SilkRoad OpenHire

Release Notes
v2014.2.0
May 2014

SilkRoad   silkroad.com

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Contents

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 provide details about various changes you can expect to see.

Upgrade process

SilkRoad Life Suite products follow a consistent upgrade process, however OpenHire's process is slightly different due to all customers being upgraded at one time. OpenHire's current upgrade process is as follows:

- Initial Release Announcement via email (Day -14)
- Staging Sites upgraded and customer notification via email (Day -7)
- Reminder Email Notification (Day -1)
- Automatic Upgrade of all customers to production (Day 0)

New features

New features added in this release are listed in this section.

Broadbean

Currently, SilkRoad staff posts jobs to 3rd party job boards on behalf of our customers. Looking to utilize an industry expert for this functionality moving forward, we are happy to announce SilkRoad has partnered with Broadbean, the industry leading job board aggregator. Broadbean enables recruiters to easily distribute job postings to thousands of 3rd party job boards and social networking sites. Once SilkRoad transitions customers to utilize this Broadbean posting integration thru OpenHire, the third party posting process will no longer be facilitated manually by SilkRoad staff.

The partnership with Broadbean will vastly improve OpenHire's user experience with increased efficiency and turn-around time to posts jobs in a much more streamlined and automated fashion. Many of Broadbean's relationships with 3rd party job boards are real-time posting integrations. To review which 3rd party boards are integrated with Broadbean please feel free to search on the specific board on the Broadbean website: http://www.broadbean.com/job-boards/.

After working with a subset of clients in an early adoption fashion, this release marks the integration being made generally available to our user base. **To ensure a successful transition from the current job board posting process, Broadbean will be rolled out and implemented to OpenHire customers in a phased approach..** Customers will be contacted in groups following this release, with specific instructions on how to have Broadbean enabled in your OpenHire instance.These instructions will also include self-service training materials to make sure each recruiting team is prepared for these changes prior to the integration being enabled. SilkRoad will be partnering with you during this transition process.

For the phased implementation rollout, we will contact customers based on demand. If your team is anxious for this integration, please contact SilkRoad Support support@silkroad.com with your interest and the   contact details (name, phone, and email) for 1 person that will be your team's Broadbean point of contact/administrator. This can be a current administrator for your site or a person that will be deemed the Broadbean point person. This person will be the individual SilkRoad will contact for the integration, and the internal lead for disseminating training materials to your users and assisting with configuration requirements.

Broadbean Functional Highlights

Once Broadbean is enabled in an OpenHire account, it will be the only means for OpenHire users to post to 3rd party job boards. Prior to the integration being enabled, the customer will set-up the 3rd party job boards they have relationships with and determine which recruiting users should have access to post to these boards.

