



## **Release Notes**

V2014.1.0

March 2014



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## Overview

The SilkRoad team is excited to announce the release of a new version of OpenHire. This release provides new features, enhancements to existing functionality, as well as resolutions to known issues intended to improve the scalability, usability, and performance of the application. This document is designed to familiarize you with the latest release and outline the details regarding the various changes you can expect to see.

## New features

### Self-Service User Approval Permissions

OpenHire is moving towards providing Administrator and designated Recruiting Manager users the ability to define specific permissions at the user level. Providing customers with this self-service functionality allows them to update and maintain data at their own discretion and whenever it is convenient for them. This reduces the amount of interaction needed with SilkRoad support and increases the customers daily recruiting and hiring productivity.

The initial introduction of self-service permissions is now offered with the new Approval Management feature by granting users Requisition and Offer Approval permissions on the fly. Administrator and Recruiting Manager users with access to the Administration > User Accounts menu will be able to designate which users should have Requisition and/or Offer Approval permissions. Users denoted with these permissions will be available for selection with the new Approval Management functionality.

**Administer User Accounts**

Create A New User.

Active Status	Active <input type="checkbox"/>
First Name *	<input type="text"/>
Last Name *	<input type="text"/>
Phone	<input type="text"/>
Email Address *	<input type="text"/>
Username *	<input type="text"/>
Employee ID	<input type="text"/>
Role *	Recruiter <input type="checkbox"/>
Permissions	<div><a href="#">Select All</a> <a href="#">Deselect All</a> Offer Approvers Requisition Approvers</div>



## Approval Management

Approval Management (*phase one*) is designed to give customers the ability to manage their Requisition and Offer approvers within the ATS in real time.

In OpenHire today, Requisition and Offer Approvers are defined outside the ATS using an excel spreadsheet, which the customer maintains and submits to SilkRoad Support.

The benefits of moving toward a self-service approver management process are:

- a) It removes the requirement of maintaining a spreadsheet
- b) Eliminates having the customer submit a support request to update approval changes, which will also increase the turn-around time for approvers to be updated in a customer's site.
- c) The customer will have the convenience of designating new and existing users with approval permissions on the fly.

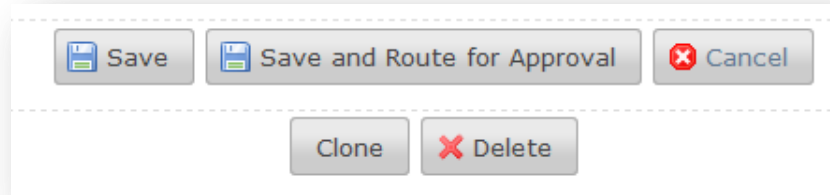
**The new Approval Management feature is disabled by default.** Having the feature disabled by default provides customers time to transition from the legacy approval spreadsheet to the new approval process at their own pace. Once the OpenHire Administrator decides to enable the new Approval Management feature, that person will need to submit a request to Support asking to enable both the Requisition and Offer Approval features, *(or specify which feature they would like to have enabled, as Requisition and Offer Approval pages are configured separately and can be enabled individually)*.

**Please note: Existing customers that are taking advantage of inbound integrations specifically for Approvers will not want to enable this functionality at this time.** In phase one, no approver integrations were touched as the focus was on self-service through the user interface. This new feature is looking at approvers in a completely new way in a new area, so your users would not see the approvers that are being imported currently. In a future phase of approval management we will be exploring approver integrations functionality.

The most significant changes users will see with the new Approval Management feature are with the Requisition and Offer Approver pages. There are very few functional changes with the administering of the approval process, but users will be able to identify and assign approvers more quickly and route for approval in a streamlined process. Designated approvers will approve/reject requisitions and offers via email requests the same as they do today. Future improvements will provide users the ability to manage all approvals within the ATS as well as via the email requests.

