

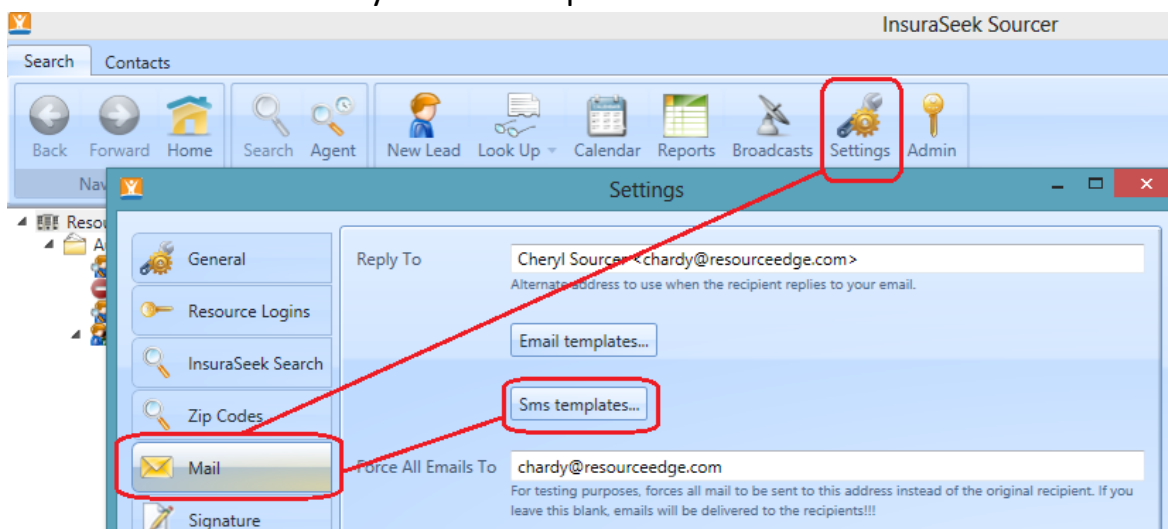


Quick Guide to Using Text Messaging

Now you can send text message reminders to prospects along with the email reminders you use to keep people connected and engaged through the recruitment cycle. Let's quickly review the new SMS text messaging functionality.

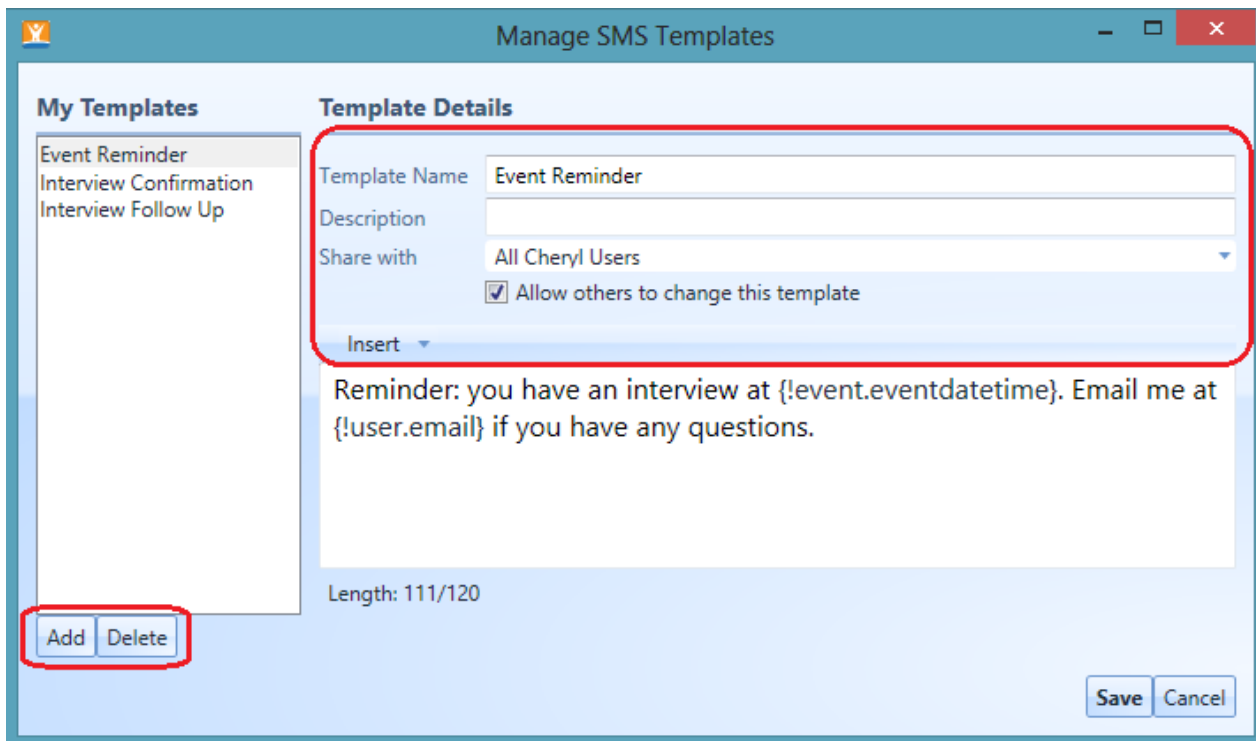
Locating your SMS text message library:

Just like your email template library, you also have a text message library where you can store and create templates for everyday use. To locate your library, click the "settings" button, then the "mail" tab and finally – "sms templates":

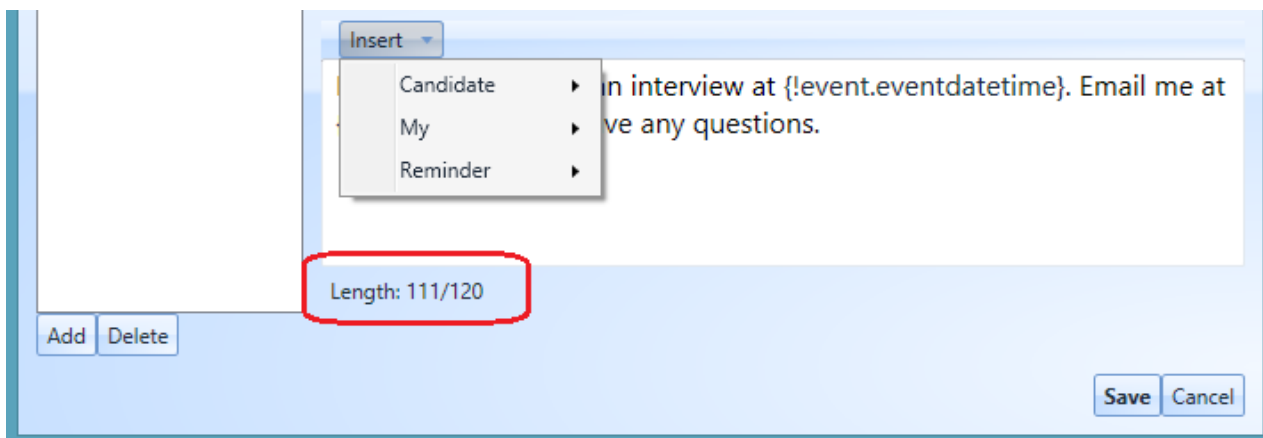


Setting up new templates for SMS:

To create or edit a template, you follow the same process you would when building an email template. Click "add" to create a new template, then complete the fields to name and describe the template. Select if you want to make this template available to other users (or have the ability to edit). Instead of a full html customization bar, you will only have the option to insert macros to auto populate fields with candidate name or event type.