When posting a new job, the Job Board Postings page will wrap Broadbean's content. The boards available to the user are the boards that are configured within Broadbean for your posting selection.
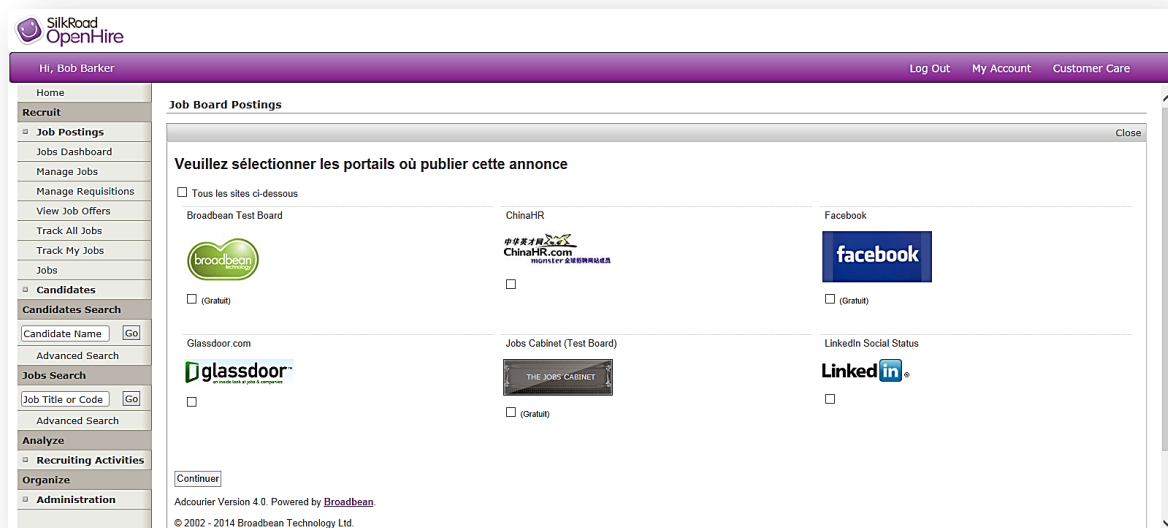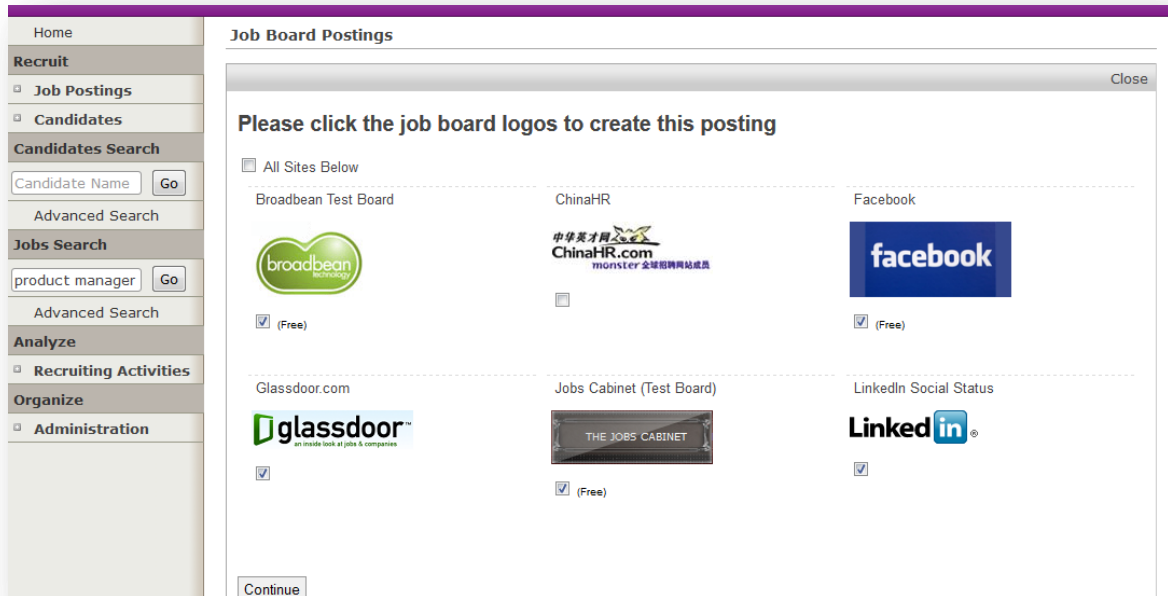
Upon selection of the desired job boards, the OpenHire user will walk through the Broadbean posting process. While some information will pre-populate from the OpenHire posting, fields will also be presented that directly relate to the job boards selected for posting. This provides greater accuracy for the posting, by allowing the recruiting user to provide board specific details. The user will preview the posting and select job board duration prior to sending the posting to Broadbean.

Upon posting completion, the user will be directed to the Job Posting Details Page in OpenHire. This page will have a new Actions Menu which includes a navigation item to view the Broadbean board status. The "View Board Status" page provides the user with visibility into job board postings done thru Broadbean by providing a real-time snapshot of what boards the sent to, the date it was sent, the status of the submission, the planned expiration date, the number of clicks on the posting, as well as board inventory (if the board provides this information back).

This "View Board Status" page also provides a central hub for further posting actions, including reposting if the job is expired, deactivating postings from all boards, and access to manage job postings and review metrics thru the Broadbean stand-alone application.

Upon a job being closed in OpenHire a call will be sent to Broadbean automatically behind the scenes to request the job posting be pulled down from currently displayed job boards.

To learn more about the Broadbean posting process in OpenHire, please check out the Broadbean specific user guide by clicking HERE.

Improvements

Minor updates and improvements to existing functionality are listed in this section.

Administration: User Accounts (Bulk Updates)

The Administration, User Accounts page has been redefined and improved to assist Administrators and designated Recruiting Managers making updates to user profiles much easier. Administrators and designated Recruiting Managers can now make bulk updates which will increase productivity when managing user accounts.

Page improvements include -

- New search filter display
- Bulk Action: Add & Remove Permissions
- Bulk Action: Activate & Deactivate Users
- User's Name is now a hyperlink – When a user's name is selected the edit user account page will be displayed for easy, quick access to that user.
- # of Role Licenses is no longer displayed. If the maximum number of licenses have been met, the Role will not be available for selection when creating a new user.
- New search filtering also replaces the previous use of column sorting.