## Requisition Approvals Page

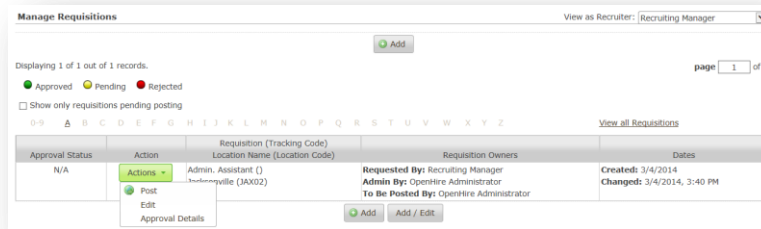
Managing the requisition approval has been moved onto a separate page and no longer on the requisition form. Users will notice new proceed buttons on the requisition form: "Save" and "Save and Route for Approval".



"Save" will save the requisition details and direct users to the Manage Requisitions page, while "Save and Route for Approval" will save the requisition updates and then route users to the new Requisition Approvals page.

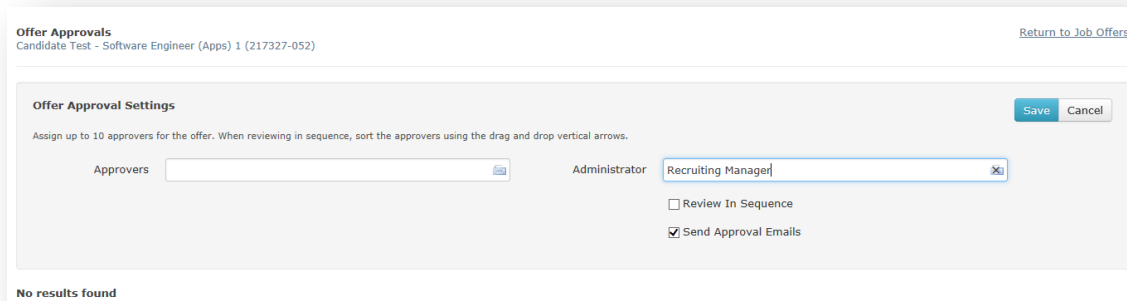
- Job Title hyperlink directs the user back to the 'Edit Requisition' page that displays the requisition details
- Up to 10 approvers can be selected per requisition
- Approvers available for selection are system users with requisition approval permission
- Type at least 2 letters in the Approvers field for users with req approval permission to populate as selection options.
- Requisition Administrator defaults to the user creating the requisition but can be edited
- Send Approval Emails is selected by default

From the Manage Requisition page, a new Action menu item has been added to provide users a quick way to navigate to the Requisition 'Approval Details' page.



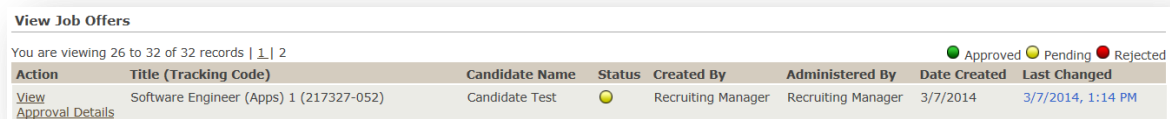
## Offer Approvals Page

Managing a candidate Offer Approval is on its own page as it is today, however once the new Offer Approval Management feature has been enabled, the new Offer Approvals page will be available.



- Candidate Name and Job Title hyperlink takes the user to the Offer Details page.
- Up to 10 approvers can be selected per offer
- Approvers available for selection are system users with Offer approval permission
- Type at least 2 letters in the Approvers field for users with offer approval permission to populate as selection options.
- Offer Administrator defaults to the user logged in creating the Offer
- The Send Approvals Emails is selected by default

From the 'View Job Offers' page, a new Action menu item has been added to provide users a quick way to navigate to the Offer 'Approval Details' page.

