User Guide

Administrator

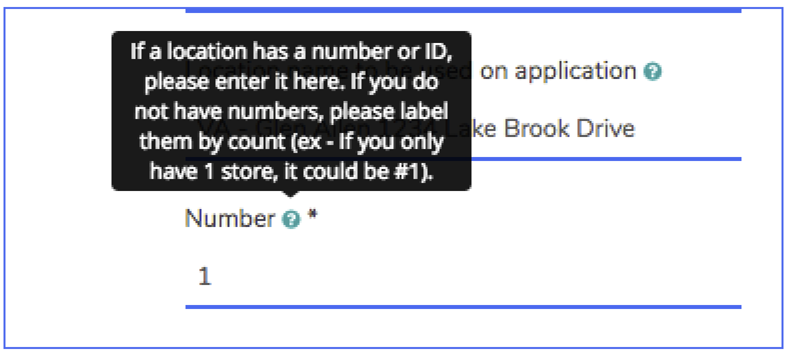
snagajob

As an administrative user of your Snagajob account, you have the ability to make changes to information within your account. This document will provide instructions on how to use these features to modify your company's information as needed.

Before we begin, be sure to consider the following:

- Making changes within your account may affect the system across your organization. If you have a question or concern about a change you are about to make, please don't hesitate to contact us for clarification on the change and how it will affect your account.
    - You can contact us at support@snagajob.com or send us a question by clicking the **Help** link in the upper right corner of each page.

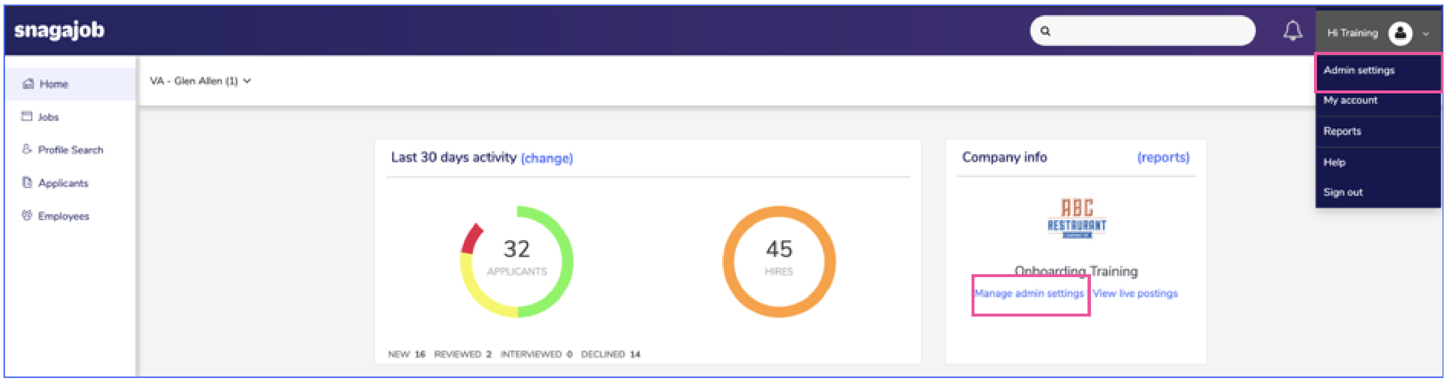
- There are tips displayed as blue question marks throughout your control panel to help you when you are making changes to your location(s). When in doubt, you can refer to these helpful tips to learn what specific fields mean and how they may affect your account. Example:



Admin Control Panel Overview

All users that have an Administrator role within your account will have access to view and modify specific account settings.

There are two ways to access the Admin Control Panel.



- Click **Manage Admin settings** on the Dashboard, or
- Nover over your name in the upper right corner of the toolbar and select **Admin settings**.

The Control Panel gives you access to the below information:

Feature	Description
Organization Details	View the account name and doing business as name.
Locations	View and modify account locations.
Interview Questions	View, modify, or add company specific interview questions.
Pay ranges	Add pay ranges for positions that restrict managers from hiring someone outside of the set pay range.
Policies*	View, modify or add company specific policies to the onboarding workflow.
Rehire Eligibility	Upload a list of former employees to the Do Not Hire list.
Users	View and modify existing users & add new users to your account.

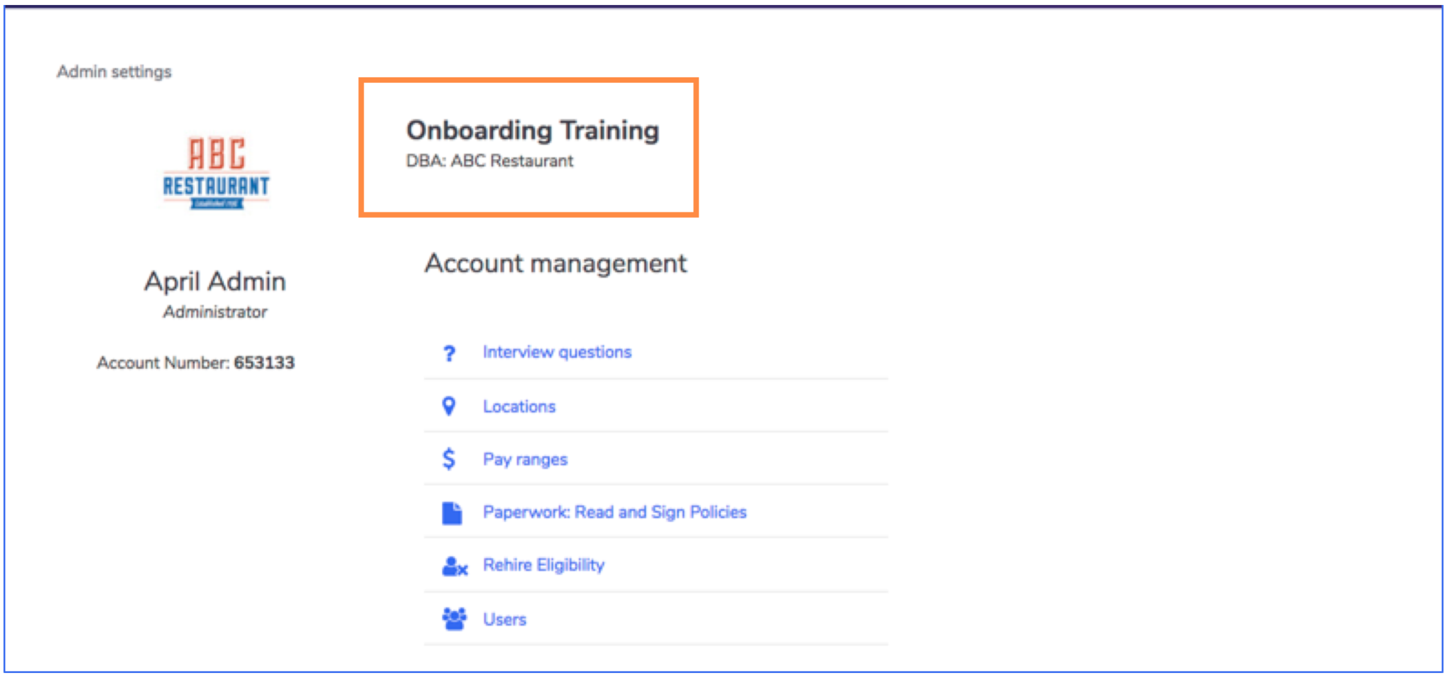
*Onboarding Customers Only

In the following sections, we'll discuss each feature in detail and give instructions on how to modify information.

Organization

This section will provide you the ability to view the current **Organization name** and **Doing business as (DBA)** name that Snagajob has on file for your company.

- The organization information appears at the top of the Admin Settings page.

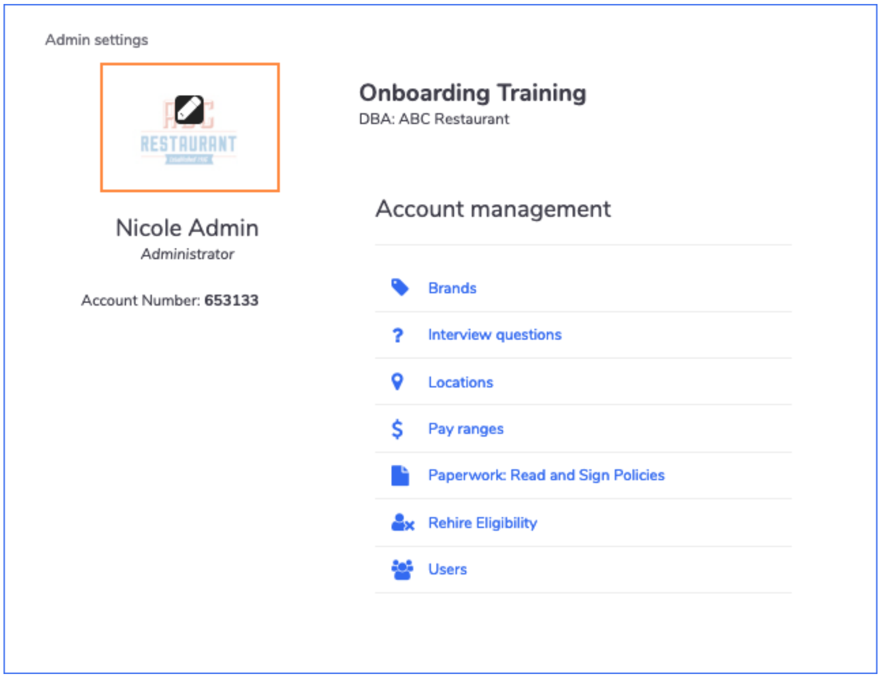


- The **Organization name** is typically your company's legal name.=
  - If your company is using the Snagajob Onboarding product, this name will display on the I-9 unless specified otherwise at the locational level.
- The **Doing business as name (DBA)** is the brand name that is displayed to your applicants on the application (if different from your company's legal name).
- If a change needs to be made to either of these fields, please contact support@snagajob.com and we will modify the information.

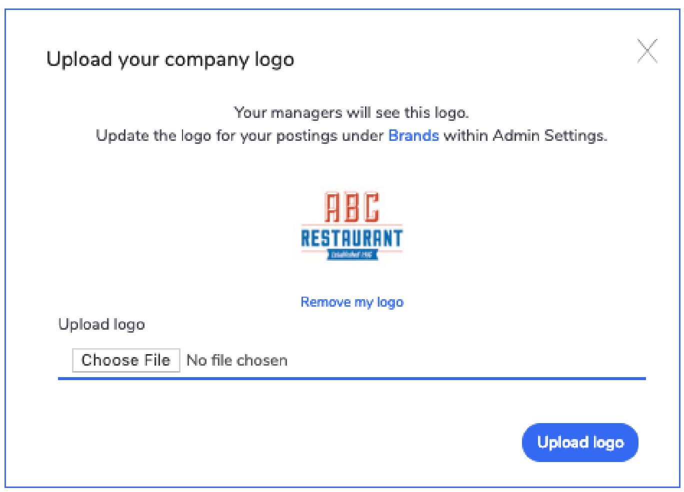
+Managing Your Logo

NOTE: Only managers and other admin will see this logo internally.

- To edit your company logo, hover the current logo and click.



- A pop up will appear and you will click **Choose File** to upload your image. After you choose your file, you can click **Upload logo**.

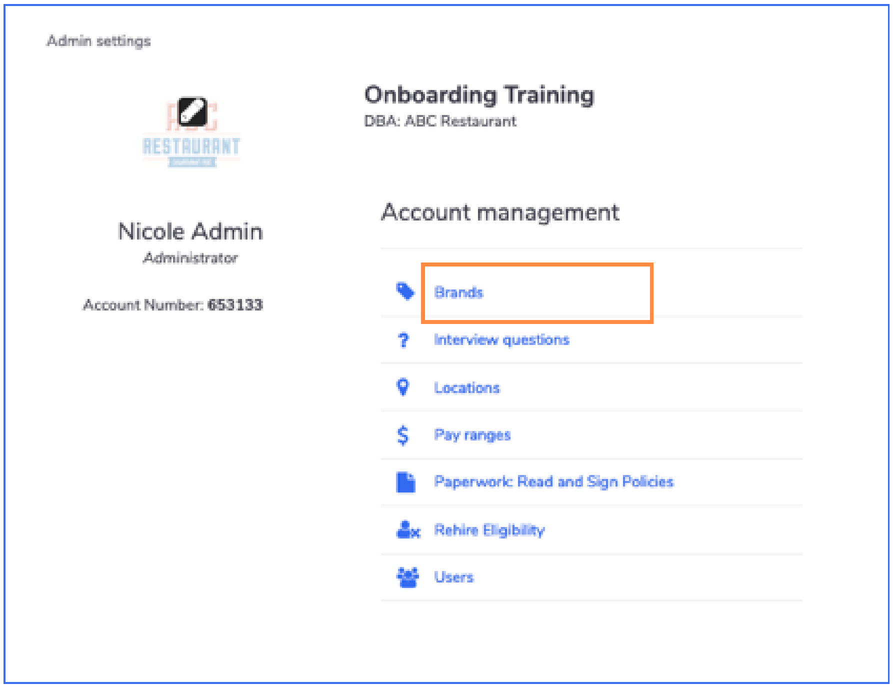


- After clicking **Save**, you will see your newly uploaded logo in place of the icon. If in the future you want to change your logo, you will simply follow these same steps.

