the Primary Phone field to relay that information.

Fee agency application form

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Fee agency application form overview

Note: This option is not available for internal career sites.

A fee agency completes an application on behalf of a candidate for fee agency jobs. There are two types of fee agency application forms.

Type	Description
Quick Apply	A pre-defined, one page application form that prompts for applicant first name, last name, email, and resume/CV. This is the default fee agency application form. It is used if there is no published configured fee agency application form.
Configured application	A custom application form that you configure. You can configure: ▶ Number of pages for the application form (no limit) ▶ Fields/questions to display on each page ▶ Order in which those fields/questions display on each page ▶ Field labels that display to applicants on career site ▶ Whether an email notification is sent to a fee agency when a resume is submitted for a fee agency job Note that: ▶ If your company has more than one career site, you can configure an application form for each site. You can also configure a different application form on the same career site for different languages. ▶ If you do not configure and publish a fee agency application form, the Quick Apply form is used by default.

Good to know

- On a configured application, default fields (First Name, Last Name, and Email Address) cannot be removed from the application form but can be moved to other pages.
- A form is in draft status until you publish it. A published form is live.
- You can only edit a form while it is in draft status.
- You can clone existing live and archived pages, make edits, and then publish to replace live version. (Click  to view, then clone.)

-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived)
- Fee agency users can submit as many resumes as needed to the same job using their own name and email address multiple times. With each submission, a new candidate record is created while the source is listed as the fee agency.

Configure and publish a fee agency application form

Note: This option is not available for internal career sites.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Application Form**.
The Manage Fee Agency Application Form page opens.
3. In the Application Form panel, click the **Use the configured application form below (If no application form is configured, Quick Apply will be used)** option.
4. In the Configured Application Forms panel, click .
The Configure Application Form page opens.
5. Select a language, name the form, and enter a description (description is internal only).
6. (Optional) Enter a page title.
7. Click  to add fields to the page.

The Configure Field page opens.



The dialog box titled "Configure Field" contains the following elements:

- A "Field" dropdown menu with "Prefix" selected.
- A required field indicator "*" followed by a "Label" text input field containing "Prefix".
- A "Required" toggle switch that is currently turned off.
- Two buttons at the bottom: "ADD FIELD" (highlighted in black) and "Cancel".

- a. From the Field list, select a field.

The selectable fields come from Rival Recruit ePostings. You can also add **Rich Text elements** (see "**Rich Text field**" on page 43), CQEs, fields for attachments, Resume/CV upload, and so on.

- b. Keep the label the same or enter a new field label. This is the label applicants see on the application form.

- c. (If applicable) Make the field required.
- d. Click **Add Field**.
8. Repeat step 7 for each field you want to add.
9. (If applicable) Click **Add Page** to add a page to the application form.
10. Hover on  to access icons to perform actions like moving, editing, or deleting the field.
11. When finished configuring the application form, click **Save**.

The application form appears on the Configure Application Forms page as draft. A draft form is not available to applicants.

12. When you are ready for it to be available to applicants, click  to publish.

Edit a fee agency application form

- Only draft application forms can be edited. Published and archived forms cannot be edited.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Application Form**.

The Manage Fee Agency Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.

The Configure Application Form page opens.

4. Make changes.
5. Click **Save**.

Clone a draft fee agency application form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Application Form**.

The Manage Fee Agency Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.

The Configure Fee Agency Application Form page opens.

4. Make changes to the cloned form.
5. Click **Save**.

The cloned fee agency application form appears in the list on the Manage Fee Agency Application Form page as draft.

Clone an archived or live fee agency application form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Application Form**.

The Manage Fee Agency Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a live or archived form.

The View Application Form page opens.

4. Click **Clone**.
5. Make changes to the cloned form.
6. Click **Save**.

The cloned form appears in the list on the Manage Fee Agency Application Form page as draft.

Delete a fee agency application form

- Only draft application forms can be deleted. Published and archived forms cannot be deleted.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Application Form**.

The Manage Fee Agency Application Form page opens.

3. In the Configured Applications Forms panel, click  beside a draft form.
4. On the confirmation page, click **Delete**.

Open submission

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Open submission forms

Note: This option is not available for internal career sites.

Open submission allows an applicant to upload a resume/CV that is not associated to a specific job posting.

When open submission is enabled, applicants see this link on the Job List page: *Not finding the perfect opportunity? Submit your Resume/CV.*



The screenshot shows a job listing for "QA Engineer" in "Nowhere, Alabama, United States". Below the job title, there is a link that says "Not finding the perfect opportunity? [Submit Your Resume/CV Here.](#)". A black arrow points to this link. At the bottom of the page, there are navigation buttons: "< Prev", "Page 1 of 10", and "Next >".

There are two types of open submission forms.

Type	Description
Quick Apply	A pre-defined, one page form that prompts for applicant first name, last name, email, and resume/CV. This is the default open submission form. It is used if there is no published configured open submission form.

Type	Description
Configured application	A custom open submission form that you configure. You can configure: ▶ Number of pages for the application form (no limit) ▶ Fields/questions to display on each page ▶ Order in which those fields/questions display on each page ▶ Field labels that display to applicants on career site Note that: ▶ If your company has more than one career site, you can configure a form for each site. You can also configure a different form on the same career site for different languages. ▶ If you do not configure and publish an open submission form, the Quick Apply form is used by default.

Good to know

- Default fields (First Name, Last Name, Email Address, and Resume/CV) cannot be removed from the application form but can be moved to other pages.
- A form is in draft status until you publish it. A published form is live.
- You can only edit a form while it is in draft status.
- You can clone existing live and archived pages, make edits, and then publish to replace live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived)

Enable open submissions

- When enabled, the *Not finding the perfect opportunity? Submit your Resume/CV* link appears on the Job List page. Applicants can click that link to upload a resume/CV not associated to a specific job posting.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. Turn on the **Allow Open Submissions** toggle.
4. Click **Save**.