Emails: User Accounts

Based on client feedback, OpenHire has discontinued two email notifications that were triggered from the User accounts page. Below is a list and the details of each email that is no longer being distributed:

1. **User Account profile updates**:   When an Administrator or designated Recruiting Manager updates a user profile via the User Accounts page, S an email is no longer sent to the user alerting them an update occurred to their profile. No emails will be sent for individual profile updates or bulk profile updates.
2. **SSO new user activation email**: Companies that enable SSO for their new users will not receive a User Account activation email, as this is not needed for SSO users.

Download disability self-identification forms via the EEO/AA Profile

Recent OFCCP changes to the 503 and VEVRAA regulations require Federal Contractors and Federal Subcontractors to collect pre-offer and post-offer Protected Veteran and Disability self-identification information. In addition to collecting the information, users with designated access may desire to download and then print the candidate's self-identification disability forms for pre and post-offer self-identification.

OpenHire now provides users with access to the EEO/AA Candidate Profile a link to download and print the Disability self-identification forms.

Upon clicking the link, the user can view and then print the form if necessary.
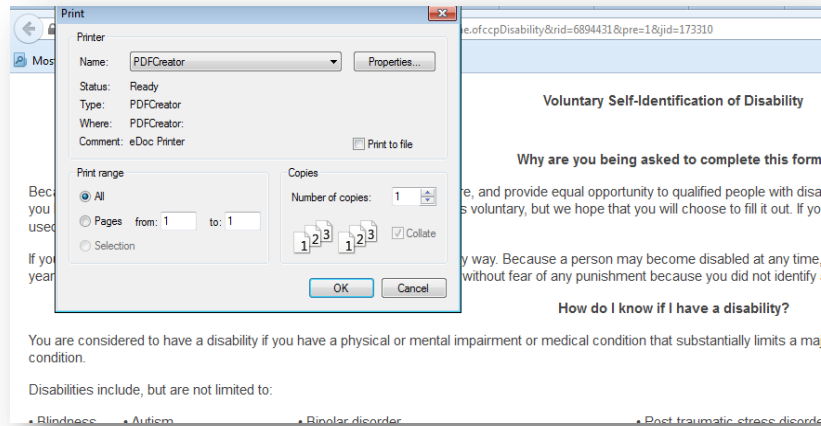
Roll Out the RedCarpet – Supports new OFCCP collected Data

Customers that take advantage of the 'Roll Out the RedCarpet' feature to export new hire data from OpenHire to RedCarpet will now have the option to send the candidate's OFCCP pre and post offer Veteran and Disability self-identifciation values to RedCarpet. This improvement includes the following fields:

1. Pre-Offer Disability Status
2. Post-Offer Disability Status
3. Pre-Offer Veteran Status
4. Post-Offer Veteran Status

Customers will need to contact SilkRoad Support to request to include these fields as part of their OpenHire/RedCarpet integration.

TaxBreak

OpenHire is partnered with TaxBreak to assist our customers in determining if candidates qualify for Work Opportunity Tax Credit (WOTC) for their company. Taxbreak is an optional integration that is an OpenHIre add-on.

For customers taking advantage of this integration, OpenHire is now leveraging Taxbreak's E-signature capability. The integration now provides customers the ability to collect candidates' E-Signatures, making the process even more streamlined and automated. No more filling out forms then printing them to collect the candidate's signature.

If interested further about purchasing the Taxbreak integration thru OpenHire, please contact SilkRoad Support.

ATS Forgot Password

OpenHire users can use the 'Forgot Password' option if they are unable to login to their OpenHire site. Upon selecting the forgot password link, the user will receive an email with a link to reset their password. The password reset page has been updated to only include a 'Submit' button.

Existing resume submissions - EEO/OFCCP

Candidates applying to jobs with existing resume submissions will be prompted to fill out EEO and OFFCP data upon each new submission. This includes questions for gender, race/ethnicity, pre-offer veteran self-identification form, and pre-offer disability self-identification form.

This applies only to career portals and jobs that are configured to serve up this information.

Remote Reporting Interface Update

SilkRoad has identified which companies are currently using OpenHire's remote reporting interface. SilkRoad has contacted them separately to share an improvement will be going into effect for this reporting interface on May 31, 2014. The purpose of this reporting interface is to export report data in a programmatic fashion. This improvement requires use of a new URL, and requires the HTTPS header include the username and encoded password of an active OpenHire user who is authorized to retrieve data via this interface.

