

# Candidate Notifications Guidance

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## What are 'Candidate Notifications'?

**Candidate Notifications** are simply, automatic emails which you can configure to be sent to candidates who have been sat in a selection step for a certain amount of time. These typically can be used to notify a candidate of an update or a reminder of an action.

The feature is designed to enable you to make regular, recorded contact with candidates to maintain a positive relationship during the recruitment process, improving the candidate journey.

## How would I use Candidate Notifications?

There are several scenarios these notifications can be used for:

For example, you could configure the notifications against your shortlisting selection step. If the shortlisting for a role takes longer than anticipated and you want to keep the candidate in the loop, you can send out automatic pre-defined emails.

You could use notifications for your conditional offer step. If you have sent a candidate an online form to complete, if the step is not completed within the time you would expect, you can send out these automatic emails to remind the candidate to complete the form. You could also use these for onboarding purposes and configure certain messaging to be sent at certain times, during their onboarding process.

## How does it work?

A notification can be configured for each step within a selection process, and you can configure **up to 4 consecutive notifications per step**.

Once you have moved a candidate into a selection process step, for which the notifications have been configured, the candidate will receive a notification x amount of days after having been moved into this step.

You can define the email, the number of emails (as these can be different for each notification) and specify the number of days which the email should be sent.

You can see whether a notification has been sent out in three places within TalentLink:

1. On the **Selection Steps** against a candidate record:

Document Request	⋮	Submitted (Test Test Candidate 1)	<input checked="" type="checkbox"/> Step Notifications
		21/07/2020 19:23 Europe/London Created By n.warner@wmemployers.org.uk	☰ Test Step Reminder Email 1
		21/07/2020 19:23 Europe/London Created By n.warner@wmemployers.org.uk	☰ Test Step Reminder Email 2
		20/07/2020 15:03 Europe/London Created By GSA System	☰ documents for pre employment c...

2. In the **Candidate History** log for the candidate:

21/07/2020 19:23 Europe/London	Test Candidate Notification Vacancy	GSA System	Email Sent 'Test Step Reminder Email 1'
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3. Within the **Documents/Candidate Pools** tab for a candidate:

<input type="checkbox"/>		Test Step Reminder Email 1	21/07/2020 - Warner Nicola	Test Candidate Notification Vacancy
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## How do I configure this?

If you wish to optimise the use of this functionality, firstly, you will need to set up the respective **email templates** which you will assign to each notification.

These emails can be created within **Communication Templates** under the Document Type, '**Email used in Candidate Communication**':

**Document Type**

Email used in Candidate Communication
▼

Next, navigate to the selection process you wish to update and go to the step within that process you wish to configure notifications. Select the tick box, '**Candidate Notification**':

☐ Show Application comments section in Candidate Review tool

☒ Show rating and evaluation comment section in Candidate Review tool

☐ **Candidate notification**

Once you select the tick box, two options will appear:

**Candidate notification template** – here, select the pencil icon to select the **communication template** which has been configured for this notification.

**Notify candidate after days** – enter the amount of days you wish the candidate to receive the notification once the step has been submitted. Note that this is in **calendar days** and the candidate will only receive this notification if the step remains open.

If you wish to add more notifications, click the **Add next** link:

☐ Show Application comments section in Candidate Review tool

☒ Show rating and evaluation comment section in Candidate Review tool

☒ **Candidate notification**

1. Candidate notification template

Notify candidate after  Days

**Add next**

Repeat the above steps. Note here, that for any subsequent notification, this email will be sent from the time the **step was submitted**, not from the **last candidate notification configured**.

Once you have configured the notifications, save the process and this will now be applied to roles.