Disable open submissions

- When disabled, open submissions is turned off. The *Not finding the perfect opportunity? Submit your Resume/CV* link is not available on the Job List page.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. Turn off the **Allow Open Submissions** toggle.
4. Click **Save**.

Configure and publish an open submission form

Note: This option is not available for internal career sites.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. In the Application Form panel, click the **Use the configured open submission form below (If no open submission form is configured, Quick Apply will be used)** option.
4. In the Configured Open Submission Forms panel, click **+**.

The Configure Open Submission Form page opens.

5. Select a language, name the form, and enter a description (description is internal only).
6. (Optional) Enter a page title.
7. Click **+** to add fields to the page.

The Configure Field page opens.



- a. From the Field list, select a field.

The selectable fields come from Rival Recruit ePostings. You can also add **Rich Text elements** (see "**Rich Text field**" on page 43), fields for attachments, Resume/CV upload, and so on.

- b. Keep the label the same or enter a new field label. This is the label applicants see on the application form.

- c. (If applicable) Make the field required.
- d. Click **Add Field**.
8. Repeat step 7 for each field you want to add.
9. (If applicable) Click **Add Page** to add a page to the form.
10. Hover on  to access icons to perform actions like moving, editing, or deleting the field.
11. When finished configuring the application form, click **Save**.

The application form appears on the Configure Open Submission Forms page as draft. A draft form is not available to applicants.

12. When you are ready for it to be available to applicants, click  to publish.

Edit an open submission form

- Only draft forms can be edited. Published and archived forms cannot be edited.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. In the Configured Open Submission Forms panel, click  beside a draft form.

The Configure Open Submission Form page opens.

4. Make changes.
5. Click **Save**.

Clone a draft open submission form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. In the Configured Open Submissions Forms panel, click  beside a draft form.

The Configure Open Submissions Form page opens.

4. Make changes to the cloned form.
5. Click **Save**.

The cloned form appears in the list on the Manage Open Submission Form page as draft.

Clone an archived or live open submission form

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. In the Configured Open Submission Forms panel, click  beside a live or archived form.

The View Open Submission Form page opens.

4. Click **Clone**.
5. Make changes to the cloned form.
6. Click **Save**.

The cloned form appears in the list on the Manage Open Submission Form page as draft.

Delete an open submission form

- Only draft open submission forms can be deleted. Published and archived forms cannot be deleted.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Open Submission**.

The Manage Open Submission Form page opens.

3. In the Configured Open Submission Forms panel, click  beside a draft form.
4. On the confirmation page, click **Delete**.

Job Details page

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Job Details page overview

The Job Details page displays job information that job applicants see. You can configure the:

- Fields that display on the page
- Order in which those fields appear on the page
- Label that appears on the career site for those fields
- Format of the how the job location is displayed
- Whether the Search by keywords search box is shown

If your company has more than one career site, you can configure a Job Details page for each. You can also configure a different Job Details page for different languages per career site.

If you don't configure a Job Details page, the system provides a default page.

If Apply with LinkedIn integration is enabled in Rival Recruit, *Apply with LinkedIn* button appears at the bottom of the page (underneath the Apply button).

Good to know

- A page is in draft status until you publish it. A published page is live.
- You can only edit a page while it is in draft status.
- You can clone an existing live page or archive page, make edits, and then publish to replace the live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archive),  (show options),  (archive)
- Archiving a live page returns this page to the default page.
- When you publish a Job Details page, the old page is archived and date stamped. Date stamp shows archived date and the user who archived it.

Settings

Job Details page

Hide "Search jobs by keywords" bar on Job Details page

This toggle controls whether the Search jobs by keywords bar is shown on the Job Details page.

To show the keywords search box, ***enable the Search for jobs by keywords search box*** (see ***"Enable the Search jobs by keywords search box"*** on page 61).

To hide the keywords search box, ***disable the Search for jobs by keywords search box*** (see ***"Disable the Search jobs by keywords search box"*** on page 61).

Job Location Details

Select the format of how the job location information appears on the Job Details page for every job posting. (City, Country name is the default.)

Tip: If a job posting uses Remote for city name and has a state/province/region and country code, avoid selecting these formats for the job location details:

- City
- City, Country Code
- City, Country Name

Job Location Format

- City
- City, State Code
- City, Country Code
- City, State Name
- City, Country Name
- City, State Code, Country Code
- City, State Name, Country Code
- City, State Code, Country Name
- City, State Name, Country Name

Additional Location Format

- City
- City, State Code
- City, Country Code
- City, State Name
- City, Country Name
- City, State Code, Country Code
- City, State Name, Country Code
- City, State Code, Country Name
- City, State Name, Country Name

All Location Format

City
 City, State Code
 City, Country Code
 City, State Name
 City, Country Name
 City, State Code, Country Code
 City, State Name, Country Code
 City, State Code, Country Name
 City, State Name, Country Name

Configured Job Detail Pages

Shows a list of the current configured Job Detail page and archived Job Details pages.

Configure and publish a Job Details page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job Details Page**.