As a reminder for customer's utilizing this interface, the current URL is planned to be decommissioned now on May 31, 2014. Customers wishing to continue retrieving exported data in this fashion will need to adhere to the required changes prior to May 31, 2014.

This information should be shared with your IT staff that works to programmatically export report data from OpenHire. IT staff can **CLICK HERE** to review the document outlining the new URL updates.

Resolved issues

The following issues have been resolved in this release. These issues may not affect all customers. Issues are sorted in numerical order by Support case tracking ID.

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

Resolved issue highlights include:

Item: 00221015
Title of Item: Candidate Upload Issue
Issue was related to using the Candidate Upload feature with manually entry.The candidate's middle name would populate in the last name field.

Item: 00233625
Title of Item: Next Button Logging User out after Request A Review Action
When performing an Advanced Candidate Search, the user would be logged out of OpenHire when attempting to use the 'next' button to review the resume.

Item: 00296756
Title of Item: CCE - EEO submission confirmation email shows internal job title
When a candidate completes their EEO submission, the confirmation that is sent back to them provided the internal job title instead of the external job title.

Item: 00318426
Title of Item: Time stamps in candidate history tab not matching time stamps in eForm tab
When a candidate completed an eForm, the eForm was displaying one time and the candidate history was displaying another. The time was off approximately 4hrs. due to time zone differences

Item: 00482074
Title of Item: Hot match result not displaying in Chrome
Users logged into OpenHire using Chrome as their web brower were unable to view Job Candidate Hot Matches due to a display compatibility issue with Chrome

Item: 00519267
Title of Item: Error message when selecting CQE
An issue was occurring when a user would search for a job posting then edit the job and attempt to associate CQE questions to the job.

Item: 00514164
Title of Item: Unable to Update Questions Settings in French language
Users with a locale setting of French were unable to edit the CQE question settings due to an error.

Item: 00483495
Title of Item: Track All Jobs > View as "All": Department Filter Error
From the navigation menu Track All Jobs, users attempting to filter on 'All' Recruiters then view jobs by 'Department' were receiving an error.

Item: 00492324
Title of Item: Report Builder not updating Posted Job title
If a posted job title was edited, Report Builder was not displaying the updated job title.

Additional issues outlined below are not part of the highlighted issues above.

Tracking ID	Support Case	Description
OH-20008	N/A	Recruiter can view jobs & candidates being tracked for jobs they are not associated to
OH-19885	N/A	Track My Jobs->Days Old incorrectly calculated for non-mm/dd/yyyy formats when sorting by 'Status'
OH-14192	00341421	Users Unable to access Parsed Resume content on Candidate Resume tab
OH-20688	00513280	Administrator Role receiving 'Unauthorized error' when clicking the User Accounts area due to permission issue
OH-20999	00520263	Improvement for Indeed Apply – Customers utilizing assessments cannot use Indeed Apply option
OH-20411		Candidate Resume submission defaulting to bottom of page
OH-20391		Requisition Approval Details inconsistent presentation on the job
OH-19769		Candidate profile history tabs for a small set of candidates is blank
OH-16303		Job Board Feed Allowed Applicant to Choose Source
OH-15534		Broadbean (Pilot Users) - Key competencies/keywords is incorrectly filled
OH-13659		CQE French Translation incorrect
OH-12727		Track My/All jobs - Resumes screen- 'Change Hiring Stage' and 'Change Job Association' at bottom of screen are not working

NOTE: If an issue you have reported is not part of this release, please contact SilkRoad Support to receive an update on the status of your issue. Although SilkRoad strives to provide solutions in a timely manner, all issues cannot be addressed in a single release.

Known issues

The following issues remain unresolved in this release. Until they are resolved, use the suggested workaround or avoid them as noted.

OpenHire does not officially support IE11 yet. The OpenHire team is currently testing the use of Internet Explorer version 11 within the application preparing for formal support Today we have determined there are two features that are not compatible with the latest version of Internet Explorer:

1. Interview Free/Busy Scheduler
2. Rich Text Editor

Until officially supported, please do not use IE11 for these above features. The OpenHire team will continue to research and develop solutions to ensure compatibility with most modern browsers and versions.

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
Internet Explorer *(not compatibility mode)*	8, 9, 10 (Win7)
Mozilla FireFox	23
Google Chrome	29
Apple Safari	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 users.

[Due to rapid browser release cycles, as of v2014.1.0 OpenHire 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 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
- **Web:** support.silkroad.com
- **Email:** support@silkroad.com