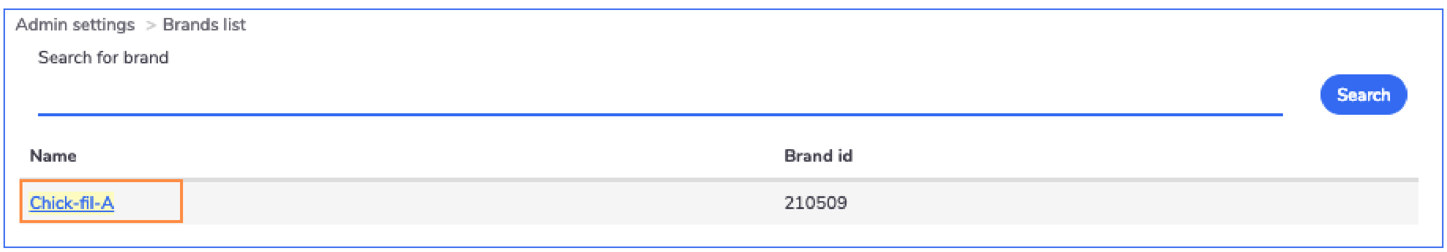
+Managing Your Brand Logo

NOTE: this logo will display externally on postings.

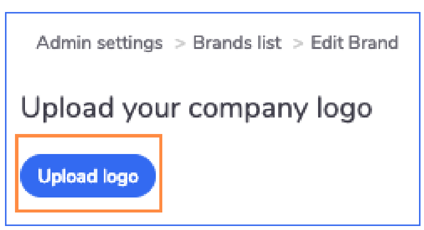
- From the account management menu click **Brands**.



- Click on the brand that you would like to edit.



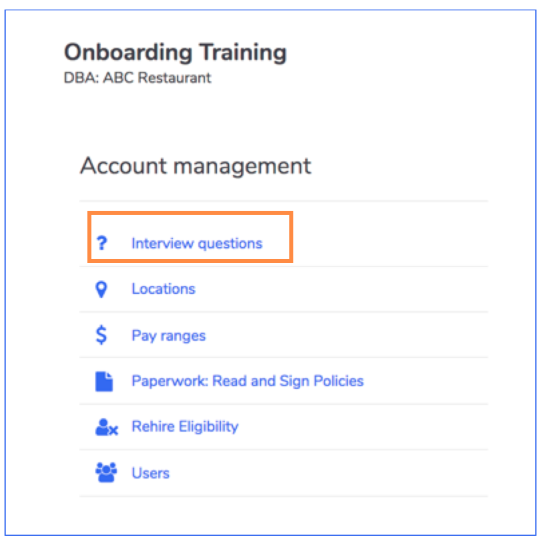
- Click the **Upload Logo** button to add image



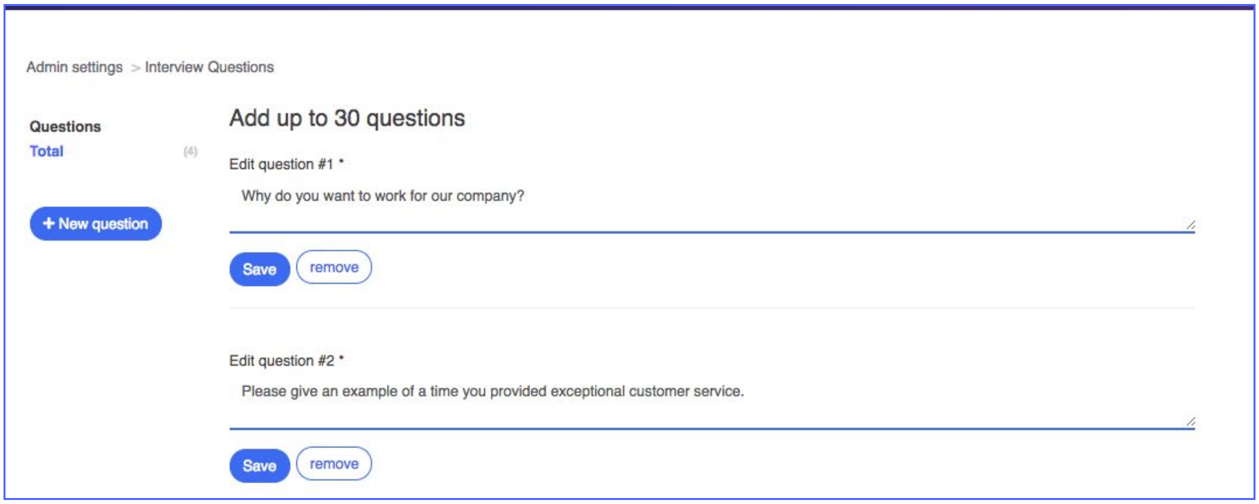
- Upload the image. Use the slider below to center and size your logo and then click **Save**.

- The brand will display successfully and revert back to the brands list.

Interview Questions



- As an administrator, you have the ability to view, edit and/or remove any company interview questions by clicking the **Interview questions** icon.
- You may add up to 30 interview questions that will display on all applications.



+Adding an Interview Question

- To add a question click the **+New question** button at the top left.
- A new question text box will display at the bottom of the page, which allows you to enter the text for the new question.
- Click **Save** to add the new question to your question pool.

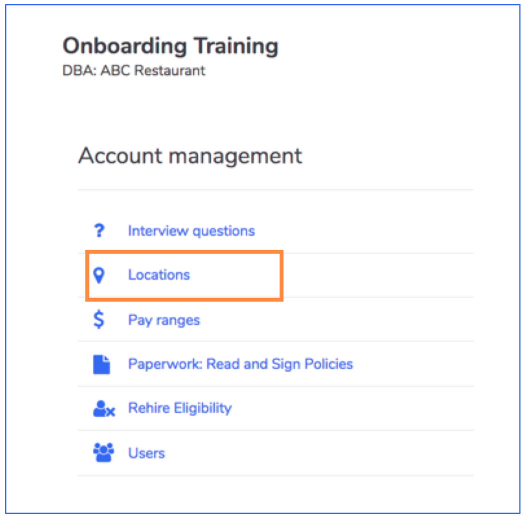
+Removing an Interview Question

- Click **remove** beneath the question you wish to remove.
- This will delete the question from all applications.

+Editing an Interview Question

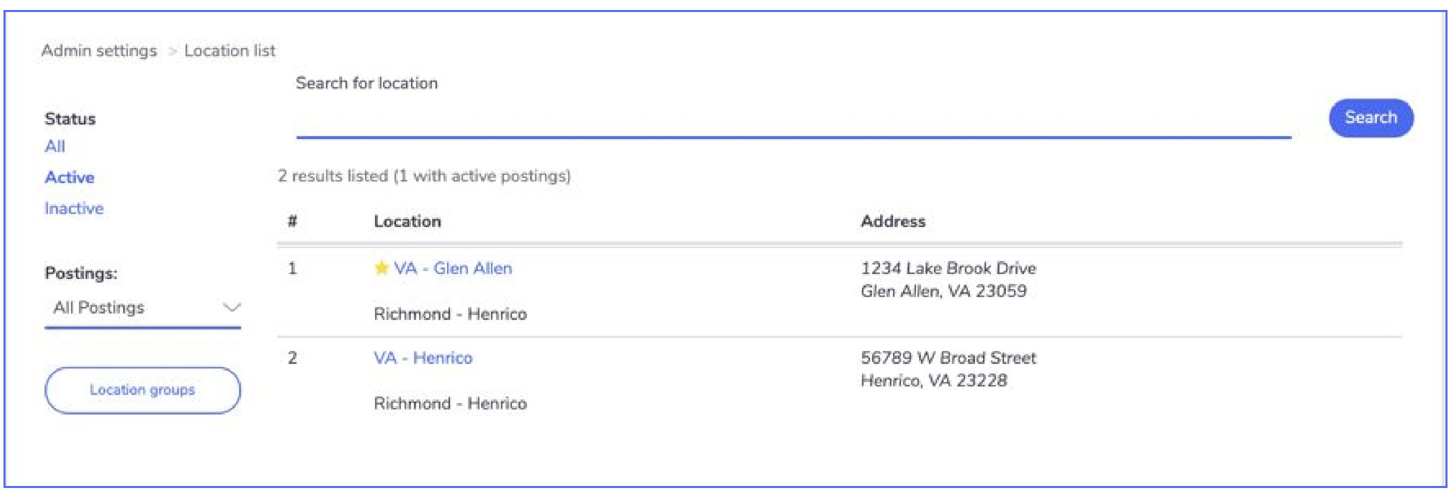
- To modify an existing interview question, click into the textbox of the question you wish to modify.
- Click the **Save** button beneath the question to save your edits.

Locations



The Locations page provides you access to view a listing of your active locations, modify location information, and create Location Groups, which can limit the access managers have to locations and each other.

- To view your locations, click the **Locations** icon from the Control Panel home page.



- From this list you are able to search for a specific location using the **Search for location** bar at the top of the locations list. You may search by any information listed on the page including location number, name, or group associated with the location and location address.
  - The location you are currently viewing will display with a star to the left of the location name.
  - As you type, the system will search for and filter through text to display matching results.
    - For example, if you start to type “Glen”, the Glen Allen location and any other matches will display in the results.

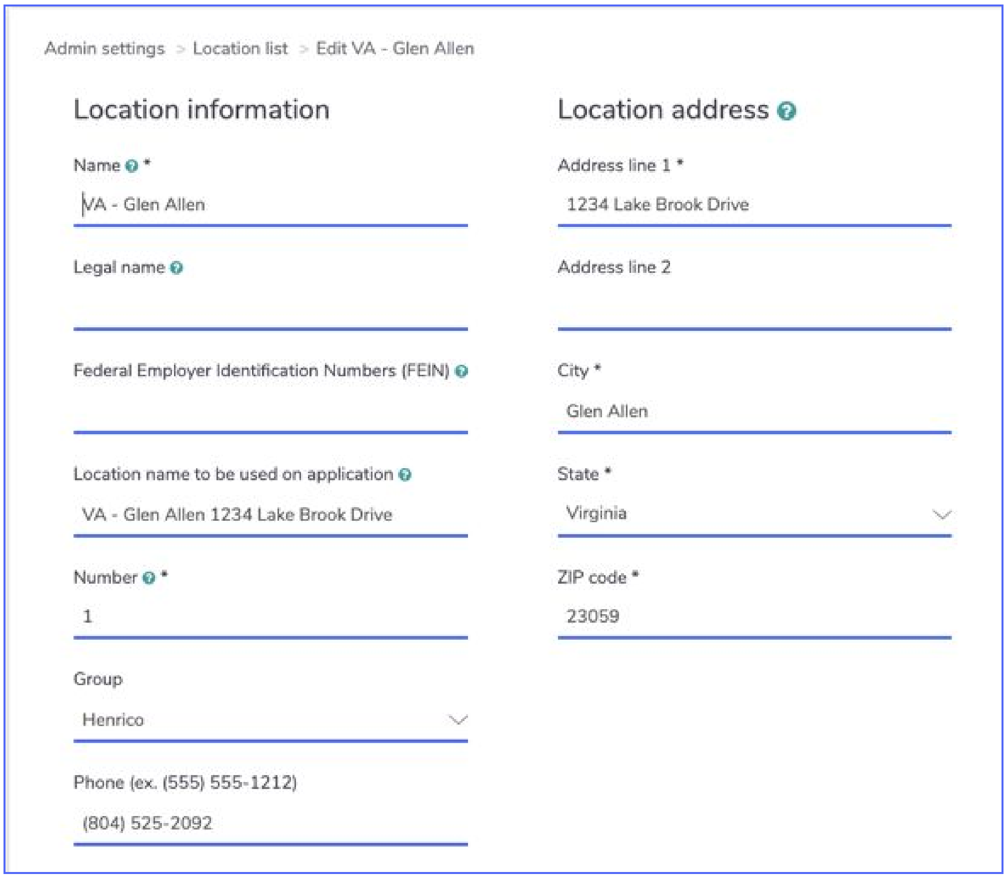
- By default, your list will display all of the locations at your company that are active and able to use the Snagajob system.

- If you'd like to view any locations that are no longer active in your account, click the **Inactive** link to the left of the page.
- To view a location's information, click on the **location name** in blue.

+Modifying Location Information

- You have the ability to modify certain fields on the location level.

IMPORTANT: Please be careful if you decide to change location data. We use this data to determine which policy workflow new hires should go through, to facilitate any payroll integration processes, and the location output on government forms such as tax credit forms, onboarding documents, etc. If you have any questions about this, please contact **support@snagajob.com**.



- Once you have made any modifications you need to make at the location level, click **Save** at the bottom of the page to save your changes.