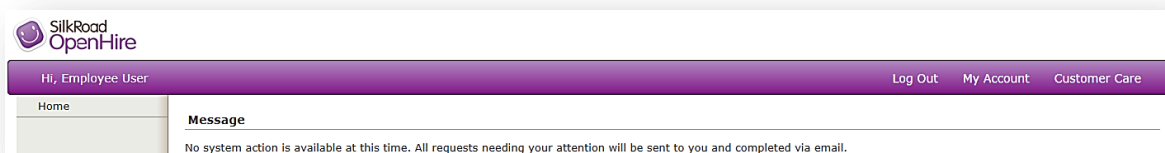




## New Employee Role

OpenHire now provides a basic user role as an 'Employee'. Today, this role is ideal for users that are not necessarily involved in the day to day recruiting and hiring process of candidates, but may need to be involved in the approval process. The Employee role is a very baseline user that can only initially have Requisition and Offer Approval permissions assigned to their profile. Meaning, these users can be designated as Requisition and Offer Approvers without having any other access to OpenHire.

Upon new user creation, Employees will receive the standard activation email to establish a password and login to OpenHire. Upon login to OpenHire, an informational message will be displayed to the Employee user informing them all requests needing attention will be sent via email, and no system actions are available at this time. In future releases, additional functionality and permissions will be available to the Employee role.



## Indeed Mobile Apply

In a mobile culture the need to apply in an even quicker, convenient way is increasingly becoming more and more important. SilkRoad is excited to further our partnership with Indeed, as Indeed continues to be the top external source of OpenHire applicants and hires. OpenHire is now offering candidates the option to apply via a mobile device with "Indeed Apply".

The Indeed Apply integration allows job seekers to apply to OpenHire jobs from any mobile device. This application experience is not hosted by SilkRoad, but rather Indeed. SilkRoad sends job related questions (*pre-screening, custom fields, and EEO gender and race/ethnicity*) and Indeed renders those questions in a completely mobile format for applicants. OpenHire Customers opted in for the Indeed's nightly job feed will benefit from Indeed's mobile search results as the Indeed Apply will be enabled by default. This will be an advantage for job seekers as they will have the ability to apply from Indeed's mobile feature.

There are 2 aspects of this integration that can be utilized independently of each other:

1. All jobs displayed in Indeed's mobile search results will have Indeed Apply enabled by default so job seekers can apply from Indeed mobile.
2. External OpenHire career sites can add the Indeed Apply button, which will allow job seekers who come to the career site outside of Indeed to apply from any mobile device. This option is configurable on a per portal basis.

**Note:** Jobs that present an e-application/eForm as part of the initial application process will be flagged as ineligible for this mobile integration. Also, both options are only available in English.

Included in the integration is the push to Indeed of all the standard questions you have enabled as part of the application process, as well as any optional questions you may have configured/enabled:

- CQE Questions
- Custom Fields
- EEO information (gender, race/ethnicity)

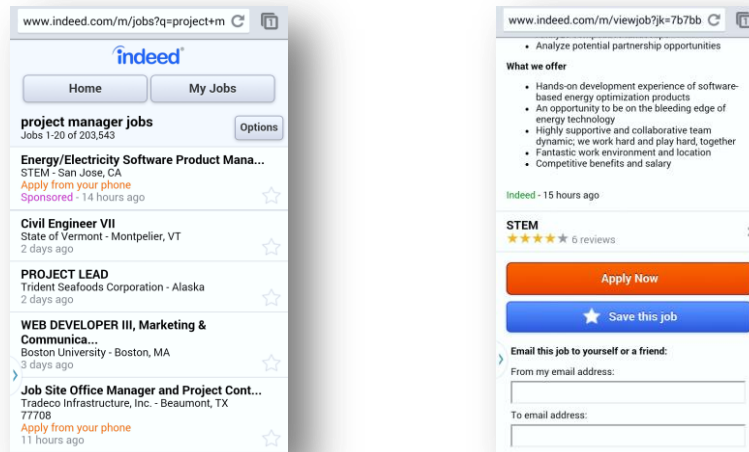
**Important Note:** The new OFCCP regulations around veteran and disability self-invitations, which will go into effect March 24<sup>th</sup>, will **NOT** be available via the Indeed Apply option. If you are interested in utilizing Indeed Apply and you are required to present the new self-identification forms to candidates, you can do so with the new pre-offer merge fields available via CCE correspondence.

