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Technical Requirements

Before you begin, please ensure your computer meets the technical specification below. If you require assistance contact your local IT support.

UTORecruit (Taleo) is best viewed using Internet Explorer for Windows computers, and Safari on Mac OS X computers. Firefox is not presently recommended. JavaScript and Adobe Flash are required, and we recommend a minimum screen width of 960 pixels.

Browser magnification (zoom) should be set to 100% and pop-up blockers should be disabled or set to allow all pop-ups on utoronto.taleo.net.

Officially Supported Operating Systems

Windows: Vista, 7, 8, and 10

Mac OS X 10.9 and above

Officially Supported Browsers

Windows / PC

Internet Explorer (IE): versions 7 through 11
Chrome: version 37 and greater

Mac OS X

Safari 7 or 8

Mobile devices (i.e. iPhone, iPad, Blackberry, Android devices, etc.) and legacy browsers (i.e. AOL, Netscape, Internet Explorer 6) are not supported at this time.

Please note: while these are the supported configurations, other operating systems and browsers may function without significant issues.

If you have an iOS device (iPad 2+/ iPhone4+), you may contact utorecruit.support@utoronto.ca to request enrollment in a pilot program for these devices.
Browsers enabled with Flash

For additional info on Adobe Flash, please visit Adobe website. http://helpx.adobe.com/flash-player.html

**PC**

**Note:** Two different versions of Adobe Flash may be required if you wish to use two PC browsers (e.g. IE specific Flash and Flash for other browsers).

For additional information please visit the Adobe website:
http://get.adobe.com/flashplayer/otherversions/

If there are issues with Flash, please uninstall completely all Flash versions using the instructions posted at http://helpx.adobe.com/flash-player/kb/uninstall-flash-player-windows.html

**Mac**

Adobe Flash for Mac OS X can be downloaded at:
http://get.adobe.com/flashplayer/otherversions/

If there are issues with Flash, please uninstall completely all Flash versions using the instructions posted at http://helpx.adobe.com/flash-player/kb/uninstall-flash-player-mac-os.html

The following recommended setting for your PC / Mac systems.

<table>
<thead>
<tr>
<th>Setting</th>
<th>Performance, Learn, and Recruiting Center* - Minimum Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display</td>
<td>1024 X 768 or higher resolution.</td>
</tr>
<tr>
<td>Memory - Performance</td>
<td>256 MB of memory available after the operating system and other applications have been loaded.</td>
</tr>
<tr>
<td>Memory - Learn</td>
<td>256 MB of memory available after the operating system and other applications have been loaded.</td>
</tr>
<tr>
<td>Memory - Recruiting</td>
<td>350 MB of memory available after the operating system and other applications have been loaded.</td>
</tr>
</tbody>
</table>

*Performance, Learn, and Recruiting Center* - Minimum Requirements
Additional Recommendations

Either disable the pop up blocker in your browser or ensure that there is an exception that allows pop ups from taleo.net
Staff Career Section

All Current Opportunities are posted on different career sections, available at:

Please note that the Internal Career Section requires all staff-appointed employee to log in and apply to positions using their UTORid.

Troubleshooting

Any technical issues with the HR & Equity website should be directed to hrandequity@utoronto.ca.

Any recruiters or hiring managers experiencing technical issues with Taleo (also known as UTORecruit) should contact utorecruit.support@utoronto.ca for assistance.

Any staff-appointed candidates having difficulty logging in to the Internal Career Section using their UTORid and password should be directed to the Strategic Recruitment Centre for assistance at uoft.careers@utoronto.ca.

General assistance is provided to applicants via uoft.careers@utoronto.ca.
Basic Navigation

Navigation: www.utoronto.taleo.net.

System Access Instructions

1. Go to the login URL www.utoronto.taleo.net and sign in with your Username/Password
   a. **Note:** This is the URL for Production (live) zone.

   If you require temporary access to training (staging) zone please contact
   UTORRecruit.Support@utoronto.ca for further details

2. Now you are at the Recruiting Centre. There are three channels:
   a. Job Openings
   b. Candidates
   c. Tasks.

   Requisitions that are posted and candidate lists are found in these channel boxes as shown below.
UTORRecruit resources and information will be provided in the Communications Panel, shown below.

Click on 📩 for Support information and ❓ for Recruiting Workflow.