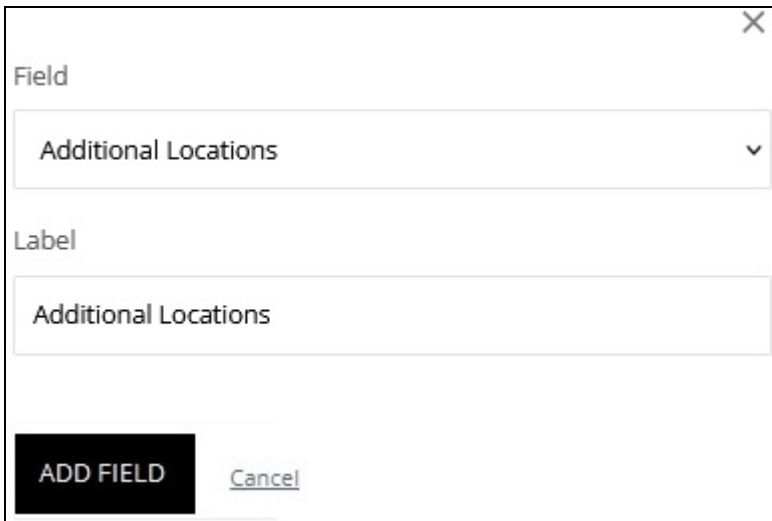
The Manage Job Details page opens.

3. In the Configured Job Details Pages panel, click .

The Configure Job Details page opens.

4. Select a language, name the form, and enter a description (description is internal only).
5. Click  to add fields to the page.

The Configure Field page opens.



- a. From the Field list, select a field.

The selectable fields come from Rival Recruit. You can also add **Rich Text elements** (see "**Rich Text field**" on page 43).

- b. Keep the label the same or enter a new field label. This is the label applicants see on the application form.
 - c. (If applicable) Make the field required.
 - d. Click **Add Field**.
6. Repeat step 5 for each field you want to add.
 7. Hover on  to access icons to perform actions like moving, editing, or deleting the field.
 8. When finished configuring the page click **Save**.
 9. When you are ready for it to be available, click  to publish.

Edit a Job Details page

- Only draft pages can be edited. Published and archived pages cannot be edited.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. In the Configured Job Details Pages panel, click  beside a draft page.

The Configure Job Details page opens.

4. Make changes.
5. Click **Save**.

Clone a draft Job Details page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. In the Configured Job Details pages panel, click  beside a draft page.

The Configure Job Details page opens.

4. Make changes to the cloned form.
5. Click **Save**.

The cloned page appears in the list on the Manage Job Details page as draft.

Clone an archived or live Job Details page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. In the Configured Job Details Pages panel, click  beside a live or archived page.

The View Job Details page opens.

4. Click **Clone**.
5. Make changes to the cloned page.
6. Click **Save**.

The cloned page appears in the list on the Manage Job Details page as draft.

Delete a Job Details page

- Only draft pages can be deleted. Published and archived pages cannot be deleted.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. In the Configured Job Details Pages panel, click  beside a draft page.
4. On the confirmation page, click **Delete**.

Enable the Search jobs by keywords search box

- The Search jobs by keywords search box is turned on by default.
 - If want the search box to appear on the Job Details page, you can turn it on (show it).
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. Turn off the **Hide "Search jobs by keywords" bar on Job Details page** toggle.
4. Click **Save**.

Disable the Search jobs by keywords search box

- If you do not want the search box to appear on the Job Details page, you can disable it (hide it).
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

3. Turn on the **Hide "Search jobs by keywords" bar on Job Details page** toggle.
4. Click **Save**.

Set the job location display format for the Job Details page

- You can set the format of how job location information appears on the Job Details page for every job posting.
- From the Career Site List page, click  beside a career site.
 - From the Career Site Settings page, click **Job Details Page**.

The Manage Job Details page opens.

- In the Job Location Details panel, select the display format for Job Location, Additional Location, and All Location.

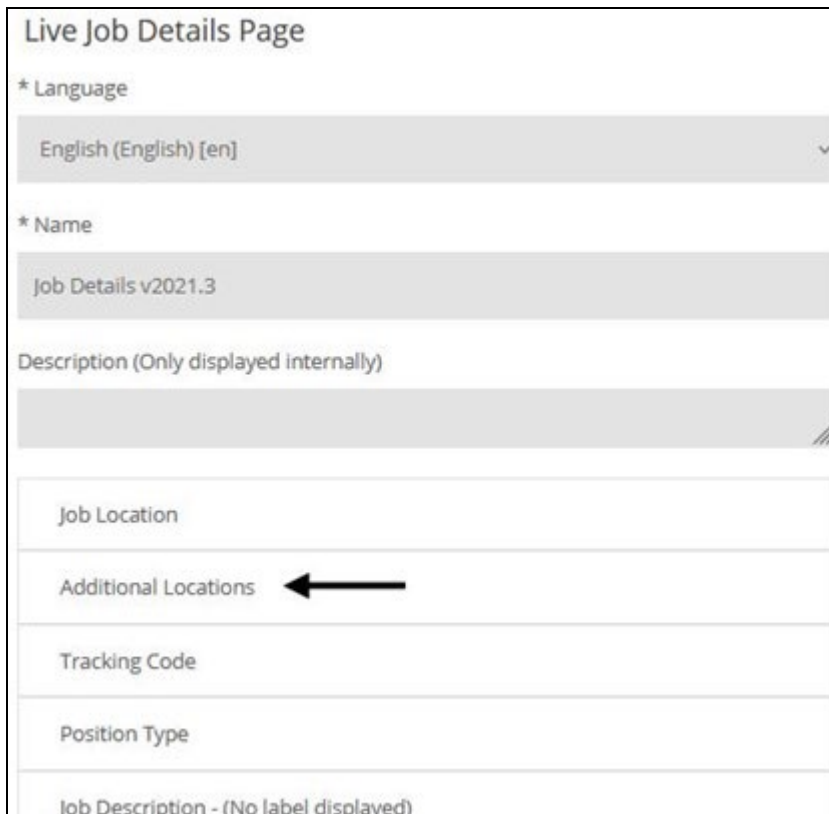
Tip: If a job posting uses Remote for city name and has a state/province/region and country code, avoid selecting these formats for the job location details:

- City
- City, Country Code
- City, Country Name

- Click **Save**.