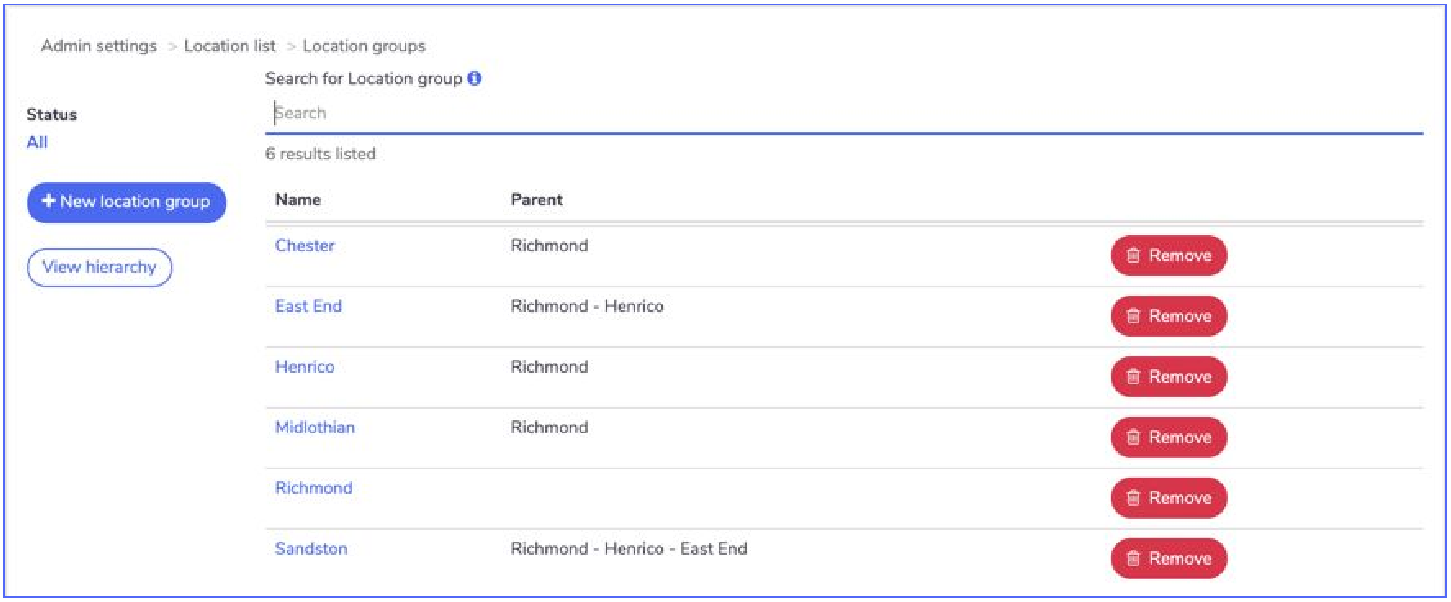
See table for a description of each location field.

Field Name	Description
Name	This is like a nickname for each store. Can be address, store number, county or mall the location is in, etc. This name is displayed to internal users only. Name will not be visible to any of your applicants.
Legal Name	If anything is in this field, it will override the organization name on the I-9 and W-4 (typically used if your company operates with multiple FEINs).
Federal Employer Identification Numbers (FEIN)	Currently only used for tax credits.
Location Name to be Used on Application	This value is shown to job applicants when they begin the application process. We have provided a best practice that organizes your location by state, city, and then street address (e.g., VA – Richmond 1234 Main Street).
Number	If a location has a number or ID, it would be visible here. If you do not classify your locations by numbers, they will be labeled by count (e.g., If you have only 1 location, it would be labeled #1).
Group	Location group.
Phone	Location phone number.
Address Line 1	Location street address.
Address Line 2	Additional address information.
City	City your location is located in.
State	State your location is located in.
Zip Code	Postal code for that location.

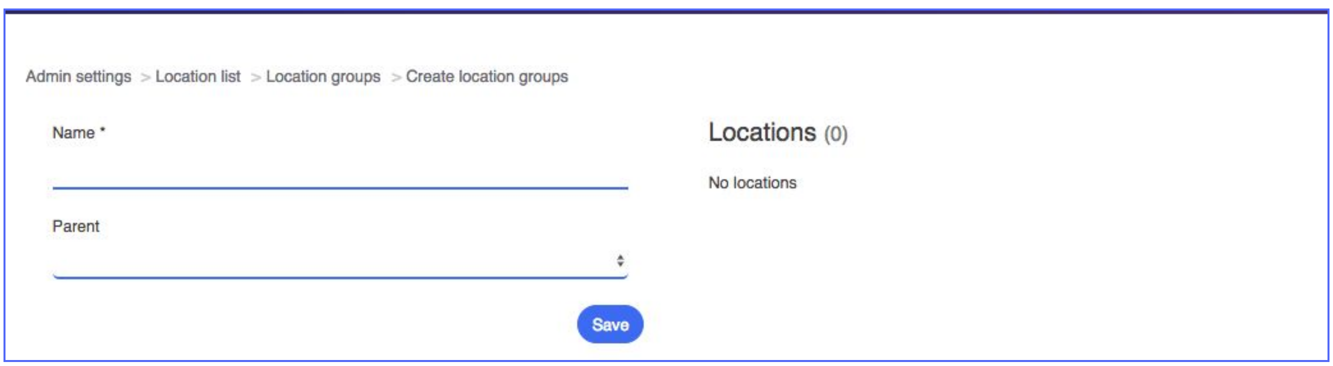
+Creating Location Groups

- A Location Group is a collection of locations placed together for the purpose of user management. Location Groups allow you to no longer be limited to districts and regions for company structure, prevent managers from seeing each other as well as manager applications, and provide managers temporary access to a location.
- By creating Location Groups you will be able to create a hierarchy which can limit the access managers have to locations and each other.
    - Location Groups are placed in a hierarchy by assigning Parent Groups which serve as levels in the hierarchy. Any Location Group can serve as a Parent Group.

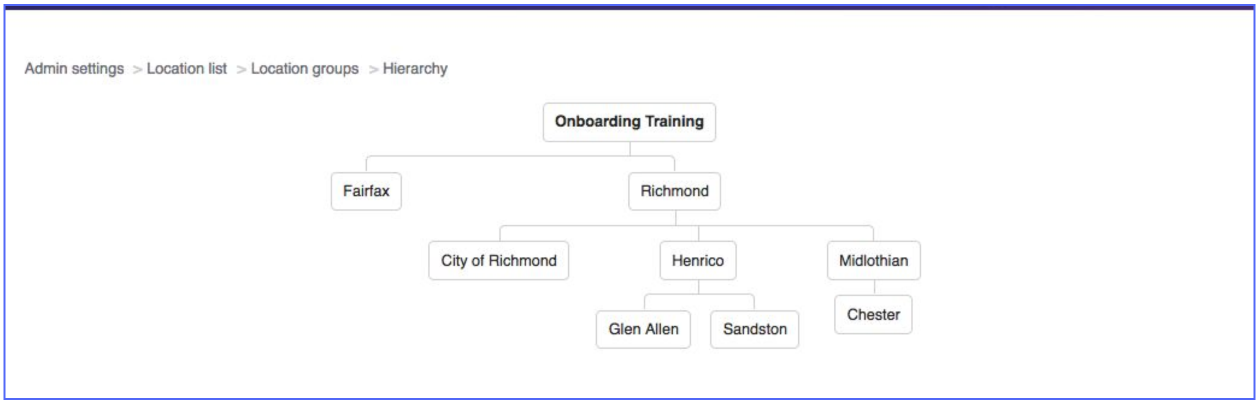
- To access your Location Groups, click **Location Groups** from the Locations list.



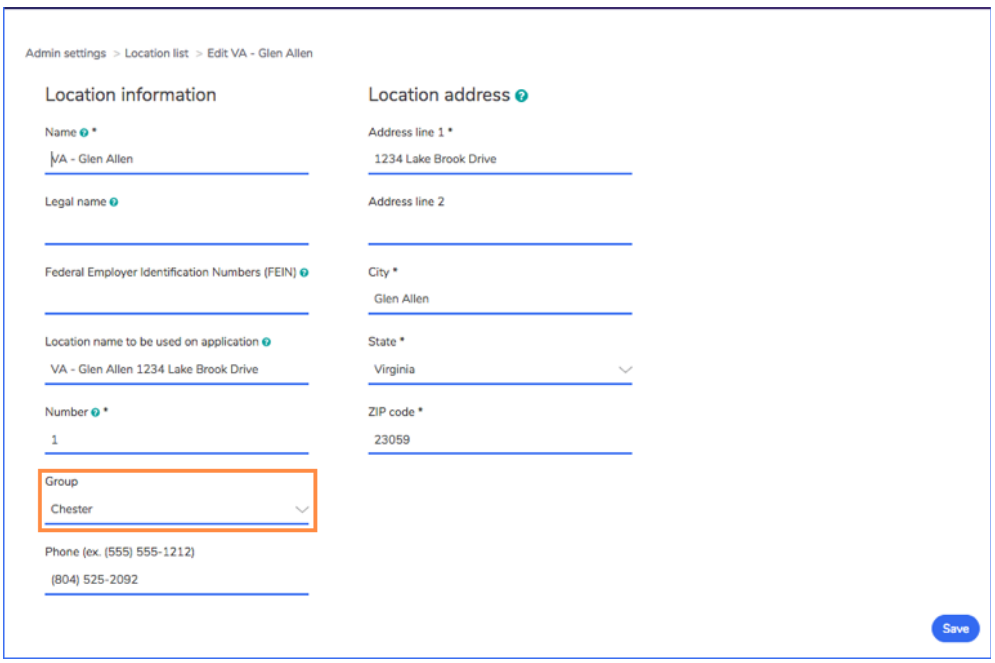
- The Location Groups page will display the name and Parent Group for each Location Group.
- To create a new Location Group, click **+New location group** on the left side of the page.



- You will name the Location Group and choose a Parent Group if applicable.
  - When creating a Location Group the default is for a Parent Group not to be assigned.
  - You do have the option to select a Parent Group to build hierarchy; however, it is not required so simply keep the blank line selected if you don't want hierarchy.
- Click **Save** to create the Location Group.

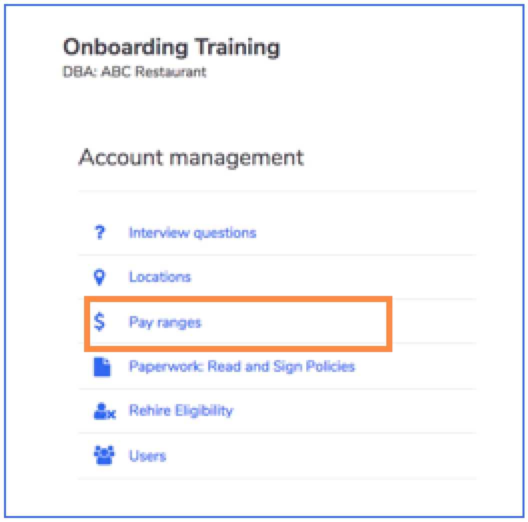


- Parent Groups allow you to create hierarchy within your location setup.
- Click **View hierarchy** for a view of your Location Groups and their hierarchy, similar to an Org Chart.
- The Hierarchy view displays the hierarchy you have created for your managers and admin users in the Snagajob system.
    - Hovering over a Location Group in the Hierarchy highlights all the groups within the hierarchy in blue.
    - Users assigned to a Location Group have access to all locations within that Location Group as well as any locations assigned to the Location Group within the Hierarchy.
- To assign a location to the Location Group, click on the **location name** from the Location list.

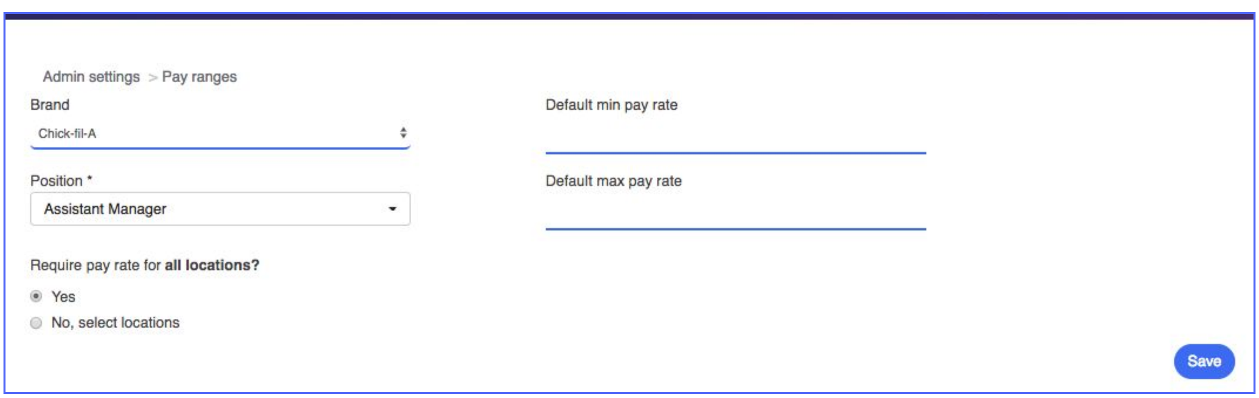


- When editing the location information, the new Group field is available at the bottom of the page.
    - **Note:** All groups created under Location Groups are listed here for assignment; however, assigning a Location Group is not required.
- Once you assign a group, click **Save** at the bottom.
    - To manage user's access using Location Groups, see page 20 on modifying existing users.