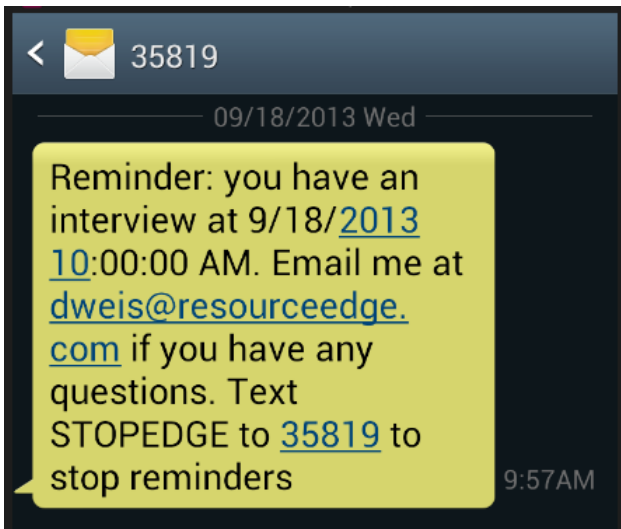


As you create your message, use the text length field below to monitor your message, to make sure it's not more than 120 characters. Exceeding this character reference will lead to your message truncating – resulting in 2 messages being sent instead of 1 (to accommodate for the length of your communication).



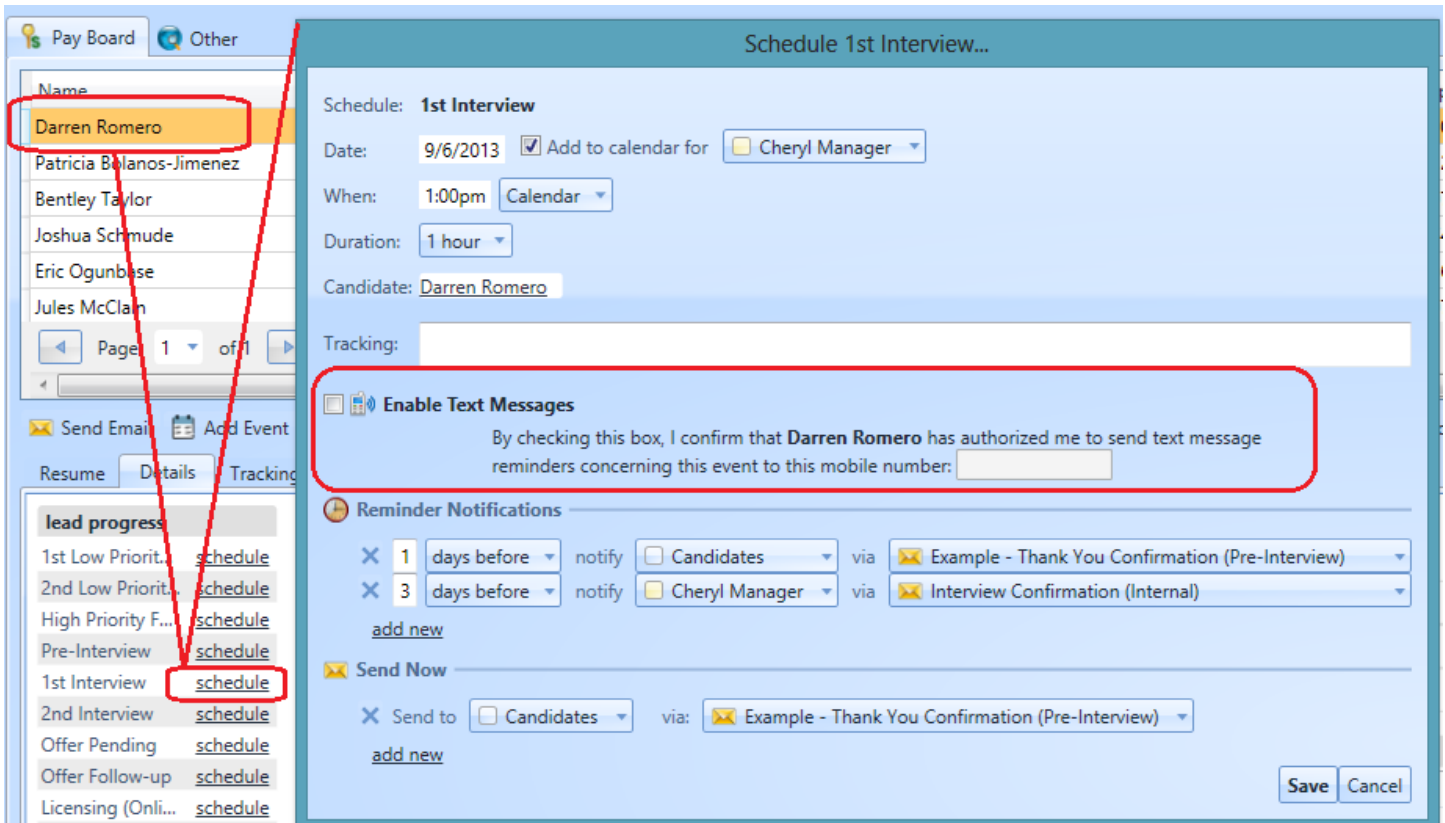
Remember to click "save" to add your new template to your list.