Include multiple job locations on a job posting

If a job has multiple job locations, you can include those locations on a job posting. You do this by including the Additional Locations field on the Job Details page.



The screenshot shows the 'Live Job Details Page' form. It contains several input fields: 'Language' with a dropdown menu showing 'English (English) [en]'; 'Name' with the text 'Job Details v2021.3'; 'Description (Only displayed internally)' with a large text area; 'Job Location'; 'Additional Locations' (which is highlighted with a black arrow); 'Tracking Code'; 'Position Type'; and 'Job Description - (No label displayed)'.

Tip: You can also remove the Job Location field and then include the All Locations field—achieves the same thing.

Include company location on a job posting

You can include company location on a job posting. You do this by including the Company Location field on the Job Details page.

Field
Additional Locations
System Fields
Additional Locations
All Locations
Company Location
Hiring Manager
Industry

Remember that you can change the Company Location label to anything you want. For example, you may want to change the label to Branch Name and that is what appears to applicants when they apply on your career site.

When this field is added to the Job Details page, it displays the Location Name and the Code of the Company Location that were selected for the job posting. Those name and codes are what was entered for the location on the Company Locations page in Rival Recruit.

Create a RSS feed of job listings

- A RSS feed is a web feed that allows users and applications to access updates to websites in a standardized, computer-readable format.
- You can create a RSS feed of a Candidate Experience career site's job listings and share with anyone who wants to consume it.
- Whatever is configured on the Job Details page is included in the RSS feed except custom fields. Custom fields are job-related custom fields configured in OpenAdmin by Rival.

1. From the Career Site List page, click a career site (top portion with the eye icon).

The career site's job listings page opens.

2. Locate the address bar. It contains the URL of the career site.

Here is an example. (Yours will be different.)



3. Put your cursor at the end of the URL and type /RSS

Here is our example:



4. Copy the URL and send it to whomever wants to consume it—like a job board. The job board consumes the URL so that they get the latest job listings.

Tip: If you want to download a static file to your computer—just to give it a look—press **Enter** after step 3 and save the file.

Fee Agency Job Details page

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Fee Agency Job Details page overview

Note: This option is not available for internal career sites.

The Fee Agency Job Details page displays job information that job applicants see. You can configure:

- Fields that display on the page
- Order in which those fields appear on the page
- Label that appears on the career site for those fields

If your company has more than one career site, you can configure a Fee Agency Job Details page for each. You can also configure a different page for different languages per career site.

If you don't configure a page, the system provides a default page.

Good to know

- A page is in draft status until you publish it. A published page is live.
- You can only edit a page while it's in draft status.
- You can clone an existing live page or archive page, make edits, and then publish to replace the live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archive),  (show options),  (archive)
- Archiving a live page returns this page to the default page.
- When you publish a page, the old page is archived and date stamped. Date stamp shows archived date and the user who archived it.

Configure and publish a Fee Agency Job Details page

Note: This option is not available for internal career sites.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Job Details Page**.

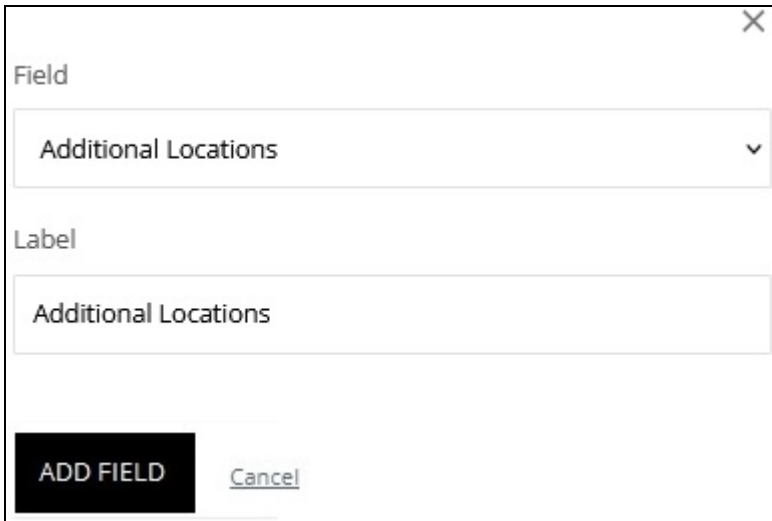
The Manage Fee Agency Job Details page opens.

3. Click .

The Configure Job Details page opens.

4. Select a language, name the form, and enter a description (description is internal only).
5. Click  to add fields to the page.

The Configure Field page opens.



- a. From the Field list, select a field.
The selectable fields come from Rival Recruit. You can also add **Rich Text elements** (see "**Rich Text field**" on page 43).
 - b. Keep the label the same or enter a new field label. This is the label applicants see on the application form.
 - c. (If applicable) Make the field required.
 - d. Click **Add Field**.
6. Repeat step 5 for each field you want to add.
 7. Hover on  to access icons to perform actions like moving, editing, or deleting the field.
 8. When finished configuring the page click **Save**.
 9. When you are ready for it to be available, click  to publish.

Edit a Fee Agency Job Details page

- Only draft pages can be edited. Published and archived pages cannot be edited.
1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **Fee Agency Job Details Page**.
 3. The Manage Fee Agency Job Details page opens.
 4. Click  beside a draft page.
The Configure Job Details page opens.
 5. Make changes.

6. Click **Save**.

Clone a draft Fee Agency Job Details page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Job Details Page**.

The Manage Fee Agency Job Details page opens.

3. Click  beside a draft page.

The Configure Job Details page opens.

4. Make changes to the cloned form.
5. Click **Save**.

The cloned page appears in the list on the Manage Fee Agency Job Details page as draft.