## Mobile integration option

For the mobile integration option, OpenHire will utilize the current Indeed nightly feed of active jobs. If your company is already taking advantage of this nightly feed, you will be automatically set up for the mobile apply integration feature. If you are not set-up with the nightly job feed, but would like to take advantage of having your active jobs distributed to Indeed, please contact SilkRoad Support to have the feature enabled for your company.

There is certain criterion jobs must meet in order for mobile apply option to be available. Jobs that present an e-application/eForm as part of the application process will be flagged as ineligible for the mobile apply integration. This is due to the fact that filling out an e-app/eForm is not a mobile friendly experience. All eligible jobs will be flagged for mobile apply in the nightly feed to Indeed. Candidates searching for jobs with your company on [indeed.com](https://www.indeed.com) from any mobile device will now see a special "Apply from your phone" message displaying under the job title on the search results page, and when viewing a specific job, an "Apply Now" button will display underneath the job description.

**Please note:** The “Apply from your phone” verbiage presented to a job seeker on Indeed is controlled by Indeed. The Indeed product team is continually tweaking the verbiage displayed to compare what verbiage gets the highest conversation rates.



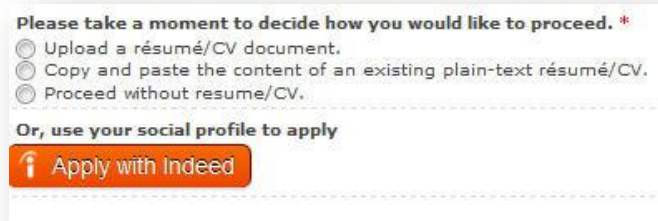
When a candidate clicks “Apply Now” they are taken into the Indeed Apply experience, in which they can either create an Indeed profile or sign-in with their existing profile. Once signed in, the candidate will be presented with the application questions in a mobile format.

The image shows a screenshot of the Indeed Apply mobile interface. It displays the job title 'Senior Product Manager (1531)' at 'Easterline Technologies Corporation - Buena Park, California, United States'. Below this, there are two input fields: 'Recent Job Title' and 'Recent Employer'. A question asks 'Which of these answers best describes your approach to Product Management?' with a dropdown menu. At the bottom, there are 'Continue' and 'Back' buttons.

Upon the candidate finishing the application questions, the application data is submitted directly into OpenHire where recruiter users can review the applicant data just as they would other candidates.

## External Career Site Indeed Apply option


The external career site “Apply with Indeed” feature is configured at the portal level, and can be turned on for you by SilkRoad Support. It is not dependent on the Mobile apply option from Indeed’s site by utilizing the nightly job feed. This external career site apply feature is disabled by default. Once this feature is turned on, the “Apply with Indeed” button will display on the new submission options page.



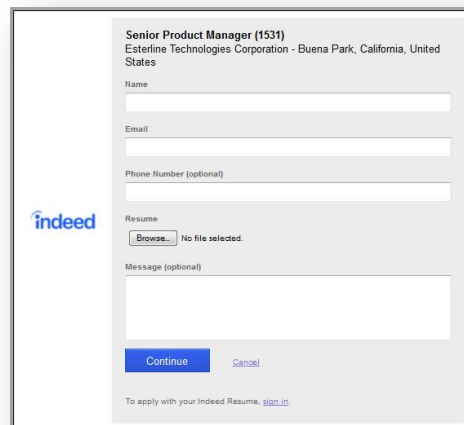
Please take a moment to decide how you would like to proceed. \*

- ☐ Upload a résumé/CV document.
- ☐ Copy and paste the content of an existing plain-text résumé/CV.
- ☐ Proceed without resume/CV.

Or, use your social profile to apply

 **Apply with Indeed**

Candidates selecting the “Apply with Indeed” option are presented with the Indeed modal (*child pop-up window*) in which they can either create an Indeed profile, or sign-in with their existing profile. Once signed in, the candidates will be walked thru the application questions.