3. To view candidates in your requisition, click on the number of applicants on the Job Openings channel.

You can also click on the Candidates channel box to access the Candidates list.
Requisition / Candidate Quick Search

4. Once you are viewing your candidate list, by default Candidate Quick Search ( ) is enabled.

It can be changed to Requisition Quick Search ( ) by clicking on the dropdown error beside the icon.

5. A specific candidate can be searched using:
   a. Candidate ID
   b. First or Last Name
   c. Email ID

My Setup

My Setup can be accessed by clicking on the Resources link. This section is used to access your personal preferences.

1. Click on the Resources link and then click on the My Setup link.

2. My Setup has four sections – only Frequent Collaborators should be edited.
Frequent Collaborators

This list is helpful if you have recruiters or hiring managers that frequently collaborate in your searches.

3. Click Add to search available collaborators.

4. Use the Name or Keyword field to search for collaborators, and click the Select button (Select) to add a collaborator to the list. Click Done (Done) to save the list.
Note: If you don't find a user in your search, contact UTORecruit.Support@utoronto.ca with the user's details to request the creation of a new user account in UTORecruit System.

5. Once a list of frequent collaborators is created, these collaborators can quickly be added to your requisition's Logistics section by clicking the Add Frequent Collaborators button.
Creating a Requisition

1. In the Job Openings channel, select Create Requisition.

2. Ensure that the 'Professional' radio button is selected. Click the Next button.

Selecting a Requisition Template

3. Select the Requisition Template by clicking on the Open Selector icon.
Templates can be found based on Job Code or Title.

Selecting a Department

4. Select the appropriate Department for your requisition. These can be found by searching either the Department # or the name.

Once the appropriate department has been found, click on Select ( ).
Confirming Organization / Location / Function

5. The **Organization-Location** job field structure is auto populated based on the Template and Department entered.

If needed, templates should be adjusted so that the department matches with the job.

When everything matches, click ‘Create’.

![Create a Requisition screenshot]

Completing a Requisition

6. A blank requisition will now appear. The required fields (marked with a *) must be completed prior to saving the requisition and requesting approval.

![New Requisition screenshot]
Required Fields

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Job title that will display on job board</td>
</tr>
<tr>
<td>Title by Manager</td>
<td>Proposed posting title or working title; this is distinct from the actual posting title and can be used for internal notes to help sorting jobs if needed</td>
</tr>
<tr>
<td>User Group</td>
<td>The division or area</td>
</tr>
<tr>
<td>Department</td>
<td>Hiring Department or closest relevant department if hiring department is not available</td>
</tr>
<tr>
<td>Collaborator</td>
<td>Other users that will need access to the requisition</td>
</tr>
<tr>
<td>Requisition Template</td>
<td>Typically Position Number, in some cases the standardized job description</td>
</tr>
<tr>
<td>Appointment Type</td>
<td>Budget type</td>
</tr>
<tr>
<td>Employee Group</td>
<td>Employee Group the position will fall under</td>
</tr>
<tr>
<td>Reason</td>
<td>Reason for this posting</td>
</tr>
<tr>
<td>Pay Scale</td>
<td>Pay Scale of the position</td>
</tr>
<tr>
<td>Faculty/Division</td>
<td>The Faculty or Division this requisition falls under</td>
</tr>
<tr>
<td>HR Divisional Office</td>
<td>HR Office that the department falls under</td>
</tr>
<tr>
<td>Internal/External</td>
<td>The job posting description and relevant qualifications for internal and external applicants</td>
</tr>
<tr>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>Pre Screening Questions</td>
<td>Questions to help determine candidate eligibility and assets for the position</td>
</tr>
</tbody>
</table>

Diagnostic Tools

7. The **Diagnostic Tool** can be used to determine which fields are required. It will display the fields that need to be completed in order to Save the Requisition, Request Approval and Post.
Pre-screening Questions

8. To add **Pre-screening Questions**, click on the **Add** button (  )
Questions can be filtered by searching keywords within the question. Once the appropriate question is found, click on Select (Select) and then Done (Done).

Prescreening questions can be identified as a requirement or an asset for the posting, if desired.

**Saving Requisition / Next Steps**

9. Once all fields are completed, the requisition can now be saved. From the More Actions tab, select Save as Open. The Recruiter will now be able to review and post the requisition.
Adding Collaborators (Optional)

Collaborators can also be added to a requisition. This would provide other users access to the requisition (i.e. Managers /Department Administrators / Other Recruiters).