Clone an archived or live Fee Agency Job Details page

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Job Details Page**.

The Manage Fee Agency Job Details page opens.

3. Click  beside a live or archived page.

The View Job Details page opens.

4. Click **Clone**.
5. Make changes to the cloned page.
6. Click **Save**.

The cloned page appears in the list on the Manage Fee Agency Job Details page as draft.

Delete a Fee Agency Job Details page

- Only draft pages can be deleted. Published and archived pages cannot be deleted.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Fee Agency Job Details Page**.

The Manage Fee Agency Job Details page opens.

3. Click  beside a draft page.
4. On the confirmation page, click **Delete**.

Job List

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Job List overview

The Job List shows the jobs available on a career site. You can format some aspects of your Candidate Experience Job List, including:

- Setting the format on how job location information displays for every job listed
- Turning on filters to search jobs by location, category, and position type

Settings

Rich Field Text Options

Rich Text Field

Add any information, links, images, and videos to display on the Job List page.

Show Rich Text

Select where the rich text is display on the Job List page.

Above Search Filters: Rich text appears above the search filters.

Below Search Filters: Rich text appears below the search filters.

Display Options for Job List

Group By

Select whether to group jobs on the Jobs Lists page.

Nothing: Jobs are not grouped. Choose how to order them (Order By setting) and results per page (Results Per Page setting).

Category: Jobs are grouped by category in alphabetical order.

Category (display hierarchy): Jobs are grouped by multi-level category (parent-child hierarchy) and listed in alphabetical order of the highest-level category name. Under each category, the jobs are listed in alphabetical order. This setting is useful for scenarios where you have child categories with the same name.

Order By

(Only available if Group By setting is set to Nothing)

Select to order job listings by posting date (ascending or descending) or alphabetically (ascending or descending).

Results Per Page

(Only available if Group By setting is set to Nothing)

Select the number of results to display per page. Options are up to 10 and up to 25.

Job Location Details

Job Location Format

Select the format that represents how you want job location information to display for every job listed on your career site job list page. (City, Country name is the default.)

Tip: If a job posting uses Remote for city name and has a state/province/region and country code, avoid selecting these formats for the job location details:

- City
- City, Country Code
- City, Country Name

City

City, State Code

City, Country Code

City, State Name

City, Country Name

City, State Code, Country Code

City, State Name, Country Code

City, State Code, Country Name

City, State Name, Country Name

Display count of additional locations

Enable this option to display a count of additional locations. When enabled, the location information on the Job List page for a job with a primary job location of Chicago, but also available in three additional locations, shows as Chicago + 3 more locations.

Job Search Filters

Collapse search filter section by default

This filter is off by default, which means search filters are expanded by default on the Job List page.

If you do not want the filters expanded by default, enable this option. The filters are collapsed on the Job List page. (Saves screen space)

Search jobs by location

Enable this filter if you want applicants to be able to filter jobs by location on the Job List page.

Tip: If remote job location is enabled (turned on) in Rival Recruit and remote locations have been created, remote locations will be available in this filter.

Search jobs by category

Enable this filter if you want applicants to be able to filter jobs by category on the Job List page.

Search jobs by position type

Enable this filter if you want applications to be able to filter jobs by position type on the Job List page.

Job List Override URL

Route applicants to this Job List page instead of the CX Job List page

If you want to route job seekers to a page other than the default Candidate Experience Job List page, enter the URL of your preferred Job List page.

Enable search filters on the Job List

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job List**.

The **Manage Job List page** (page 68) opens.

3. In the Job Search Filters panel beside a search filter, turn on the toggle.
4. Click **Save**.

Disable search filters on the Job List

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job List**.

The **Manage Job List page** (page 68) opens.

3. In the Job Search Filters panel beside a search filter, turn off the toggle.
4. Click **Save**.

Set display options for the Job List

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job List**.

The **Manage Job List page** (page 68) opens.

3. In the Display Options for Job List panel, select how to group jobs, order (sort) jobs, and number of results per page.
4. Click **Save**.

Set the job location display format for the Job List

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job List**.

The **Manage Job List page** (page 68) opens.

3. In the Job Location Details panel, make selections.
4. Click **Save**.

Send job seekers to a different Job List page

- By default, the Candidate Experience Job List page displays the jobs available to job seekers. However, you can send job seekers to a different Job List page if you want.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Job List**.

The **Manage Job List page** (page 68) opens.

3. In the Job List Override URL panel, enter the URL of the job list you want to send job seekers to.
4. Click **Save**.

Create a job alert

- If **enabled** (see "**Enable the Create Job Alert link for job searching**" on page 14), a Create Job Alert link appears on the Job List page when a job seeker searches for a job. The job seeker can click the link to create a job alert.
 - A job alert sends the job seeker an email with the latest jobs that match their search criteria. It remains active for six months. The job seeker can unsubscribe.
1. The job seeker accesses a Candidate Experience internal or external career site.
 2. On the Job List page, the job seeker searches for a job by entering a keyword in the Search jobs by keyword field and clicking .

Jobs that match the search criteria are shown.

3. The job seeker clicks the **Create Job Alerts** link.
4. The job seeker enters:
 - A name for the job alert
 - An email address where to receive the job alert
 - frequency of when to receive the job alert (daily, weekly, monthly)
5. The job seeker clicks **Create Job Alert**.

Email

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Customize the email notification sent to applicants

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Email**.
The Manage Email Settings page opens.
3. (Optional) Select a banner image to appear on the email notification.
4. Enter a from name for the email notification. Typically this is likely your company name.
5. (Optional) Enter a reply-to address if you want to receive email replies from applicants.
6. In the Signature box, enter the text of the email.

Tip: You can format text and include links.