Senior Product Manager (1531)  
Esterline Technologies Corporation - Buena Park, California, United States

Name

Email

Phone Number (optional)

Resume  
 No file selected

Message (optional)

To apply with your Indeed Resume, [sign in](#)

## OFCCP Enhancements

### **Changes targeted for OpenHire Customers that are Federal Contractors and Federal Subcontractors**

On September 24th, 2013, the U.S. Department of Labor's Office of Federal Contract Compliance Programs (OFCCP) published final rules in the Federal Register pertaining to changes in regulations implementing Section 503 of the Rehabilitation Act and Section 4212 of the Vietnam Era Veterans' Readjustment Assistance Act (VEVRAA).

These changes affect all OpenHire customers that are required to adhere to OFCCP guidelines and how they use the OpenHire system to help maintain compliance. These new regulations go into effect on March 24th, 2014.

The Final Rule requires that contractors invite applicants to self-identify as protected veterans at both the pre-offer and post-offer phases of the application process. The Final Rule also requires contractors invite applicants to self-identify as individuals with disabilities at both the pre-offer and post-offer phases of the application process, using specific language defined by the OFCCP. Planned product updates for these new OFCCP final rules for 503 and VEVRAA include the following:

### **The ability to invite applicants to self-identify pre-offer & post-offer as an individual with a disability or protected veteran.**

- Verbiage and self-identification selection options are defined by the government for disability.
- Verbiage for the veteran pre-offer and post-offer forms adheres to final rule samples.
- Disability is legally mandated to be collected on its own form.
- Inviting applicants to self-identify their status as a protected veteran will be done at the same time race/ethnicity and gender self-identification is requested for efficiency purposes.
- These forms will adhere to the requirements the government has set for electronic forms, as noted in the FAQ on the OFCCP website. (ie. font size, font type, displaying the OMB number and expiration for disability form, exact language for the disability form).

### **Site configuration to present new self-identification veteran and disability pre-offer forms**

- Federal contractors will have their OpenHire system administrator notify SilkRoad they would like to present these new self-identification forms for individuals with a disability and protected veterans on their career sites for pre-offer collection.

- SilkRoad Support will enable presenting these forms on the contractor's specific career portals (external and internal) once the new regulations have gone into effect.

## Access to CCE Merge Fields for emailing PRE-OFFER or POST-OFFER invitation forms (protected veteran and individuals with disabilities) to candidates

- In addition to the career site display option, federal contractors will also have the option to email candidates the pre-offer veteran and individuals with disabilities self-identification forms via available CCE merge fields. (This method is helpful in the event the recruiting user needs to solicit self-identification information to the candidate outside the career site.)

For POST-OFFER, new CCE merge fields for the veteran and disability self-identification forms are available to email candidates the forms directly.

The screenshot displays the email composition window in SilkRoad. The 'Subject' field contains the text 'Voluntary Self-Identification Forms'. The 'Carbon Copy (CC)' and 'Blind Carbon Copy (BCC)' fields are empty. The 'Email Body' field contains a pre-written message with a placeholder for the candidate's name. A 'Merge Fields' sidebar on the right lists available fields: 'EEO + OFCCP post-offer Vet.', 'OFCCP Disability pre-offer', 'OFCCP Disability post-offer', 'Business Unit', and 'Grifols'. Red arrows point from the 'OFCCP Disability post-offer' field in the sidebar to the email body text, which includes a link to the OFCCP Disability post-offer form.

## Reporting

New reports have been created specifically for OFCCP purposes that reflect candidate's new pre-offer and post-offer selection values. Due to the sensitivity of this information, the below list of OFCCP reports can be restricted to specific users.

- **New Hire Vets-100a report**
- **OFCCP contractors Hiree Export report**
- **OFCCP Hiree Export Alternate Version report**
- **OFCCP/EEO Report**
- **OFCCP AAP Job Group Totals**



## **EEO/AA info update**

The EEO/AA info area in the left navigation (Candidates > EEO/AA profile) and the EEO/AA profile available from the candidate profile page, action drop-down have been updated to reflect the new veteran and disability values pre and post offer. User visibility to this information can also be restricted to designated users.