Note: each message will automatically include an opt-out option, to ensure recipients have a way to stop receiving your text. See the same message below:

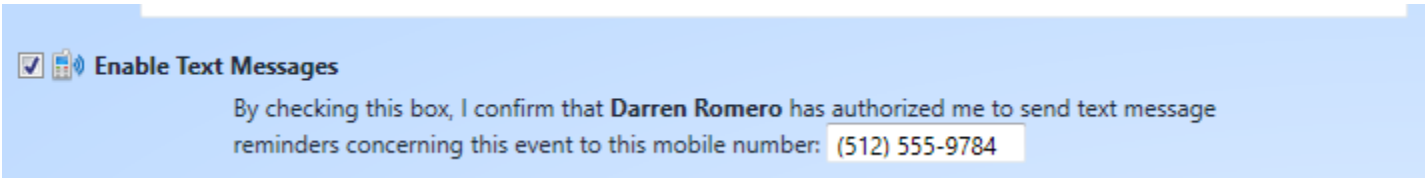


Setting a SMS text message reminder:

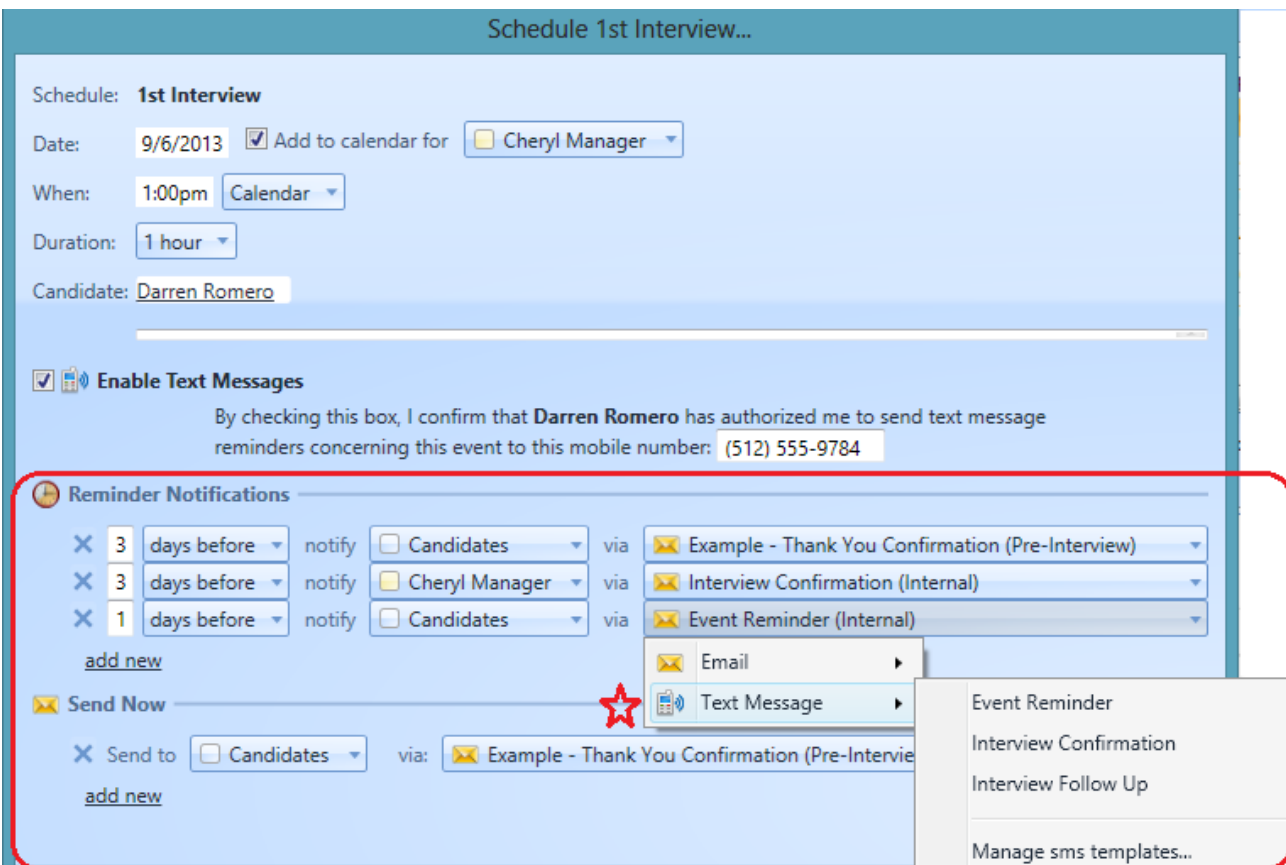
To set a text message reminder from the candidate's lead progress events, follow the same prompts you would to arrange an email reminder. Note the "enable text message" check box circled below:



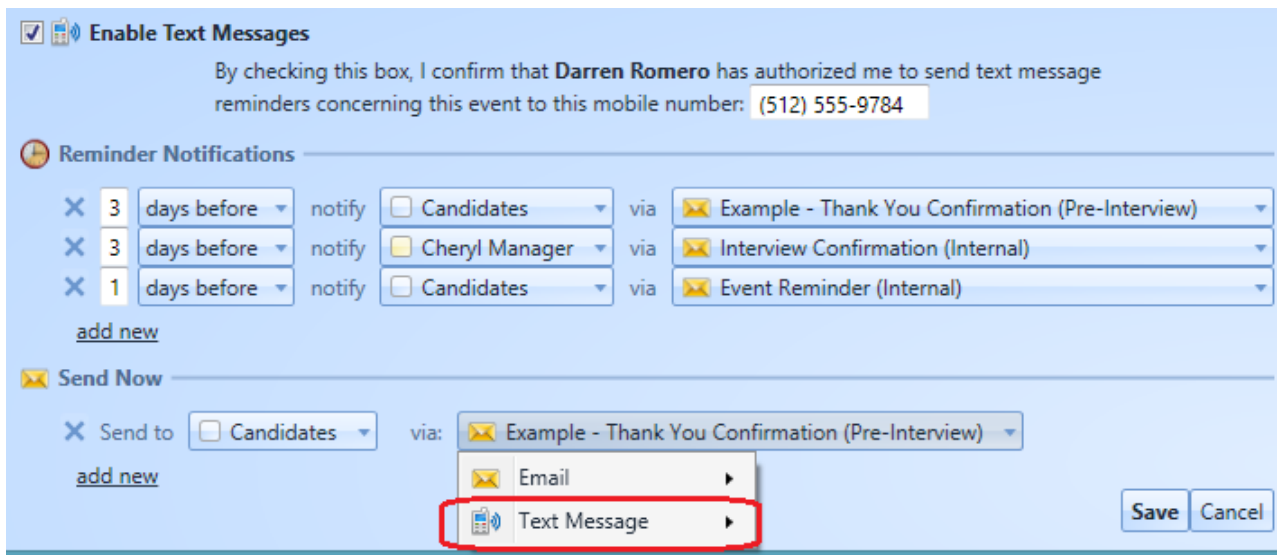
To send a text message to a candidate, you MUST confirm that the candidate has given you permission to send them text messages. This is critically important as mobile users may pay for text messages through their carrier. Sending an unwanted/unauthorized text message can potentially damage your relationship! To enable your ability to send this candidate a text, you must click the check box and then enter the mobile number the candidate authorized for use. Mobile numbers can be entered in the following formats: (XXX) XXX-XXXX, XXX-XXX-XXXX and XXXXXXXXXXX. Please only use the 10 digit dialing format. You do not need to enter a (1) before the phone number.