7. Click **Save**.

Enable applicant withdrawal email notification

- When enabled, an email notification is sent to an assigned recruiter when an applicant withdraws their application.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Email**.

The Manage Email Settings page opens.

3. In the Settings for Emails to ATS Users panel, turn on the **Send email when applicant withdraws his/her application** toggle.
4. Click **Save**.

Disable applicant withdrawal email notification

- When disabled, an email notification is *not* sent to an assigned recruiter when an applicant withdraws their application.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Email**.

The Manage Email Settings page opens.

3. In the Settings for Emails to ATS Users panel, turn off the **Send email when applicant withdraws his/her application** toggle.
4. Click **Save**.

Enable the Not Me link email notification

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Email**.

The Manage Email Settings page opens.

3. In the Settings for Emails to ATS Users panel, turn on the **Send email when applicant clicked the "Not Me" link** toggle.
4. Click **Save**.

Disable the Not Me link email notification

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Email**.

The Manage Email Settings page opens.

3. In the Settings for Emails to ATS Users panel, turn off the **Send email when applicant clicked the "Not Me" link** toggle.
4. Click **Save**.

Customizable emails

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Customizable emails overview

You can customize the content of emails that are sent to candidates. This is helpful because you can write emails in a way to represent your company culture, your brand. These emails can be customized:

- **Application Acknowledgement:** This email is sent to candidates after they apply to a job.
- **Application Acknowledgement (with eForm):** This email is sent to candidates after they apply to a job, where the application process requires the completion of an upfront eForm. You can include a link to that upfront eForm in this email.
- **Application Acknowledgement (Open Submission):** This is the email sent to candidates who submit their resume without applying to a job.
- **My Account:** This email is sent to candidates when they click on the *My Account* link on your Candidate Experience career site so they can get a complete list of the applications they submitted.
- **Application Withdrawn:** This email is sent to candidates after they opt to withdraw their application to a job.
- **Job Alert:** This email is sent to candidates who set up a job alert.

All emails come pre-populated with text to make it easy for you to get started. However, you can create your own text (start from scratch) if you want. Merge fields are supported.

Key info

- A customized email is saved as draft until you publish it.
- A published customized email is considered live.
- You can create a customized email per locale.

Good to know

- A draft customized email can be edited. Published (live) and archived ones cannot be edited.
- You can clone an existing live and archived email, make edits, and then publish to replace the live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived),  (archive)
- Archiving a live customized email inactivates it, and it is no longer sent to candidates.

Customize an application acknowledgement email

1. From the Career Site List page, click  beside a career site.

2. From the Career Site Settings page, click **Customizable Emails**.
The Customizable Emails List page opens.
3. Click **Application Acknowledgement**.
4. Click **+**.
5. In the Email Subject Line box, enter text for the email subject. You can be flexible here but you'd likely want it to be something with the theme of "Thank you for applying".
6. In the Email Body Text box, default system text is pre-populated here. You can:
 - Accept the default text as is
 - Make changes to the default text
 - Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: Acknowledgement application email is not live until you publish it.

Customize an application acknowledgement email with eForm

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Emails**.
The Customizable Emails List page opens.
3. Click **Application Acknowledgement (with eForm)**.
4. Click **+**.
5. In the Email Subject Line box, enter text for the email subject. You can be flexible here but you'd likely want it to be something with the theme of "Thank you for applying".
6. In the Email Body Text box, default system text is pre-populated here. You can:
 - Accept the default text as is
 - Make changes to the default text
 - Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: Acknowledgement application email is not live until you publish it.

Customize an open submission acknowledgement email

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Emails**.
The Customizable Emails List page opens.

3. Click **Application Acknowledgement (Open Submission)**.
4. Click **+**.
5. In the Email Subject Line box, enter text for the email subject. You can be flexible here but you'd likely want it to be something with the theme of "Thank you for applying".
6. In the Email Body Text box, default system text is pre-populated here. You can:
 - Accept the default text as is
 - Make changes to the default text
 - Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: The application acknowledgement email is not live until you publish it.

Customize a My Account email

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Emails**.
The Customizable Emails List page opens.
3. Click **My Account**.
4. Click **+**.
5. In the Email Subject Line box, enter text for the email subject.
6. In the Email Body Text box, default system text is pre-populated here. You can:
 - Accept the default text as is
 - Make changes to the default text
 - Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: My Account email is not live until you publish it.

Customize an application withdrawn email

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Emails**.
The Customizable Emails List page opens.
3. Click **Application Withdrawn**.
4. Click **+**.

5. In the Email Subject Line box, enter text for the email subject. You can be flexible here but you'd likely want it to be something with the theme of "Thank you for applying".
6. In the Email Body Text box, default system text is pre-populated here. You can:

- Accept the default text as is
- Make changes to the default text
- Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: Application withdrawn email is not live until you publish it.

Customize a job alert email

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Emails**.

The Customizable Emails List page opens.

3. Click **Job Alert**.

The Manage Job Alert Email page opens. It shows the available languages you can customize a job alert email for.

4. For the language you want to customize a job alert email for, click **+**.
5. In the Email Subject Line box, enter text for the email subject.
6. In the Email Body Text box, default system text is pre-populated here. You can:

- Accept the default text as is
- Make changes to the default text
- Delete the default text and make it your own

Tip: To add a merge field, position the cursor where you want to insert and click **Merge Fields**. Select the merge field.

7. Click **Save**.

Note: The job alert email is not live until you publish it.

Customizable text

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Customizable text overview

You can customize text that appears on the Job List page on your Candidate Experience career site(s). Customizing gives you the chance to use terminology that you prefer.

Here's what you can customize.