**SilkRoad recently hosted a webinar for federal contractors discussing these planned OFCCP functional updates. The webinar resources are available for download in the SilkRoad Support Site, under OpenHire documentation.**

**Please Note:** For full feature instructions and additional documentation, refer to our OpenHire User Guides which can be accessed via within your site in the Customer Care link or by logging into our [SilkRoad Support](#) site.

# Improvements

## Change Interview Request

Several updates have been made to the “Change Interview Request” screen to improve usability. The following items below have been updated:

1. The text boxes for *Recipient's Name* and *Recipients Email* have been replaced by a text box for *Interviewer's Email*. The interview requester will automatically be carbon copied on the change request email as well. This ensures that both the interview requester and the person conducting the interview will always receive an email containing the requested interview changes.
2. The 'Check to update interview schedule' box has been removed and when the 'Send Email' option is selected the interview changes are saved automatically.

**Change Interview Request**

Candidate Test is scheduled to interview for the Software Engineer (Apps) 1 (217327-052) position on 3/5/2014 at 11:00 AM, which should run no longer than 60 minutes

Interviewer's Name:

Interviewer's Email:

Current Interview Schedule: 3/5/2014, 11:00 AM

Interview Date:

Time:  Eastern Time

Duration:  minutes

Current Interview Location: OpenHire Recruiting Room

Interview Location:

Enter your message here:

**Interviewer's Schedule** [view](#) [hide](#)

Requested By	Interview Date
Recruiting Manager	3/5/2014, 11:00 AM

**Candidate's Interview Schedule** [view](#) [hide](#)

Interviewer	Interview Date
Recruiting Manager	3/5/2014, 11:00 AM

Upon the Recruiting User selecting the *Send Email* button, an email gets sent to the interview requester, and the user conducting the interview informing them of this new interview time

## New CCE Merge Fields

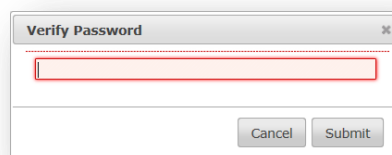
Often times Recruiter Users need to send a more personalized email message to candidates they are engaged with. OpenHire has created two new merge fields that can be used when creating new or editing existing Candidate Correspondence Engine (CCE) email templates and when using the Perform Recruiting Activity - CCE Correspondence email option. Recruiters can now address candidates by their 'First Name' or 'Last Name' in addition to using the current 'Candidate Name' (ie: Candidate Full Name) merge field option.



## Candidate Email Address Updates

Some candidates with existing profiles updated their email address, and then experienced difficulty logging into their profile the next visit, (as email address is their login).

OpenHire has made an improvement that in the event a candidate needs to update their profile email address via the 'Edit Profile' link, they will be prompted to 'Verify Password' prior to updating their profile information. The candidate must enter their current password in order to change and save their new email address. Once the password has been provided, the updated email address is saved and the candidate can correctly login to their profile for future visits.

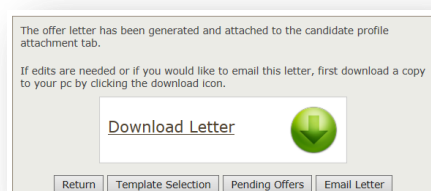


To simplify the process of updating email address for candidates, email address is available to be updated in one place on the profile. Candidates will not update their email address on individual resume submissions.

Recruiting users have the ability to update a candidate's email address from the candidate profile inside the UI. Since Recruiting users cannot verify a password for a candidate, this update will just require the candidate to use the 'forgot password' feature when they login to the updated profile on the career portal.

## Offer Letter Download feature

Once the recruiting user selects 'Generate Letter', the offer letter is now automatically saved to the candidate's profile Attachments tab. If edits are needed, the user can download the letter to their pc and the original letter is still retained on the candidate profile Attachments tab.



## Resolved Issues

The following issues have been resolved in this release. These issues do not affect all customers. Issues are sorted in numerical order by OpenHire's ticket tracking ID.

If additional information is required, please contact Support and reference the ID #'s displayed.