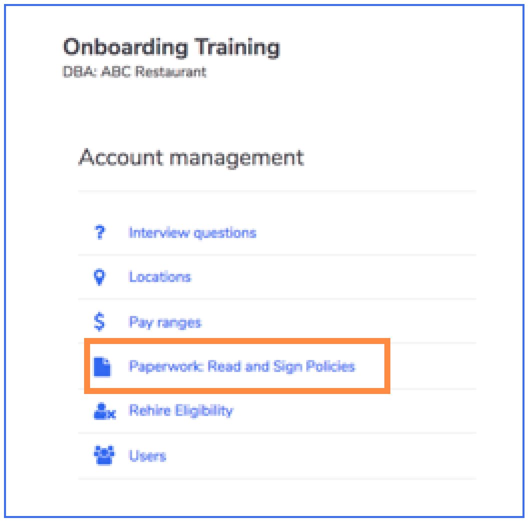
Pay Ranges



- The pay range functionality allows you to specify certain pay ranges for positions at your organization.
- When a pay range is set, the range will display to the hiring manager when they hire a new employee in the Snagajob system.
    - If a wage is entered for a new employee that is out of the range specified, the system will not allow the manager to save the record.
        - The manager will be asked to enter a new wage.
- To set the Pay range, click **Pay ranges** from the **Account Management** page.
    - Select your **brand** from the dropdown
    - Select the **position**
    - Choose whether you would like to require this range for all locations or for certain locations
    - Enter the **default minimum pay rate** and the **default maximum pay rate**
    - Click **Save** to complete the entry



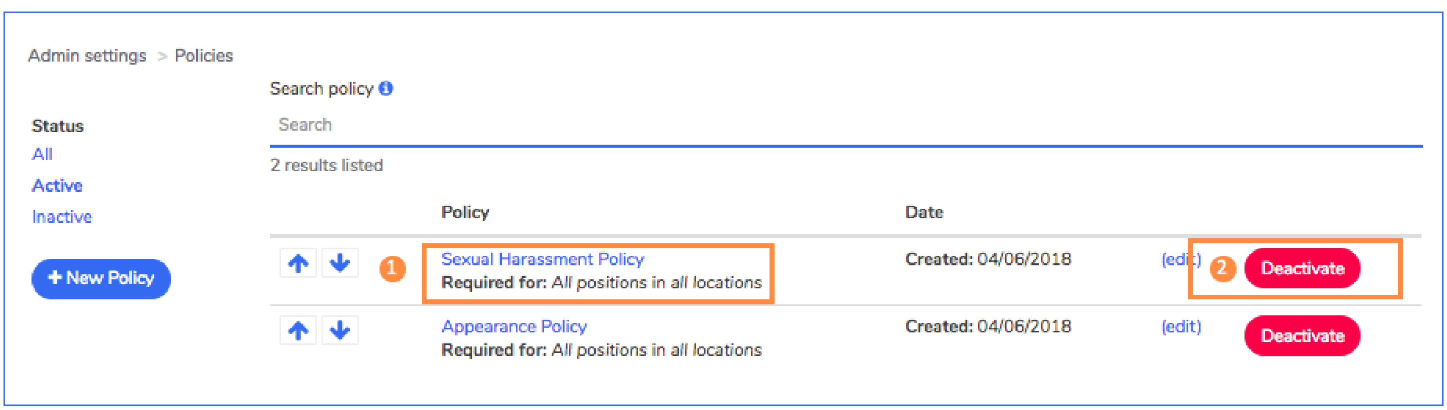
Policies (Onboarding Customers Only)



- If your company is using the Snagajob Onboarding product, you will have the ability to view, modify and add policy documents that are specific to your company.
- To see active policy information, click the **Paperwork: Read and Sign Policies** icon.
- This will display a listing of all of the policies that are active within your Snagajob account.

+View an Existing Policy (1)

- To view an existing policy, click the policy title.
- This will display the actual policy that employees are able to view.

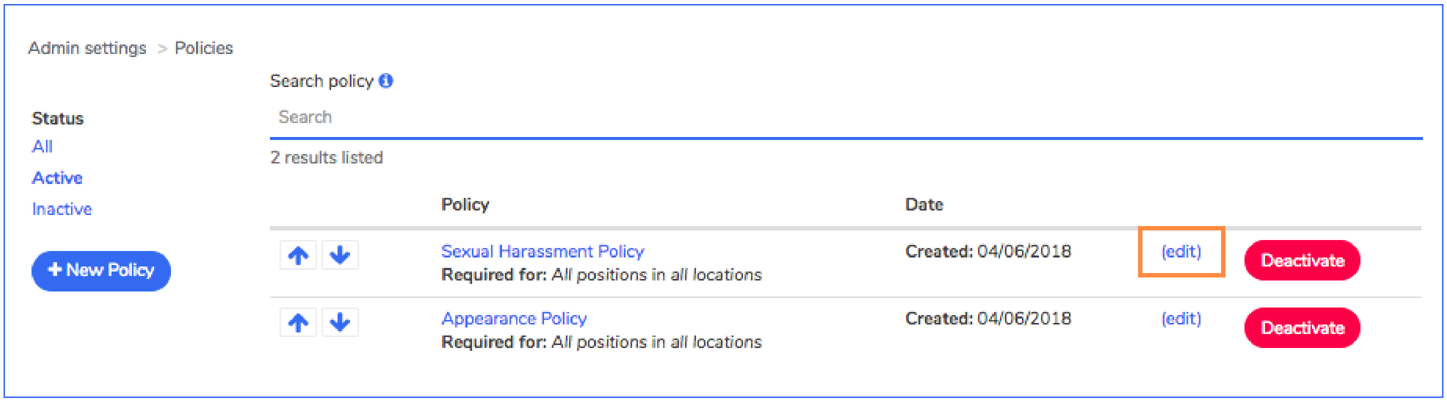


+Removing an Existing Policy (2)

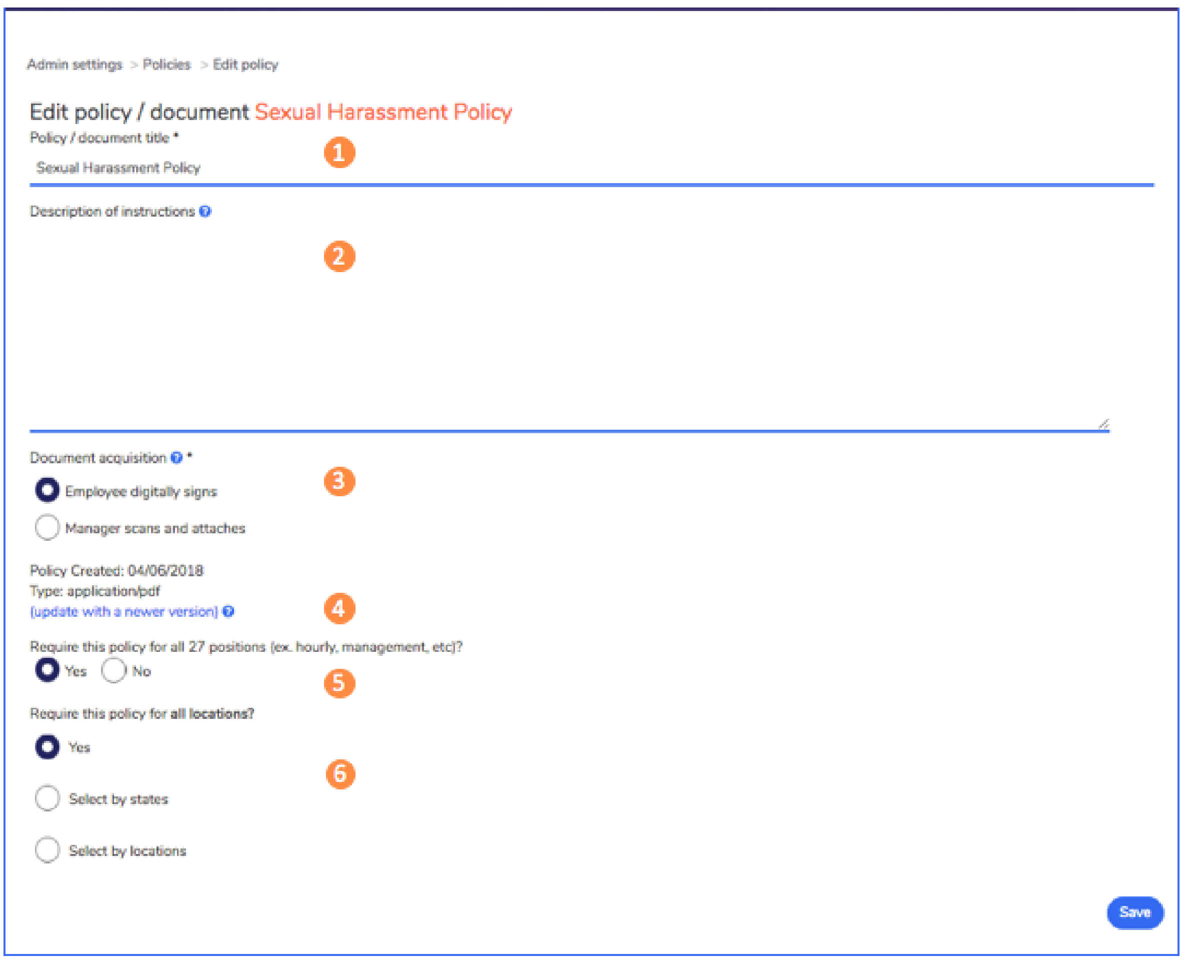
- To remove an active policy, click the red **Deactivate** button to the right of the policy you wish to move to inactive status.

+Modifying an Existing Policy

- To update a policy document, click the **edit** link to the right of the policy name.

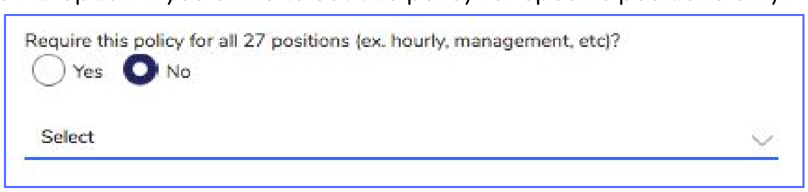


- You are now able to view the policy settings and make modifications.

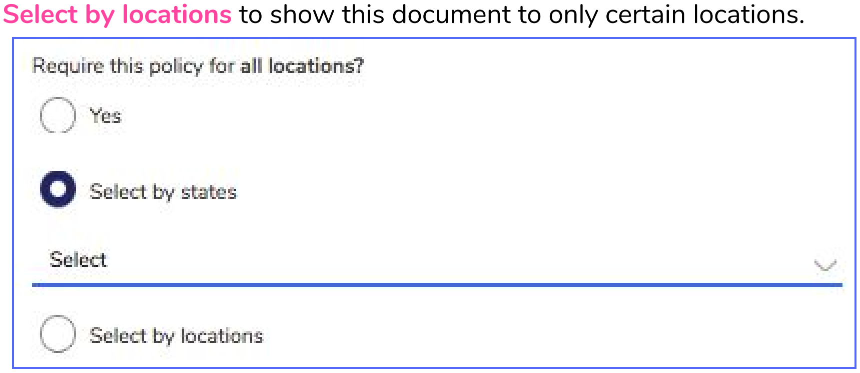


- **1.Policy/document title (Required)**
    - This is the policy title that will display to your employees and how it will be displayed when viewing policy information on the Paperwork tab.
- **2.Description of instructions**
    - This is the descriptive text that will be shown above the document itself.
- **3.Document acquisition (Required)**
    - Employee digitally signs
        - This option is used for any document that is review & acknowledge only.
        - Any form that needs to be filled out, initialed, etc. should not be uploaded using this selection.
    - Manager scans and attaches
        - This option is used for any document that needs to be filled out, initialed, etc.
        - This allows the manager to print the form during the Manager Review so that they employee may fill out and sign the form manually.
        - The manager will upload the completed form back into the system at the end of the process.

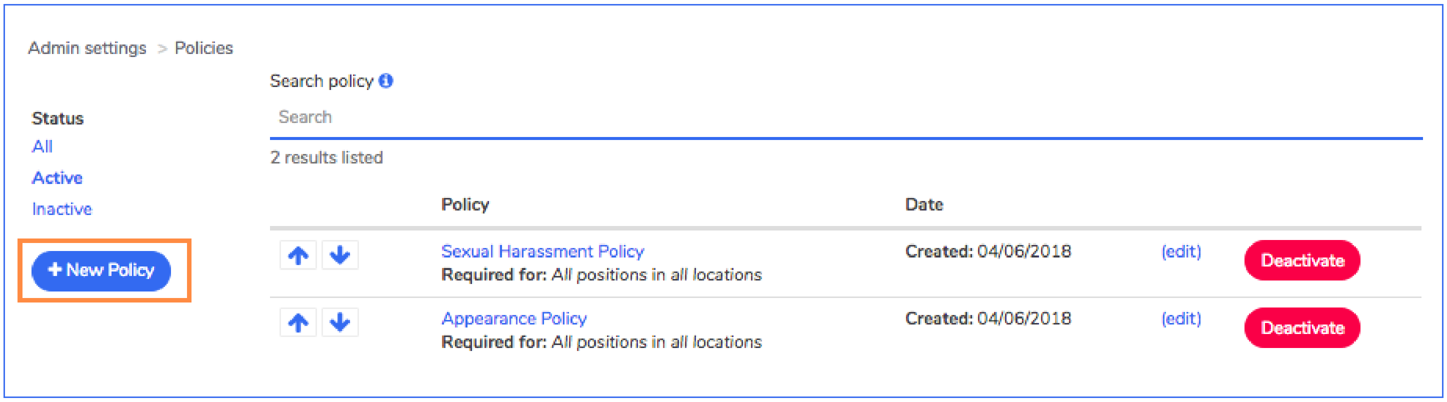
- **4.Policy**
    - In this section you will see the current policy title, created date and type of document.
        - To update the document with a new version, click **Update with newer version**.
        - All documents must be in PDF format. Other document types will not display properly.
        - Once you have clicked the **Update with newer version** link, you will receive a modal that allows you to browse for the new PDF document and upload by clicking **Update policy**.
- **5.Require this policy for all positions?**
    - This will default to Yes.
    - Choose the **No** option if you'd like to set this policy for specific positions only.