- **Navigation bar links**

- Jobs link
- My Account link



- **Open Submission link**



- **Filter labels**

- Search jobs by location filter label
- Search jobs by category filter label
- Search jobs by position type filter label

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Formerly SilkRoad Technology

Rival Talent Acquisition

Search jobs by keywords

[Hide search filters](#) [Clear filters](#)

Search jobs by Location

Locations

Search jobs by category

Categories

Search jobs by position type

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- **Placeholder text**
 - Search jobs by keyword filter placeholder text
 - Locations filter placeholder text
 - Categories filter placeholder text
 - Position Types placeholder text

- **Search button text**

Key info

- Customized text is saved as draft until you publish it.
- Published customized text is considered live.
- You can create customized text per locale.

Good to know

- Draft customized text can be edited.
- Published (live) and archived customized text cannot be edited.

- You can clone existing live and archived text, make edits, and then publish to replace the live version. (Click  to view, then clone.)
-  (add),  (edit),  (clone draft),  (publish),  (delete draft),  (view live, archived),  (archive)
- Archiving live customized text inactivates it, and it does not appear on the career site.

Customize the Jobs link text

- The Jobs link text appears in the navigation bar on the Job List page.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Jobs**.

The Manage Jobs Text page opens.

4. Click .
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the My Account link text

- My Account link text appears in the navigation bar on the Job List page.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **My Account**.

The Manage My Account Text page opens.

4. Click .
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the Open Submission link text

- The Open Submission link text appears near the bottom of the Job List page (if open submission is enabled on your career site). The link is a way a candidate can submit their resume without it being linked to a specific job.

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Open Submission Text**.

The Manage Open Submission Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text. Click  and then paste the link (URL) a candidate clicks to submit their resume. Here's an example:

* Custom Text

Submit Your Resume/CV.'" data-bbox="152 278 750 380"/>

Tip: The Custom Text box is a Rich Text Editor. You can do a lot of things here, including formatting, selecting styles, adding bullets, and so on. You can also add merge fields. To add merge fields, click **MERGE FIELDS** and select one.

6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the Search jobs by category filter label

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Search jobs by category**.

The Manage Search jobs by Category Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the Search jobs by Location filter label

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Search jobs by Location**.

The Manage Search jobs by Location Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the Search jobs by Position type filter label

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Search jobs by position type**.

The Manage Search jobs by Position Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize placeholder text for the Search jobs by category filter

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Categories**.

The Manage Categories Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize placeholder text for the Search jobs by location filter

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Locations**.

The Manage Location Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize placeholder text for the Search jobs by position type filter

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Position Types**.

The Manage Position Type Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize placeholder text for the Search jobs by keyword filter

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Search jobs by keywords**.

The Manage Search Jobs by Keywords Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

Customize the Search button text

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Customizable Text**.

The Customizable Text page opens.

3. Click **Search**.

The Manage Search Text page opens.

4. Click **+**.
5. In the Custom Text box, enter custom text.
6. Click **Save**.

Note: Custom text is not live until you publish it.

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Banner image



Key info

- A banner image appears at the top of a career site.
- You can choose to have no banner image, the default Rival image, or upload a custom image.
- It can be a png, jpeg, jpg, gif, or svg.

Good to know

- A custom banner image can be centered or span the page.
- You can choose to show banner on all screen sizes (including mobile devices).
- You can choose to display banner image on all pages in Candidate Experience.

Add a custom banner image to a career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Images**.

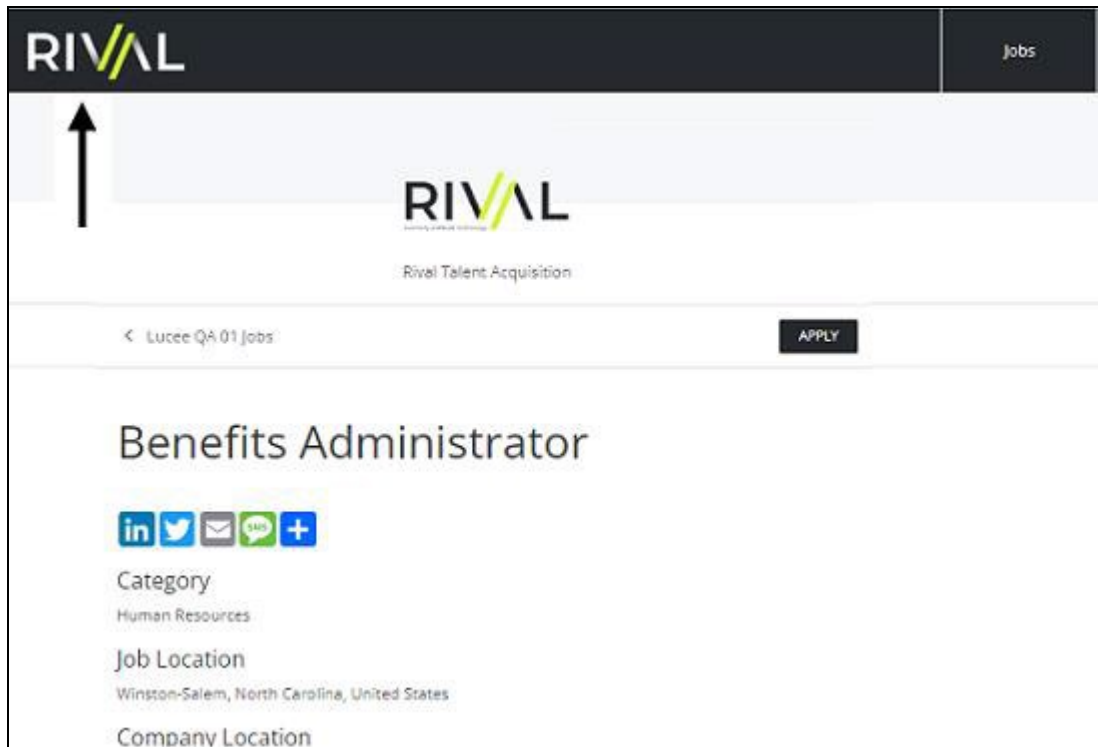
The Manage Images page opens.