Once enabled, you will have the ability to select the type of reminder you want to set for your candidate.



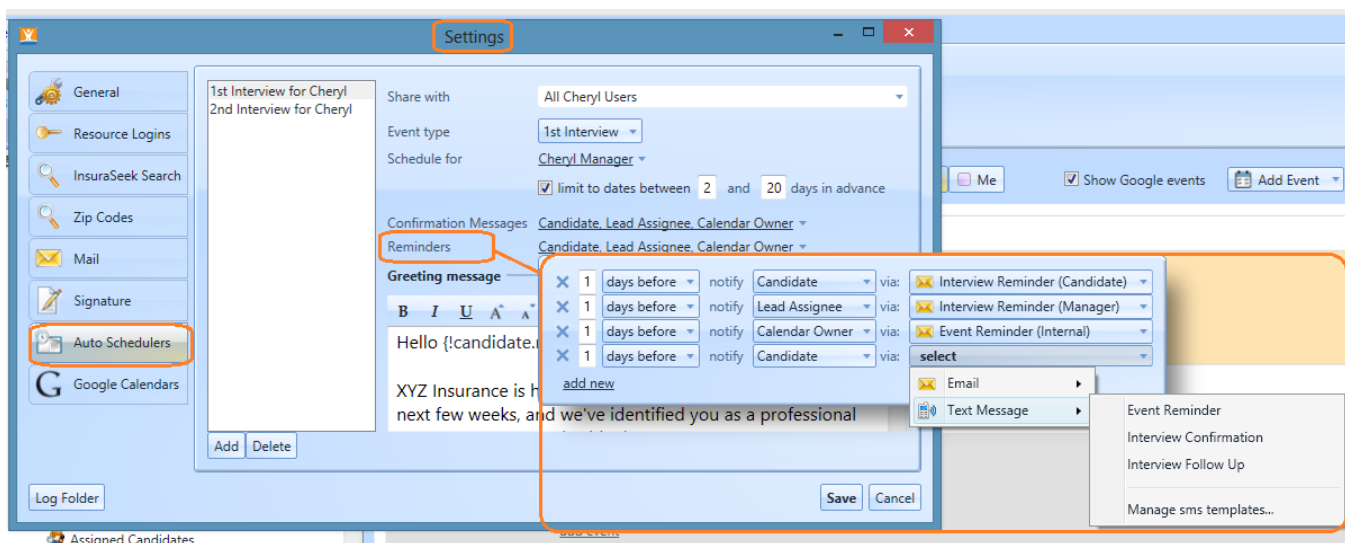
You can also send immediate text messages from the “send now” section:



When reminders are scheduled, click “save” and you are all set!

Using text message reminders in your Auto Scheduler:

If you are running Auto Schedulers for hiring campaigns where you give candidates access to self-schedule their interviews – you may want to include text reminders in your Auto Scheduler set up, to accompany any email reminders you have established.



Note: Always be sure to include an email reminder to the candidate – just in case the recipient does not opt in for text message reminders on the scheduler page. (See the opt in message candidate’s receive when on the scheduler web page):

Schedule for:

(All times are Pacific Standard Time)

Send me text message reminders
at this mobile number:

- or -

None of these dates works for me, [please follow-up with me.](#)