Tracking ID	Support Case	Description
<b>OH-11805</b>	256569	Job Reassigned to a Recruiter email text update
<b>OH-11960</b>	264969	Job Posting - Alternate Email 'Email Replies to' is not retained when editing a job.
<b>OH-12288</b>		Applicant email address/ password case sensitive issue on internal career site
<b>OH-13867</b>	323091	Unable to sort with any column selection on 'Resumes' with Deactivated Job search <b>Note:</b> This issue did not apply to customers with recruiting teams enabled as they are using the new jobs page for these search results.
<b>OH-14219</b>	329406	Hiree Export Report displaying duplicates for multi-select custom fields
<b>OH-15051</b>	360453	City encoding issue on Candidate Resume Profile
<b>OH-15067</b>		Manage Jobs Page: 'Ghost' letters appearing at top of the page in Internet Explorer
<b>OH-15137</b>	362105	Track All Jobs – Sort on 'Filled' column produces an issue
<b>OH-15441</b>	373258	Request a Review emails are not being distributed to the CC'd recipient
<b>OH-16047</b>	403440	Request a Review emails have special characters that are displayed as HTML
<b>OH-16159</b>	391356	Unable to restore candidates from Recycle Bin
<b>OH-16297</b>	424416	Not retaining CQE answers when moving multiple Candidates to another job with same CQE questions
<b>OH-16749</b>		Portal Configuration: Disable display of Work/Professional Experience for resume builder
<b>OH-17202</b>		Interview scheduling error when using a

		recipient that is not an OpenHire user
<b>OH-17529</b>	460006	Track All Jobs - Displaying incorrect Recruiter and Hiring Manager
<b>OH-17534</b>		Print Candidate Profile timestamp is displaying 4hrs. in the future
<b>OH-17840</b>	467603	Unable to upload Offer letters using locales other than English
<b>OH-17861</b>		External Career Portal file attachments 'non-flash uploader'
<b>OH-17959</b>	468622	Custom field displaying incorrect date format on external career portal
<b>OH-18211</b>	474028	After requesting a review for a candidate, the resumes attached are unable to be opened.
<b>OH-18253</b>		Job related portal configuration updates not showing real time
<b>OH-18499</b>		Error occurring when attempting to open a candidate profile that has special characters in the address field
<b>OH-18585</b>	16416	iPostings site EEO Question "What is your race?" not required
<b>OH-19719</b>		Candidate profile > Print Profile action is not displaying the evaluation answers



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## Supported browsers

OpenHire is designed to provide browser-neutral service delivery. It is recommended that you use modern browsers, as we make every attempt to support the latest versions of the following browsers.

Browser	Version
<b>Internet Explorer</b> <i>(not compatibility mode)</i>	8, 9, 10 (Win7)
<b>Mozilla FireFox</b>	23
<b>Google Chrome</b>	29
<b>Apple Safari</b>	6.0.5 on Mac

Our overall strategy is to maintain active browser support based on client and new hire demand. Regardless of formal browser support we will always troubleshoot and work to correct issues impacting any user regardless of browser.

***Due to rapid browser release cycles, OpenHire's Q1 2014 release no longer formally supports the use of Internet Explorer 7.***

## Mobile device support

SilkRoad views mobile device support as an important capability to our applications and we continue to add functionality that we ensure is optimized for tablet devices.

## Technical support

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

- **Phone:** US Toll Free: 1-866-803-9663
- **International Toll Free:** Access numbers via [support.silkroad.com](http://support.silkroad.com)
- Web: [support.silkroad.com](http://support.silkroad.com)
- Email: [support@silkroad.com](mailto:support@silkroad.com)

## Social Collaboration

- Facebook - <http://www.facebook.com/silkroadtechnology>
- Twitter - <https://twitter.com/silkroadtweets>
- Flickr - <http://www.flickr.com/photos/silkroadtechnology/sets/>
- SilkRoad Ink (blog) - <http://blog.silkroad.com/>
- LinkedIn - <http://www.linkedin.com/company/silkroad-technology>

## SilkRoad Connections

Join us for our global user event, SilkRoad Connections 2014 in Chicago, Illinois May 6-9!