1. **Select Modify** to choose the desired collaborators.

   ![Image of Modify button]

2. Collaborators can be found by searching by name or email address. Once the person is found, click on **Select** and then **Done**.

   ![Image of Select and Done buttons]
Setting Job Posting Notifications (Optional)

1. In order to filter the list of candidates who will receive a job posting notification, you can Preview Matching Candidates before posting a job. This will apply the filter(s) you select when you go-live with the posting.

   ![Preview Matching Candidates](image)

   This will present you with a list of candidates that have been matched to the requisition based on their previous application history or the Organization, Location, and Job Function they chose when updating their Candidate Profile.

2. In order to include or exclude internal candidates belonging to a particular employee group, scroll down on the list of filters until you find Sourcing.

   If you want to exclude a specific set of employee groups, change the drop-down value from Invite Candidates to Exclude Candidates.

   Click Select Sources to define the employee groups to include/exclude.
3. You can search by Source name or scroll down the list of sources until you find the appropriate group(s).

Select the groups that you wish to include / exclude.

Click Done once you have selected all appropriate groups.
4. The list of matched candidates will now be filtered based on the criteria you have set.

Assuming you have no other filters to apply, click **Done**.
Posting a Requisition

Before posting a requisition on a career section, you must review if all the required fields were updated.

If the **Posting and Sourcing** tab is not visible, check the Diagnostic Tool (see above).

1. In the requisition file, select the **Posting and Sourcing** tab.

2. In the **Career Sections** section, click **Modify**.
   
   Based on the requisition’s Organization and Job Function structure, the U of T Career Section(s) are listed for where this job may be posted.

3. Select the posting **Start Date** and **End Date** for the desired career section by clicking the **Calendar** button or by using the drop-down box.

4. Check the box to the right of the applicable Career Section where job is to be posted.
   
   When all appropriate boxes are selected, click **Done**.
5. Go to the applicable Career Section(s) to review the job posting. Please note that it will take 15 minutes for the posting to appear on the job board.

Adding Additional Sources to the Requisition

6. Scroll down to the Sources section and click Modify (Modify...).

7. In the Quick Filter section, change ‘Show’ to ‘Taleo’

8. Search for a source by typing in a name in the Source field and click Refresh ( ).

9. Click on Select (Select ) for the source to associate to the requisition.

   Note: if you do not find the source in the library, contact utorecruit.support@utoronto.ca and request to add the source.

10. Click Done (Done ).
Canceling a Requisition

1. Open the Requisition.

2. Click More Actions ( ), and then select Delete.

3. Enter the reason for canceling the requisition in the Comments text box.

4. Click Done ( ).

Manually Un-Posting a Requisition

1. Open the Requisition.

2. Go to the Posting and Sourcing tab, and click Modify.

3. Uncheck the box(es) for the Career Section(s) where the job is to be unposted.

4. Click Done ( ).
Extend Unposting Date

1. Go to the Requisitions channel and click on the Title of the requisition.

   ![Welcome Staff Recruiter Test](image)
   
   **Welcome Staff Recruiter Test**
   
   Welcome to the Recruiting Center.
   
   ![Job Openings](image)
   
   **Job Openings**
   
   View currently open jobs up to 30.

2. In the the Posting and Sourcing tab, click Modify.

   ![Services](image)
   
   **Services**
   
   **Career Sections**
   
   Post jobs on external and internal career sections.

3. Change the End Date as required by using the Calendar ( ).

4. Check the box beside the Career Section where the job is posted.

5. Click Done. The new unposting date will be reflected on the Career Section after 15 minutes.
Candidate Management

Candidate Selection

Accessing Candidate Profile

1. On the **Welcome Page**, click on the **Job Openings** link.

![Job Openings](image)

2. Find your requisition and click on the **Candidate Number** link.

![Job Openings](image)

3. Note the Candidate Selection Workflow (i.e. HR Review, Interview, etc.) in the **Filtering** section of the Candidate List.

![Selection Workf.](image)
4. In the **Candidate List** toolbar, please note the **Step** and **Step Name** columns.

As you review candidates, you will move them out of their initial status (i.e. HR Review) and sort them into other statuses based on what you wish to do with the candidate.