- **6.Require this policy for all locations?**
    - This will default to Yes.
    - Choose **Select by states** to show this document to employees working in specific states.
    - Choose **Select by locations** to show this document to only certain locations.

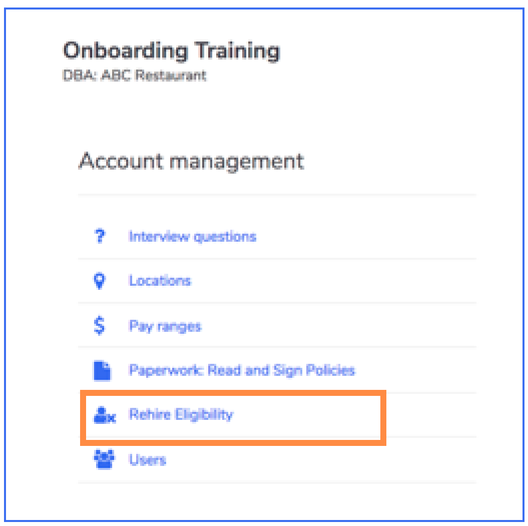


+Adding a New Policy



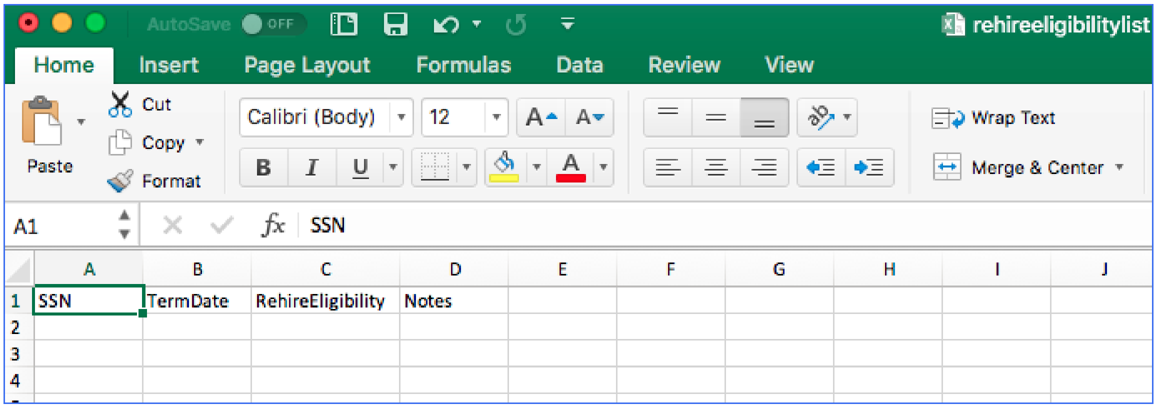
- Complete all fields on the new policy form for your new policy document.
- To view instructions for each section, see pages 14-16.
- **Note:** All policy files must be in a PDF format. Any other format will not display properly to the employee.

Rehire Eligibility



- Rehire Eligibility can be used to alert managers of any new applicants who have previously worked at your company and are not eligible to be rehired.
  - **Note**: Rehire eligibility is based on SSN.
    - This feature will not work unless the applicant's Social Security number (SSN) is a required field on your Snagajob application.
- If SSN is required on your application, you may upload a list of all former employees who are not eligible for rehire using the .csv and .txt templates available on the Rehire Eligibility page.

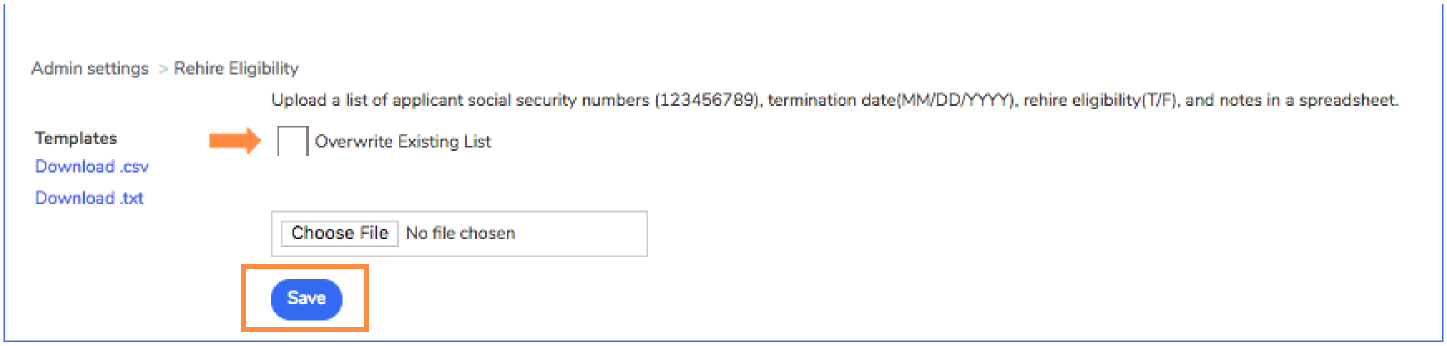
CSV Template



The table on the next page will provide an explanation of the information to be entered in the Rehire Eligibility template.

Field	Data to enter
SSN	Enter the employee's SSN excluding any dashes or spaces. • e.g., 123456789
Term Date	Enter the employee's termination date. • MM/DD/YYYY
Rehire Eligibility	Enter the employee's rehire eligibility using T or F. • T = Eligible for rehire • F = Not eligible for rehire
Notes	Enter any optional notes you would like to display regarding the employee's termination.

- To upload the completed file, click **Choose File** to select the saved file from your computer.
  - Check the Overwrite Existing List box if this is a full replace.
  - Leave Overwrite Existing List unchecked if you are simply uploading any new terminations.
- Click **Save** to update the Rehire Eligibility list.



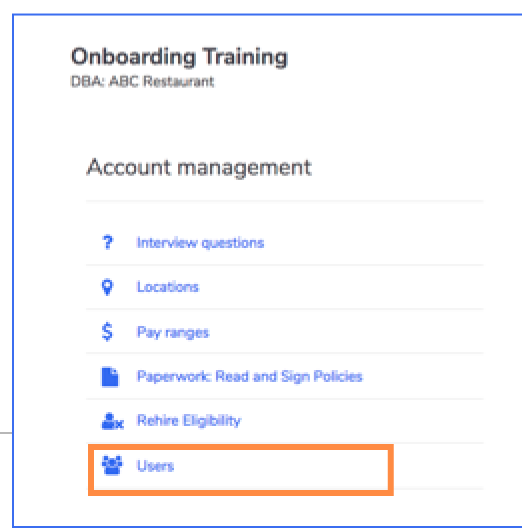
- In addition to the list that is uploaded via the Rehire Eligibility page, any termination made within the system and marked as ineligible for rehire will also be included in the Rehire Eligibility list.
    - **Note:** Checking Overwrite Existing List will not overwrite any terminations made within the Snagajob system. This will only override any list you've previously uploaded in the Rehire Eligibility section of the Admin Settings.

+Overriding Do Not Rehire Status

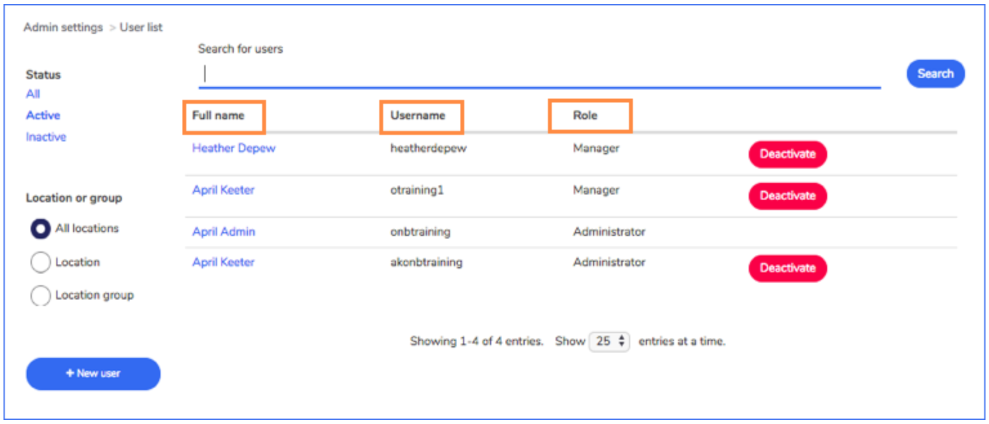
- When a candidate is marked Do Not Rehire, the manager or district/area/region manager will not have the capability to click Hire. As an administrator, you will see a Hire option when looking at the candidate's application.
- To override the status and hire the employee, you will first need to collect the following information:
    - Position for which the new employee will be hired
    - Work Status: Part-time, full-time, seasonal, or salaried
    - Hire Date & Start Date
    - Starting Wage & Pay Rate
- After receiving this information on the new hire, you as the Administrator may click Hire on the candidate's application, enter the information obtained regarding the candidate's employment, and click Hire again to save the record.
- Once this record has been saved, the manager will see the newly hired employee within their Employees tab and may handle any new hire tasks such as onboarding, etc.

Users

- To view and modify user information, click the Users icon.
- From this view you are able to see a listing of all users in your account, their assigned username, and their role permission.
- The list will default to show all active users within your Snagajob account.

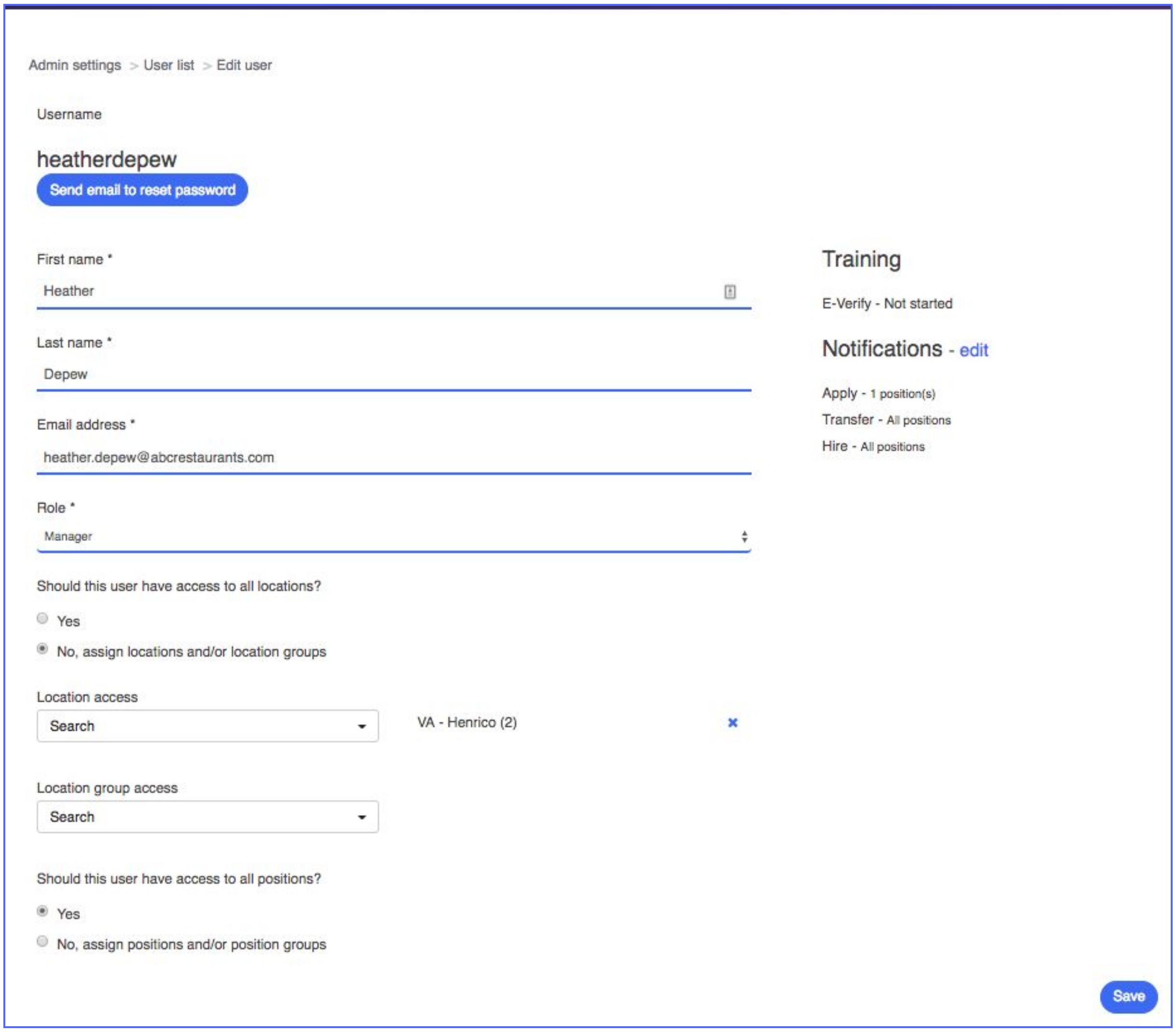


- To view users that no longer have access, click the **Inactive** link to the left of the page.