3. In the Banner Image panel, select a display option from the Image Type list:

This option:	Does this:
Custom Image (middle of the page)	Centers the banner image. Tip: Max display dimensions for a custom banner image in the middle of a page are 500 x 100 pixels (aspect ratio of 5:1 width to height).
Custom image (entire width of the page)	Spans the banner image across the entire page. Tip: A custom banner that spans the entire page width requires an aspect ratio of 3:1 (width to height). Recommended dimensions are 1200 x 400 pixels.

4. Click the current image to replace it with a custom image.
5. (If applicable) From the Banner Image Link list, enter the link of the website applicants are routed to when they click the banner image.
6. By default, the banner is hidden if a user's screen size is 500 pixels or less. If you want it to appear on all screen sizes, turn on the **Display banner image on all screen sizes (including small mobile screens)** toggle.
7. By default, the banner image only appears on the career site Job List page. If you want it appear on all career site pages, turn on the **Display banner image on all pages** toggle.
8. Click **Save**.

Logo image



Key info

- The logo appears in the header on the left side of a page.
- You can choose to have no logo, the default Rival logo, or upload a custom logo.
- It can be a png, jpeg, jpg or gif.
- The maximum pixel dimensions for a logo image are 150 x 50 pixels, which translates into an aspect ratio of 3:1 (width to height).

Add a custom logo to a career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Images**.

The Manage Images page opens.

3. In the Logo Image panel, select **Custom Image** from the Image Type list.

Tip: If there is an existing custom image, click it to replace it with a new one.

4. Select an image file.
5. Click **Save**.

Favicon image



Key info

- A favicon appears in a job seeker's browser tab and on their mobile phone home screen when they save a shortcut to a career site.
- You can choose to use the default Rival image or upload a custom one.
- It can be a png, jpeg, jpg, ico, or gif.
- The image must be a square image with optimal pixel dimensions of 16:16.

Add a favicon to a career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Images**.

The Manage Images page opens.

3. In the Favicon Image panel, select **Custom Image** from the Image Type list.
4. Select an image file.
5. Click **Save**.

OGP image

An Open Graph Protocol (OGP) image is an image that is displayed on platforms like Facebook, LinkedIn, and Twitter when content from your Candidate Experience career site is shared on those platforms. An effective OGP image is relevant to the page content, "click-worthy" to catch people's eyes in a social

media feed, and branded to match the website's brand, business, or persona. The OG Image should give people on social media a preview of what they will see if they click the link.

Key info

- OGP is used to optimize and properly display the image.
- You can choose to have no image or upload a custom one.
- It can be a png, jpeg, jpg, or gif.
- The recommended pixel dimensions for an OGP image are 1200:630 pixels, which translates into the recommended aspect ratio of 1.91:1.

Add a OGP image to a career site

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **Images**.

The Manage Images page opens.

3. In the OGP Image panel, select **Custom Image** from the Image Type list.
4. Select an image file.
5. Click **Save**.

Languages

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Enable a language

- When you enable a language, the Candidate Experience career site is displayed to job seekers in that language, and you can configure presubmission text, fee agency presubmission text, application form, fee agency application form, and Job Details page in that language if you choose to.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Languages**.

The Manage Languages page opens.

- Turn on the language's toggle.
- Click **Save**.

Disable a language

Note: The default portal language (as set on the General Settings page) is automatically enabled. To disable it, **select a different default portal language** (see "**Select a default portal language for a career site**" on page 16) on the General Settings page and then follow the steps here to disable it.

- From the Career Site List page, click  beside a career site.
- From the Career Site Settings page, click **Languages**.

The Manage Languages page opens.

- Turn off the language's toggle.
- Click **Save**.

GDPR

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GDPR

This functionality is in response to European Union (EU) General Data Protection Regulation (GDPR) "right to be forgotten" requirement. That requirement gives individuals power to request the removal of their personal data when there is no compelling justification for its continued processing by a company.

Settings

Display GDPR Opt-Out Link

By enabling this option, a "GDPR Opt-Out" link displays in the email that is sent to applicants who request the "My Account" email. When the applicant clicks the link—and confirms to continue with the process—their entire record of application is purged from the system.

Send Notification Emails

By enabling this option, users whose email addresses are entered below will receive an email notification informing them that an applicant has decided to opt-out of one or more of their applications.

Enable the GDPR Opt-Out link in applicant emails

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **GDPR**.

The Manage GDPR page opens.

3. Turn on the **Display GDPR Opt-Out Link** toggle.
4. Click **Save**.

Disable the GDPR Opt-Out link in applicant emails

1. From the Career Site List page, click  beside a career site.
2. From the Career Site Settings page, click **GDPR**.

The Manage GDPR page opens.

3. Turn off the **Display GDPR Opt-Out Link** toggle.
4. Click **Save**.

Enable send notification emails about opt-out applicants

1. From the Career Site List page, click  beside a career site.

2. From the Career Site Settings page, click **GDPR**.

The Manage GDPR page opens.

3. Turn on the **Send Notification Email** toggle.
4. Click **+**.
5. In the Email Address field, enter the email address of the person to receive a notification informing them that an applicant opted out of one or more of their applications.
6. Click **Add**.
7. Repeat steps 4 through 6 for each email address you want to add.
8. Click **Save**.

Disable send notification emails about opt-out applicants

1. From the Career Site List page, click  beside a career site.
 2. From the Career Site Settings page, click **GDPR**.
- The Manage GDPR page opens.
3. Turn off the **Send Notification Email** toggle.
 4. Click **Save**.