5. Click on the **Name of the candidate** in the list to view each candidate application.

6. The **Job Submission** tab ( ) will display the candidate’s information.

7. Each section (e.g. Submission Details, Pre-screening, and Other Details) appears by scrolling down the page, or by clicking on dropdown ( ) from the **Job Submission** quick menu and by selecting from a pick list.

8. To view attachments (such as resumes and cover letters), click on the **Attachments** tab.

9. To view the history of the candidate's job specific submission, click on the **History** tab.

**Navigation in the Candidate Record List**

10. The navigation buttons across the top right of the Candidate Record List allow you to scroll through the other candidates in the list.

- Go to the candidate list from an individual candidate record
- Scroll to the next / previous candidate record
- Go to the beginning / end of the candidate record list

**Candidate Management – Change Steps / Status**

When changing a candidate’s Step / Status in **More actions -> Change Step/Status**, reaching a status marked with an asterisk (*) completes the step.
You must change a candidate’s status to one with an asterisk in order to move the candidate to the next step.

11. While in a candidate record, click on More Actions > Change Step/Status…

12. The Change Step / Status window with the next step progression is displayed.

In the following example, the action to change the candidate’s status to the status of “On Hold” within the step of “UOT - HR Review” is displayed.

Note: The statuses of Tier 1 – Staff and Tier 2 – Staff can assist recruiters with sorting the candidates for consideration and shortlisting.
Hire Step

1. While in a candidate record, click on More Actions menu and select Change Step/Status.

2. Change the candidate’s status to **Hired**, and select a **Start Date** using the calendar.

3. Click **Save and Continue**.

   This action will:

   a. Hire the Candidate;
   b. Mark the requisition as Filled; and
   c. Unpost the requisition from the Career Section(s) if still posted.

4. **OPTIONAL:** If the following pop-up message appears, click **Yes**.

5. Click **OK**.
Reverting a Candidate Select Action

Follow these steps to revert a candidate to the Step / Status they previously reached.

1. In the candidate record, select Revert in the More Actions list.

2. In the Revert the Process window, add a comment.
   
   Sample:

3. Click Save and Close.

Rejecting a Candidate

1. Select the candidate you wish to reject from the Candidate Record List.

2. Click on More Actions, and select Change Step / Status.

4. The reasons for rejection should be selected under **Additional Information**.

![Additional Information Screen]

5. Add your comments in the **Comments** section.

6. Click **Save and Close**.

---

**Adding Candidate Attachments to a Specific Job**

1. Open the candidate record from your requisitions.

2. In the **Attachments** tab, you can add an attachment either by clicking the **Add** button or the paper clip icon.
3. In the Add a File window, click Browse to select a file from your computer.

4. Enter comments about the file (i.e. Taleo resume).

5. In the Attach To section, select Job Submission.

   If this is a confidential file, do not select the “Visible By Candidates” option.

6. Click Done.

The attached file will now appear in Submission-specific Attachment” section. Please note that job specific attachments are visible only to the recruiters and hiring managers associated with that requisition.

Adding Attachments to a Candidate’s General Profile

7. To change an attachment from Job Submission view to General Profile, change the Attach To option in Step 5 (above) to General Profile.

The attached file will be added to the candidates General Profile and visible in their Job Specific Profile under the Other Attachments section.
Create a New Candidate Profile

1. Ensure all required details of the candidate are available to be captured (i.e. create) for a specific requisition.

2. From the Recruiting Center’s **Candidates channel**, click the **Create Candidate** button.

3. In the **Create a Candidate** option, select **Create a job-specific submission** and click **Next**.

4. Select the requisition that you want to capture the candidate for, and click **Next**.
5. You will have the option to use **Resume Parsing** to create the candidate. If you have the candidate's resume, you may use this to create the candidate. The resume parser will extract the candidate's information from their resume.

   Indicate if you would like to use the **Resume Parsing** option, and click **Next**.
6. The system will perform a check to see if the candidate already exists in the system. It may return several potential results in the **Duplicate Check** window.

   If you can clearly identify the candidate that you were trying to add in the results, click **Select**.

![Duplicate Check Window](image)

7. If the candidate is not already registered into the database, click **Create Candidate**.

![Create Candidate Window](image)

8. In the **New Candidate** window, enter all required details.

9. In the **Attachments** tab, add any candidate files (i.e. resume, cover letter, etc.).

10. Click **Save and Close**.

11. You will now be asked if you want to create additional candidates using the same criteria. Selecting **Yes** will begin the creation of a new candidate (Step 1 of this process). Selecting **No** will take you to the candidate profile that you've just created.
Sending Correspondence

In Taleo, a correspondence is a message sent to a recipient or multiple recipients.