+Modifying an Existing User

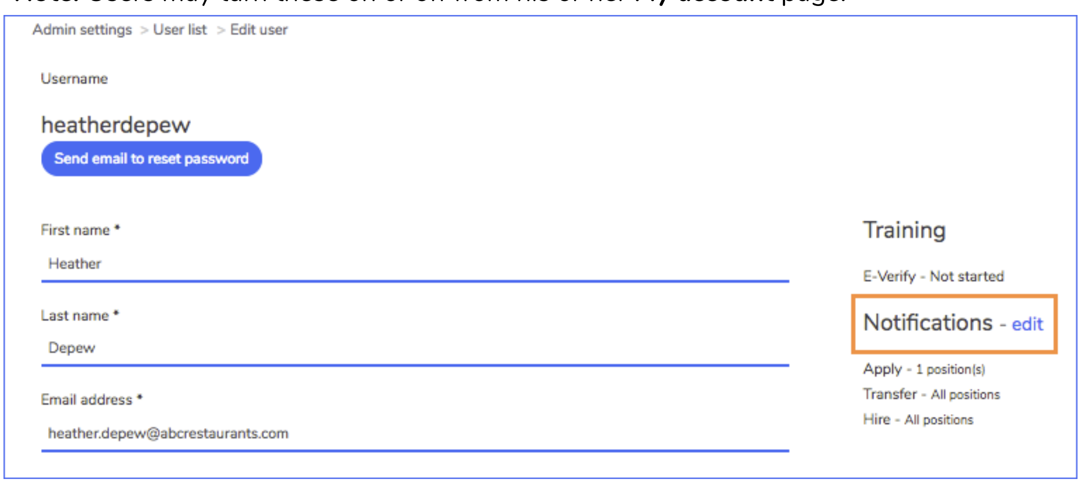
- Click the user's name in blue on the list to open the user information.

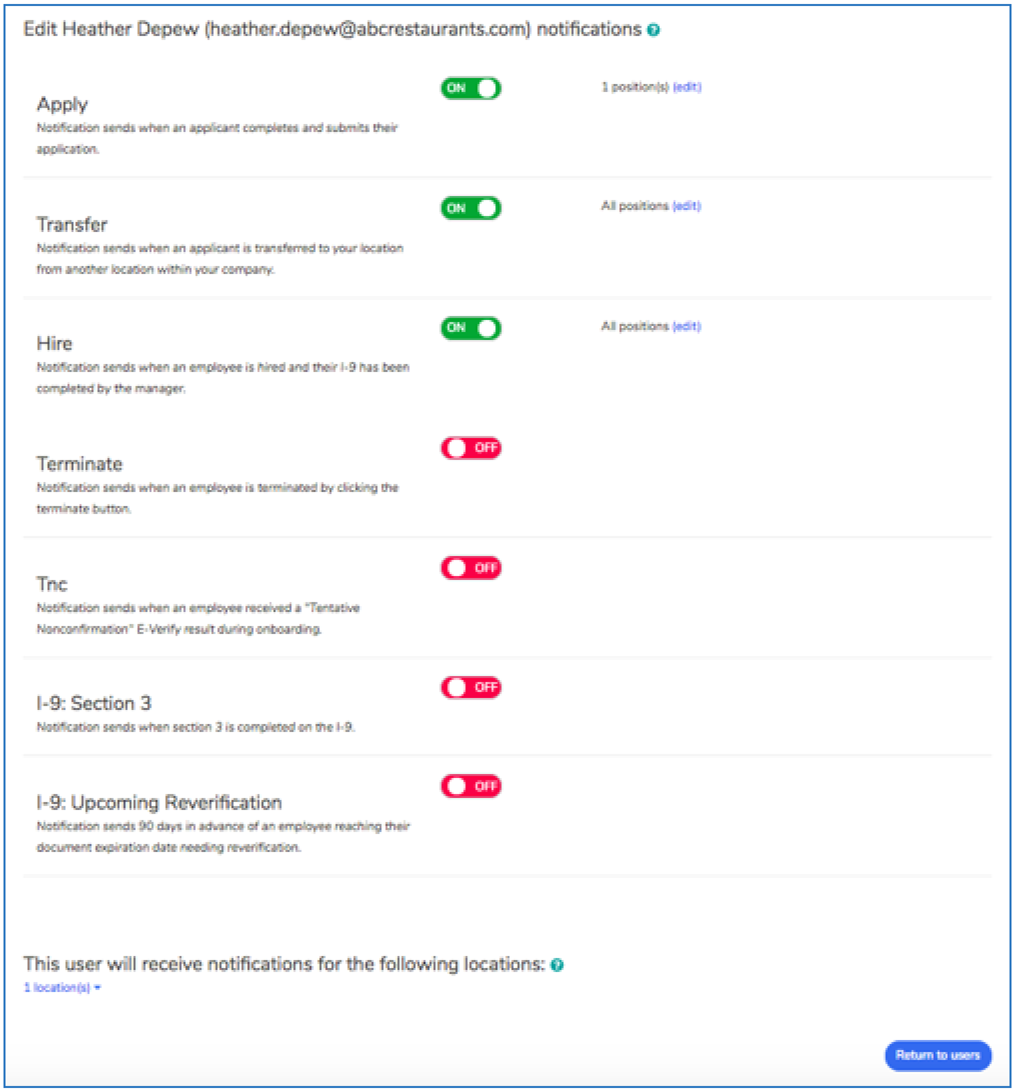


See the table on the next page for more information on modifying existing user information.

User Field	Description
First/Last Name	First and last name of the user; if your company uses Snagajob Onboarding, this will be the electronic signature name of the users on the signed documents.
Email Address	Email address associated with this user; will be used if a password needs to be reset.
Role	Defines if the user is able to make changes within the account.
Location Access	Defines which location(s) the user is able to see when viewing your Snagajob account; you may assign access to all locations or specific locations at your organization.
Location Group Access	Defines which location group(s) the user is able to see when viewing your Snagajob account.
Positions Access	Defines if the user is able to see all positions or specific positions/position groups.

- From this page, you may send a reset password email to a user at your company by clicking the **Send email to reset password** button at the top of the page.
- If any information is modified on the page, click **Save** at the bottom to complete the changes.
    - **Note**: You are not able to change the assigned username.
- The user's current email notifications that are turned on will be listed under **Notifications**.
    - To edit these settings, click **edit** next to Notifications.
    - This page will display a list of each notification type (e.g., Apply, Transfer, Hire, etc.) that you may turn on or off as well as the location(s) the user will receive notifications for.
    - **Note:** Users may turn these on or off from his or her **My account** page.





- To turn on a notification, slide the Activate button to the left so that it displays **ON**.
- To turn off a notification, slide the Activate button to the right so that it displays **OFF**.
- A notification displaying ON indicates that the user is receiving that type of notification for the location(s) listed at the bottom of the page.
    - For example, the screenshot above displays a user that is receiving email notifications when a candidate applies to her location.
- You may also filter a notification by positions by clicking edit.
    - For example, you may select which specific positions the manager should receive notifications for.

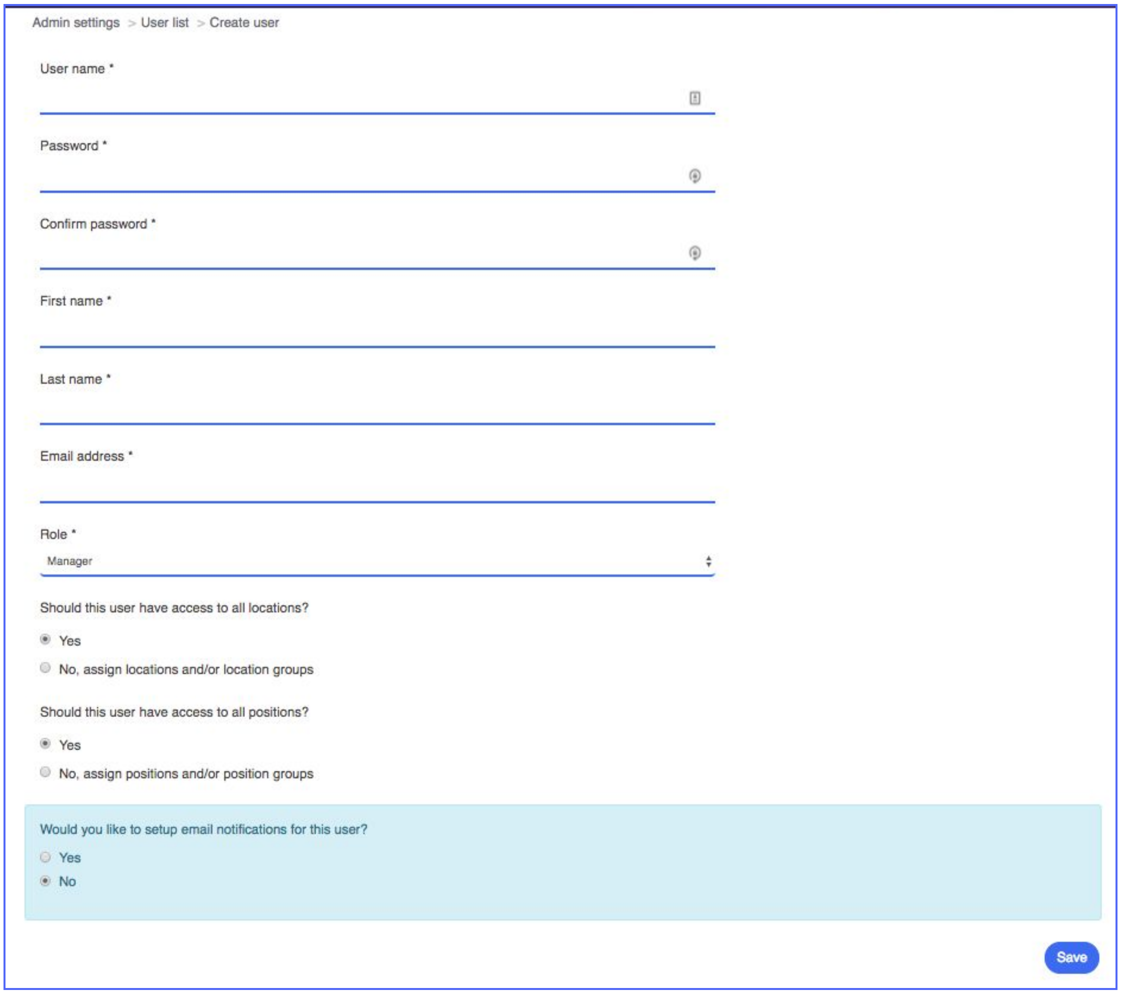
The table below will give information on each notification type and what it means.

Notification Type	Definition
Apply	Sends an email notification when an **application** is **received** at a location.
Transfer	Sends an email notification when an **application** is **transferred** from a location.
Hire	Sends an email notification when an **employee** is **hired** at a location.
Termination	Sends an email notification when an **employee** is **terminated** at a location.
Tnc*	Sends an email notification when an employee receives a Tentative Nonconfirmation status from E-Verify.
I9: Section 3	Sends an email notification when section 3 of the I9 document is complete.
I9: Upcoming Reverification	Sends a 90-day advance email notification when an employee has a verification document that will soon expire.

*Tnc notifications are only available for customers using E-Verify through the Snagajob system.
See Appendix for notification verbiage.

+Adding a New User

- All administrators have the ability to add new users to your account.

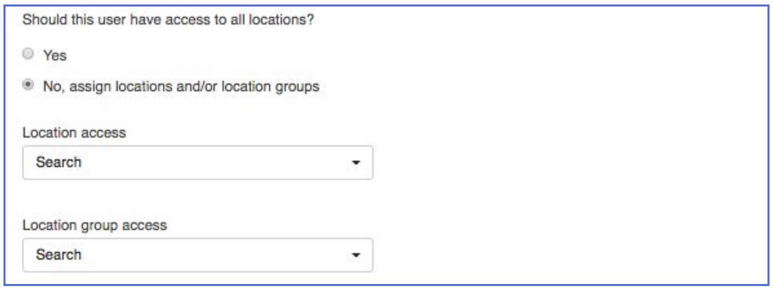


- To add the new user click the **+New User** button to the left of the user list and follow the steps below.
  - Create a unique username.
  - Create a password for the user.
  - Confirm the temporary password for the user.
    - **Note**: The user can change their password upon initial sign in.
  - Enter the user's first name, last name and email address.
    - **Note**: Please be sure to enter the user's actual first and last name.
      - You should never create generic user credentials as this will cause onboarding electronic signatures to be invalid.
  - Select the Role type that this user should have in the system.

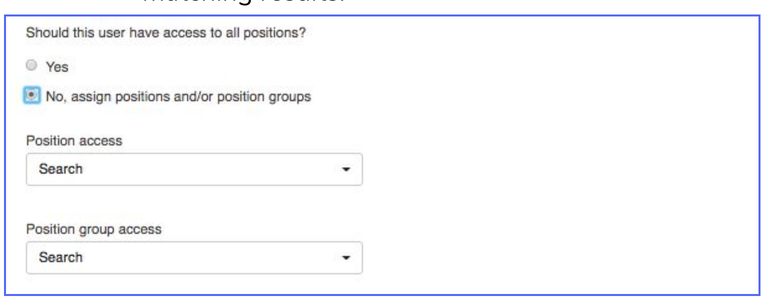
See the table on the next page for guidance.

Role Type	Definition
Manager	This role should be given to any user that should not be able to make changes to the account (location level managers, district managers, regional managers).
Administrator	This role should be given to any user that should be able to make changes to the account.

Next you will define which location(s) and position(s) will be viewable for each user.



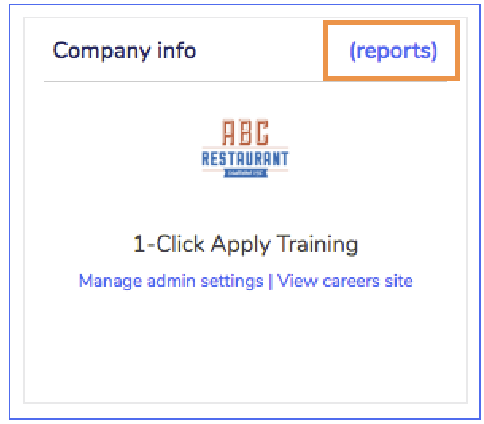
- Choose if this user should have access to all locations.
  - If the user should have access to all locations, select **Yes**.
  - If the user should only have access to specific locations and/or location groups, select **No, assign locations and/or location groups.**
    - If you select No, assign locations and/or location groups, Location access and Location group access dropdowns will appear below. You may add locations and location groups from the dropdowns.
      - As you type, the system will search for and filter through text to display matching results.



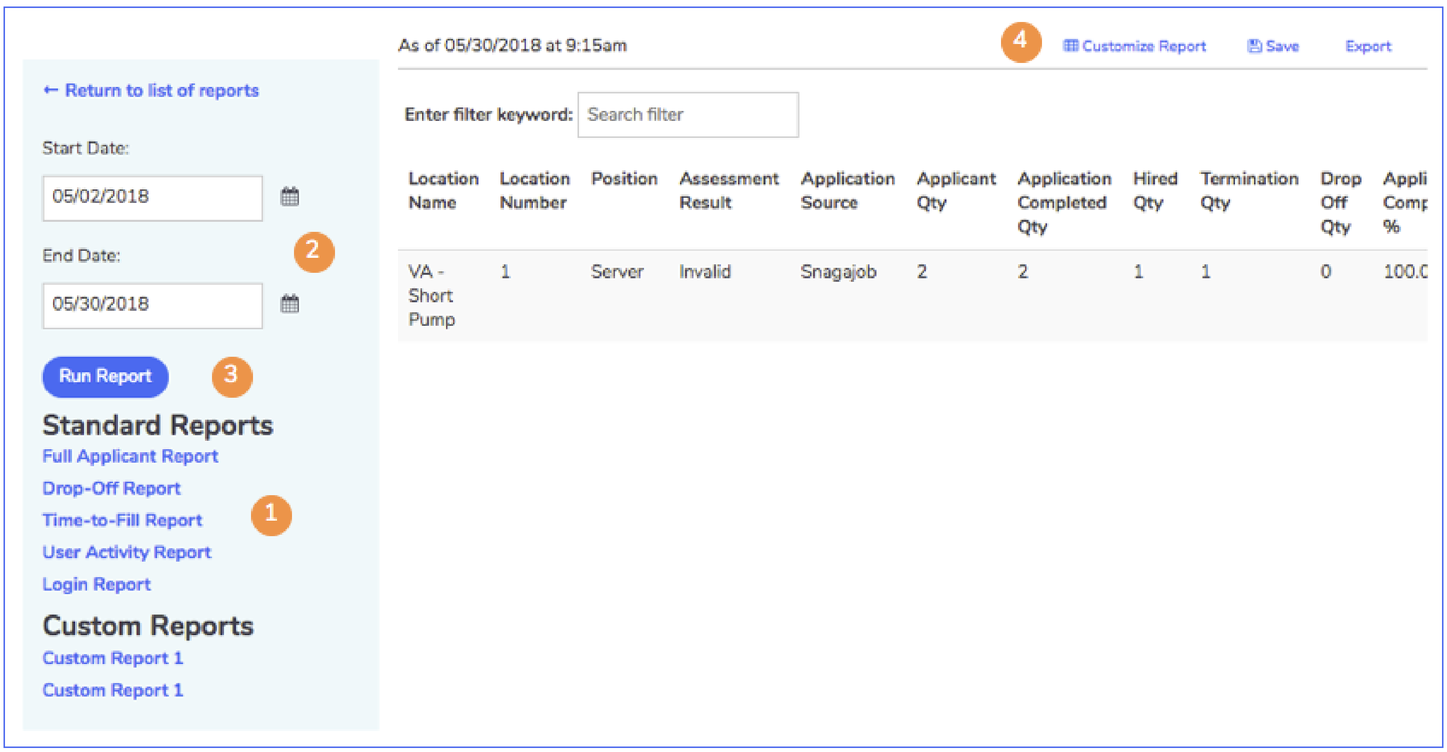
- Choose if this user should have access to all positions.
  - If the user should have access to all positions, select **Yes**.
  - If the user should only have access to specific positions and/or position groups, select **No, assign positions and/or position groups.**
    - Once you select, Position access and Position group access dropdowns will appear. You may add positions and position groups from the dropdowns.
    - As you type, the system will search for and filter through text to display matching results.

Reports

- To locate the reports, find the Company info section of your Dashboard and click the **reports link** in the upper right corner of the Company info area.
    - This will direct you to the Reports page.

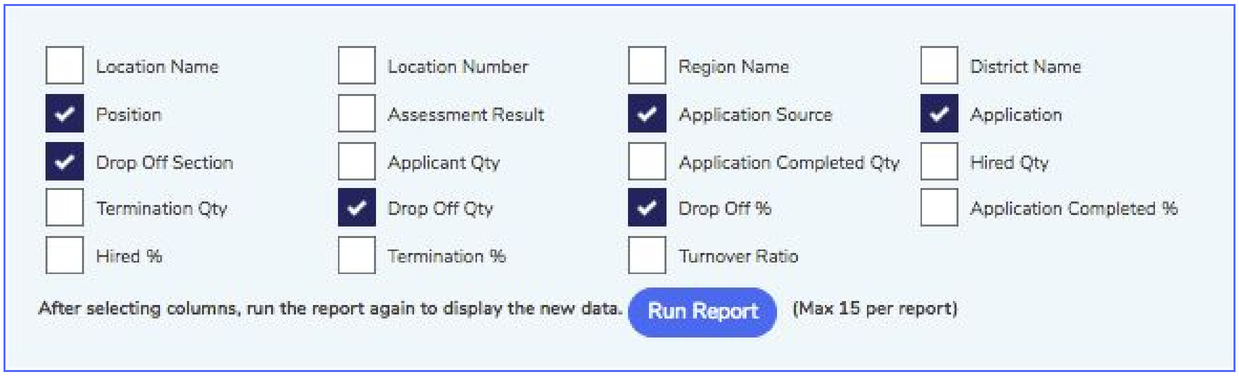


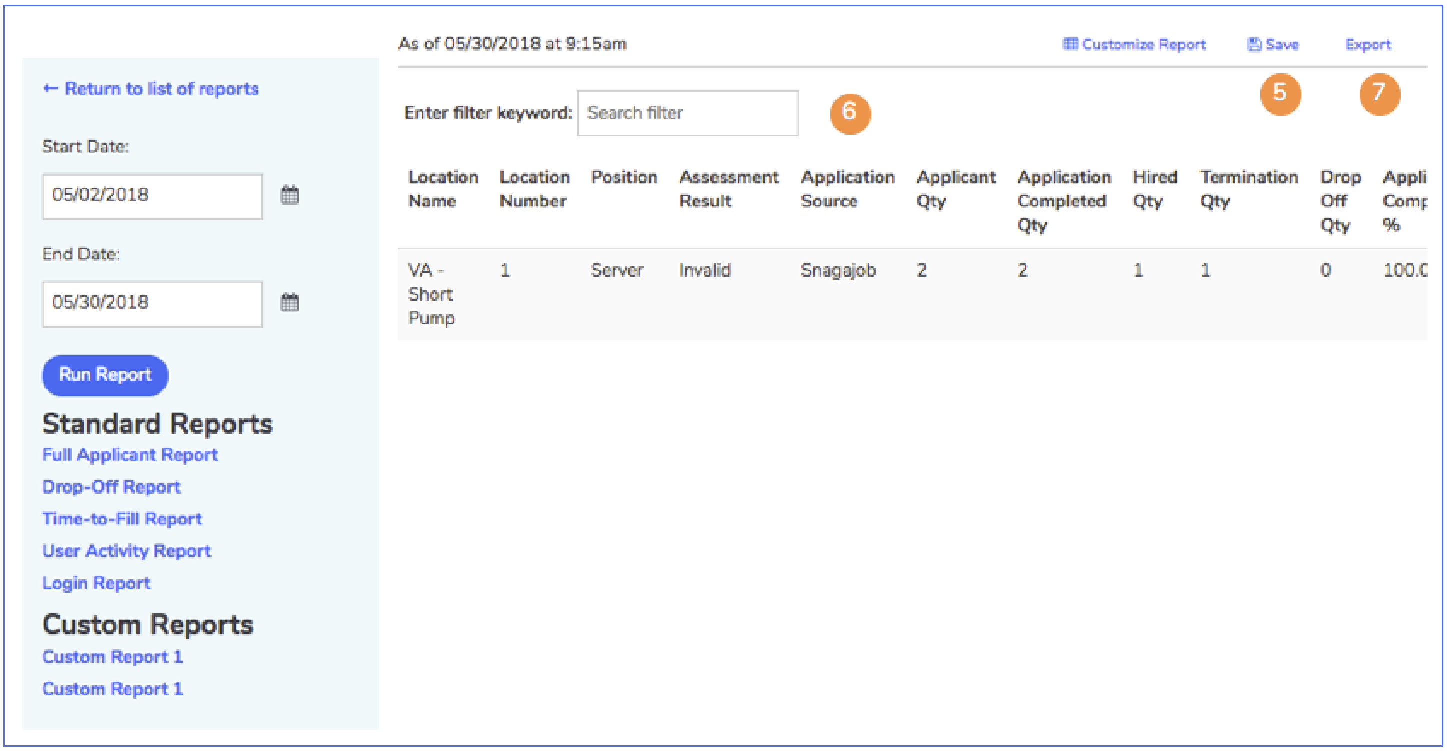
+Running a Report



- **1**. To access your data, click on the specific report you wish to view.
    - By default, the information will display for the past 28 days.
- **2**. To change your timeframe, select the appropriate start and end dates from the calendar dropdowns on the left side of the page.
- **3**. Click **Run Report** and the report data will change.
- **4**. To customize a report (**Full Applicant, Drop- Off and Time-To-Fill** are the only customizable reports):
    - Select the fields you wish to display and unselect the fields you would like to remove from the report.
        - **Note**: There is a 15 column maximum and a 3 column minimum on all reports.

- Click Run Report and that data will change to display only the columns you have selected.

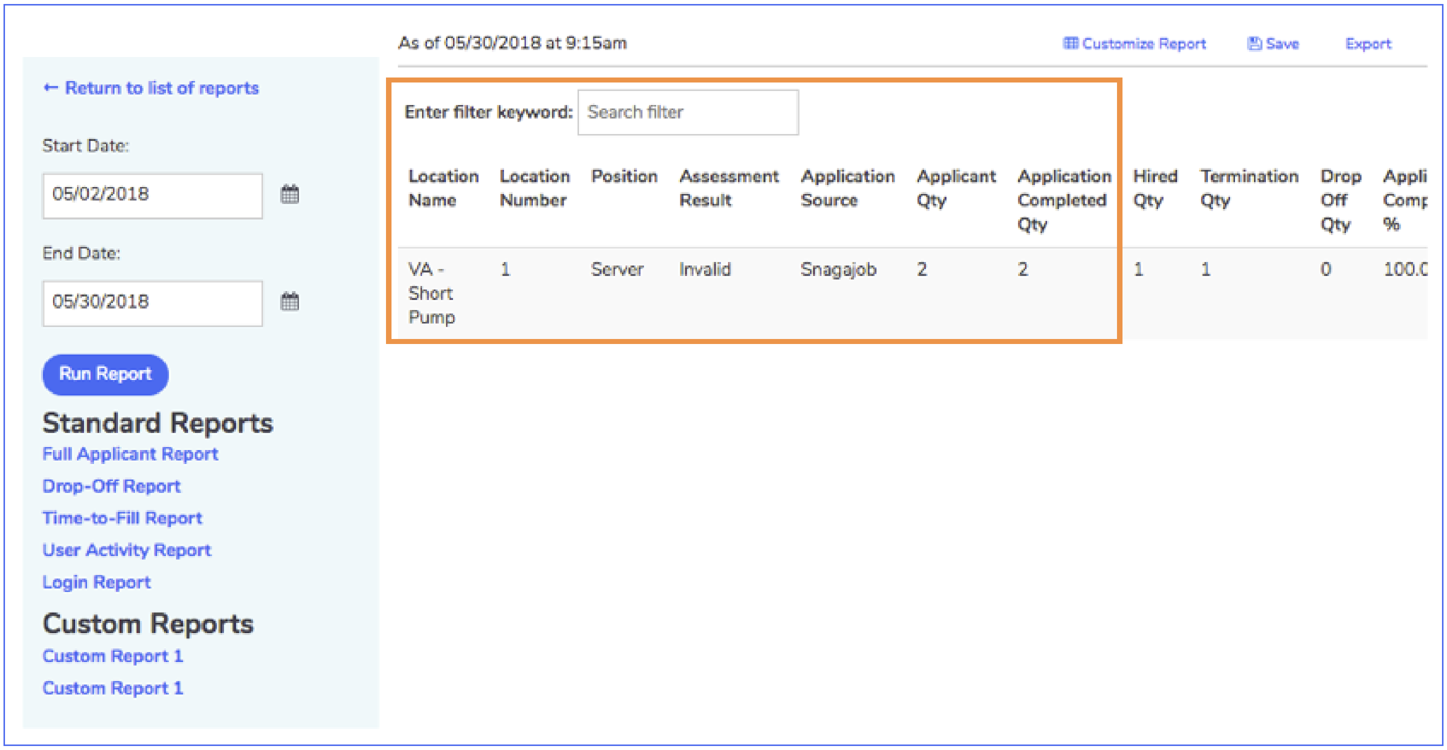




- **5.** To save a customized report, click save
  - Name your report something that is easy for you to remember.
  - If you have administrative access, you may choose to share your report with the organization.
    - This will allow any user within your company to access the new report from the Custom Reports list.
      - **Note:** Data pulled by another user will show the report but only for the location(s) that they directly oversee.
- **6.** To filter a report to view specific information, begin typing your keyword in the Search filter field.
- **7.** To export report data into a Microsoft Excel spreadsheet, click Export.
  - A Microsoft Excel spreadsheet will open with the data from the report.
  - You may then save the document and share with others in your organization.