A correspondence can be sent to one or several recipients at a time. The limit is 150 recipients, all selected on the same list.

When sending a correspondence, a recruiter can create a message from the blank template or use a message template that is available to the user.

1. In the **Candidates list**, select one or several candidate files.

2. Click **More Actions**, and select **Send Correspondence**.

3. Select the **From a Template** option, and search for the applicable template.

4. Select the paragraphs to include in the message.

   Please note that applicable paragraphs are *pre-selected for you*.

5. Click **Next**.

6. Complete the additional information that is required for the template.

7. Click **Next**.

8. Review the message to be sent in the **Message Preview** window.

9. If no changes are required, click **Send**.
Making Changes to Correspondence from Message Preview

10. Click Edit.

11. Make the necessary changes.

12. Click Send.

The message has been sent to candidate and is tracked in the candidate’s history tab.
Tips & Tricks

Duplicating a Requisition

1. Click the Requisitions link.

2. In the Quick Filters section, select All requisitions and check the box to Include inactive requisitions.

3. Search for the job posting by title, job number, or job field or requisition status.

4. From the search results in the main window, click the Requisition Title link.

5. Locate the Action bar at the top of the page and click the Duplicate button ( ).
6. The title at the top of the page should now read **New Requisition**.

7. Review the requisition details and amend as necessary.

8. Click the **Save and Close** button.

9. Continue with steps for Posting and Sourcing.

**Search Recommendations**

In any field linked to a list, typing 3+ letters will provide a pick-list of recommended options for you.

<table>
<thead>
<tr>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>resou</td>
</tr>
<tr>
<td>ARTSC0241 - Faculty of Arts and Science, Centre for Industrial Relations and Human Resources</td>
</tr>
<tr>
<td>MGT0235E - Rotman: Office of Research &amp; Academic Resources</td>
</tr>
<tr>
<td>MGT0235P - Rotman: Human Resources</td>
</tr>
<tr>
<td>OISE0402 - OISE/UT: Human Resource Services</td>
</tr>
<tr>
<td>UTM00146 - UTM: Human Resource Services</td>
</tr>
<tr>
<td>UTM00147 - UTM: Technology Resource Centre</td>
</tr>
<tr>
<td>UTM00150 - UTM: AccessAbility Resource Centre</td>
</tr>
</tbody>
</table>

**User Groups**

Recruiters with multiple User Groups can filter their dashboard or list to show details of a specific User Group.
List Actions

- Hover over a candidate’s name to see their contact info

![Candidate Contact Info](image)

- Both Candidate and Requisition Actions can also be initiated directly from a list

![Candidate List Actions](image)

- Some columns also contain links (i.e. Status Detail links to Posting & Sourcing)

![Status Detail Link](image)

- You can create a custom List format by choosing the columns that are relevant to you.

Every Step/Status has its own list format.
• With **Advanced Filters**, you can filter lists with a variety of criteria.

Advanced filters + Custom List Format = **Basic Self-Serve Reporting**.

Use the **Print** button ( ) to make a PDF.

**Application Actions**

• When viewing an application, the **dog-ear** button takes you to the candidate’s **General Profile**.

• Other Actions: Turn an application into a PDF via the **Print** feature.
Send yourself an email with all of a candidate’s attachments using the ‘Share Candidate’ button.

The Quick Progression buttons are also available here.

Text Editor Features / Formatting Issues

When editing a job description or correspondence, check out your options! Formatting issues? Try the Paste as Plain Text, Paste from Word, or Remove Formatting features.

The Full Screen view is a great way to review longer emails or job posting descriptions

For the technically savvy, editing the HTML directly provides greater control over formatting.

For assistance with these features, contact UTORrecruit.support@utoronto.ca.
Troubleshooting

Browser Magnification

Ensure that your browser magnification is at 100% only.

If it is set to a higher magnification, this can lead to certain options/buttons not appearing in Taleo.

The example below is from Internet Explorer:

![Browser Magnification Example](image)

Pop Up Blockers

To ensure attachments can be viewed in Taleo, the pop up blocker should be disabled. This will allow for all documents to be easily viewed.

Contact Information

If you have any issues please contact UTORcruit Help at utorcruit.support@utoronto.ca.