+Standard Reports

- **Full Applicant Report**
    - Pulls data on the applicant pool for a specific timeframe.
    - Information is ordered by location, position, and source.



    - From this report you will also receive data on the following fields:
        - **Applicant Qty:** The number of applications started during the specified timeframe.
        - **Application Completed Qty:** The number of applications completed during the specified timeframe.
        - **Hired Qty:** The number of hires made from the applications submitted during the specified timeframe.
        - **Termination Qty:** The number of terminations marked from the hires made during the specified timeframe.
        - **Drop Off Qty:** The number of applicants who started the application but did not complete the submission process during the specified timeframe.
        - **Percentages for Completed Applications, Hires, and Terminations**
        - **Turnover Ratio:** Turnover percentage for the data given in the specific report.

- **Drop-Off**

- Analyzes common location points in the application process where candidates do no complete the application.
- From this report you will receive data on:
  - Position
  - The source of the application
  - Application type
  - The section of the application in which the candidate discontinued completion
  - The number of applicant drop-offs per application
  - The percentage of applicant drop-offs per application

Position	Application Source	Application	Drop Off Section	Drop Off Qty	Drop Off %
Assistant Manager	Careers Page	FISH Hourly Employment Application		0	0.00%
Assistant Manager	Careers Page	Hourly Employment Application		0	0.00%
Bartender	Careers Page	Hourly Employment Application		0	0.00%

- **Time-to-Fill**
  - Analyzes data pertaining to the average time it takes to complete actions with applications for a specific timeframe.
  - Information is ordered by location and position.

Location Name	Position	Avg Days To Hire	Avg Days To Review	Avg Days To Interview	Avg Days To Not Interested
VA - Short Pump	Barista		12.50		
VA - Short Pump	Delivery Driver		19.00		
VA - Short Pump	Manager		13.00		
VA - Short Pump	Server		6.50		

- **User Activity Report**
  - Displays data on a user's activity for the specific timeframe.

- From this report you will receive data on the following fields:
  - User Identification (user name and full name)
  - Last action made in the account (Hire, Interview, Decline, etc.)
  - How many actions have been made during the specific timeframe
  - You may click the number to view all actions made during the timeframe

User Name	User Full Name	Event Description	Audit Log Count
1catraining	April Admin	Reviewed	6

Click to view more information

Event Description	Event Date	user Name	User Full Name	Location Name	Location Number	Applicant Name	Email Address
Reviewed	October 18, 2016	1catraining	April Admin	VA - Short Pump	1	Adams, Luke	sajtraining3@test.com
Reviewed	October 28, 2016	1catraining	April Admin	VA - Short Pump	1	Frank, Gracie	sajtraining5@test.com
Reviewed	November 1, 2016	1catraining	April Admin	VA - Short Pump	1	Bravo, Rebecca	sajtraining2@test.com
Reviewed	November 1, 2016	1catraining	April Admin	VA - Short Pump	1	Smith, Sheila	sajtraining1@test.com
Reviewed	November 4, 2016	1catraining	April Admin	VA - Short Pump	1	Smith, Sheila	sajtraining1@test.com
Reviewed	November 7, 2016	1catraining	April Admin	VA - Short Pump	1	Smith, Sheila	sajtraining1@test.com

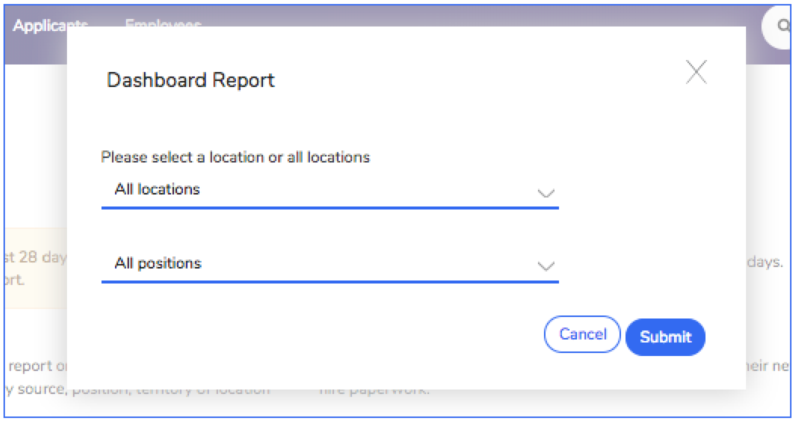
- **Login Report**
  - Displays a user's login activity during the specified timeframe.
  - From this report you will receive data on the following fields:
    - User Identification (user name and full name)
    - Last Login Date
    - How many times the user has logged in during the specified timeframe

User Name	User Full Name	Last Login Date	Login Count
1catraining	April Admin	2016-11-10	20
snagajobtraining	Snagajob Training	2016-10-19	1

+Overview Reports

- **Dashboard Report**
  - Displays 30 days of account activity at a user's location.
    - **Note**: User will only have access to the locations in which they have permissions to view.
  - Select the Dashboard Report from the list of **Overview Reports**.

- Select a location and position from the pop-up window.



- From this report you will receive data on the following fields:
  - Location Name
  - Location Number
  - Total Number of Applications (per position)
  - New applicants
  - Reviewed applicants
  - Interview applicants
  - Declined applicants
  - Hired applicants
  - Terminated applicants

Location Name	Location #	Total Apps	(New)	(Reviewed)	(Interviewed)	(Declined)	Hired	Terminated
VA - Glen Allen	1	11	8	2	0	1	3	1
VA - Henrico	2	13	10	2	1	0	2	2

+Compliance Reports

- **Paperwork Status Report**
  - Shows all employees who have not completed new hire paperwork
  - Select location and employee hire dates.

Paperwork notifications	Out of compliance	Incomplete
4	0	4

Name	Reason	Days out of compliance	Next step
Tristan Hockman tristen.hockman@snagajob.org (410) 987-8139	Waiting on Job Details	0	Resend email or start now
Cooper ONeill Cooper.oneill@snagajob.org (410) 562-6536	Waiting on Job Details	0	Resend email or start now
Tristan Smith tristan.hockman@snagajob.org (410) 533-2015	Waiting on Job Details	0	Resend email or start now
Ella Wood ella.wood@test.com (555) 555-0063	Waiting on Job Details	0	Resend email or start now

- **Paperwork Audit Report**
  - Shows an audit view of all employee onboarding paperwork listed by document.
  - Select **location** and employee **hire dates**.

Name	Form I-9	Emergency Contact	Equal Employment Opportunity	Payment Options	Symmetry W4 and State Tax Forms	Sexual Harassment Policy	Appearance Policy
Cooper ONeill Started: 10/12/2018	✖	✖	✖	✖	✖	✖	✖
Tristan Smith Started: 10/12/2018	✖	✖	✖	✖	✖	✖	✖
Tristan Hockman Started: 10/12/2018	✖	✖	✖	✖	✖	✖	✖
Ella Wood Started: 10/12/2018	✖	✖	✖	✖	✖	✖	✖

- **I-9 Audit Report**
  - Shows an audit view of all active and signed I-9 documents
  - Select **location** and employee **start date**.
  - Click **download report**.

Employee: Litoral Gas - Location: #2 Velocity - Start Date: 02/05/2018

Step	Completed Date	Completed By
Section 1	02/05/2018	Litoral Gas
Section 2	02/05/2018	Agile Rocks

Employee: Memo Imo - Location: #2 Velocity - Start Date: 02/08/2018

Step	Completed Date	Completed By
Section 1	02/08/2018	Memo Imo
Section 2	02/09/2018	Agile Rocks

- E-Verify Quick Audit Report (E-Verify Customers Only)
    - provides information on all E-Verify cases submitted by your organization.
    - Click **download report.**

The report includes the following information:

Location Number/Name	The location at your organization that the employee works
First/Last Name	First and last name of the employee
SSN	Employee's Social Security number
Start Date	The employee's start date
Initiated Date	Date the E-Verify case was opened
Case Verification Number	The E-Verify case number
Final Status	E-Verify case status
Case Closure Date	Date the E-Verify case was closed
Closure Description	Reason the E-Verify case was closed; This is selected by the manager when closing the case within the system.
Termination Date	This field will contain the employee's termination date if they are no longer working for the company.

Note: The Quick Audit report will pull all E-Verify data beginning from the date your organization began using E-Verify through the Snagajob system.

- **E-Verify User Training Report (E-Verify Customers Only)**
  - If your company is participating in E-Verify through the Snagajob platform, all users at your organization are required to complete an E-Verify course and pass the knowledge exam with a 70% or better to be authorized to conduct verifications on newly hired employees.
    - See E-Verify User Guide for instructions on how to complete this exam.
- As an administrator, you have access to a report that will allow you to view the course status for each user at your organization.

The report includes the following information:

Report Information	What It Means
Name	The user's first and last name
Status	The user's training status (not started, in progress, passed, failed)
Location	The user's primary location
Role	The user's role within the Snagajob account
Access	The user's access level within the Snagajob account
Completed Date	The date the training was completed by the user

- **Note:** You may run this report once per hour.
  - A date and time stamp will display in the upper right corner of the report and after one (1) hour, you will see a button that will allow you to re-run the report if needed.

- **Applicant Export**
  - An export report (.csv) that includes your most recent applicants, regardless of status or apply date.
  - Select **location** and **apply date**.
  - Click **download** report.

- **Employee Export**
  - An export report (.csv) that includes all of your employees, regardless of status or hire date. Exports up to 10,000 employees at a time.
  - Select **location** and **apply date**.
  - Click **download** report.

Appendix - Employer Email Notifications

The following information shows template email notifications that are sent from the employer to the employee.

Note: The emails are automated and are not customizable.

+Apply

- Email is sent from hiring@Snagajob-email.com.
- This is sent once an application is received.

Subject: Snagajob Application: [Applicant First & Last Name] ([Position] at [Location])

Email Text:
Great news! [Applicant First Name] has just applied to your [Position]. Review their application below, then call them, schedule an interview or decline their application.

[Includes Position Information, Applicant Information, Availability, Experience, Assessment, and Education]

+Transfer

- Email is sent from info@Snagajob-email.com.
- This email is sent when an application is transferred to another location within the organization.

Subject: Transfer of Applicant

Email Text:
[Applicant First & Last Name] has been transferred from [Location Name 1] to [Location Name 2].

Sign In to view and rate this application.

Happy Hiring,
The Snagajob Team

+Hire

- Email is sent from info@Snagajob-email.com.
- This email is sent once an applicant is hired at a location.
    - For customers using the Onboarding product, this notification will be sent after the I-9 is complete.

Subject: Employee hired at [location name]

Email Text:
[Applicant First & Last Name] has been hired at [Location name]

Thank you for using Snagajob!
The Snagajob team

+Termination

- Email is sent from info@Snagajob-email.com
- This email is sent once an applicant is terminated in the Snagajob system.

Subject: Employee Termination Notification

Email Text:
[Employee First & Last Name], [Position], has been terminated at [Location Name] with a selected term date of [Termination Date]. The termination was done by [User First & Last Name].

Here are the accompanying notes: [Notes]

Thank you for using Snagajob!
The Snagajob Team

+TNC

- Email is sent from hiring@Snagajob-email.com
- This is sent once a Tentative Nonconfirmation (TNC) is received.

Subject: Employee Tentative Nonconfirmation – [Employee Name]

Email Text:
Employee Tentative Non-confirmation

Employee [Employee Name] has received a Tentative Nonconfirmation (TNC) from the DHS or SSA through E-Verify.

The employee must visit a SSA field office or contact DHS within 8 federal government workdays to correct the TNC. As the employer, you cannot take adverse action against the employee, including – terminating employment, suspending employment, withholding pay or training, delaying a start date or otherwise limiting employment while the E-Verify case is still pending with DHS or SSA.

The case will update automatically in Snagajob based on the update by DHS or SSA. The final E-Verify result will indicate if E-Verify is able to confirm work authorization or not.

The Snagajob Team