JazzHR

Getting Starting Guide

EASTERN CONNECTICUT STATE UNIVERSITY

Office of Equity & Diversity

Getting Started

- **Verify your email address**
  - When you first get access to JazzHR you should receive an email to verify your email address. Click the link in the email in order to finish setting up your JazzHR profile.
  - If you did not receive the verification email, please check your email spam/junk/promotion folder(s) for emails from these domains: applytojob.com, jazz.co, and jazzhr.com.

- **Where to login?**
  - To log in to JazzHR, please visit www.jazzhr.com and click "Log-in" in the top right corner.

- **How to login?**
  1. Type your email address and password into the appropriate fields on the login page.
  2. Check the box next to "I'm not a robot" to complete CAPTCHA verification.
  3. Click the "Sign In" button.

Getting Started – Available Resources

- JazzHR Getting Started Guide - https://help.jazzhr.com/s/article/Getting-Started-Guide

- JazzHR Onboarding Training Portal – https://www.jazzhr.com/onboarding/

- JazzHR Help Topics – https://help.jazzhr.com/s/help-topics

- JazzHR Training Resources – https://help.jazzhr.com/s/article/Training-Resources

- JazzHR Help Center - https://help.jazzhr.com/s/

JazzHR Getting Started Guide

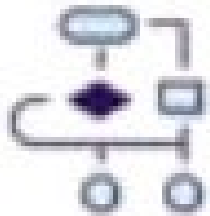1. Create your workflow

2. Create your jobs

3. Add your people

4. Careers page integration

Create your workflow

What are workflows?

- Workflows represent your hiring process, which is made up of stages, like Phone Screen or Interview. Workflows are created as templates and then [selected for a job](#).

- All applicants come into JazzHR in a "New" Workflow status. From there, you move candidates through workflow stages as they progress through active stages of the hiring process and ultimately into a Hired or Not Hired disposition. Consistently updating workflow stages makes it clear to your team where a candidate is in your hiring process.

- Additionally, you can add [Workflow Helpers](#) (think of these as automated actions) to your stages to ensure that your process is consistent while automating repetitive tasks and reminders.

- *Please Note: Only certain* [Recruiting Roles](#) *—Super Administrators and Recruiting Administrators—can create and edit Workflow templates. By default, any User who has access to a candidate can update their workflow status.*
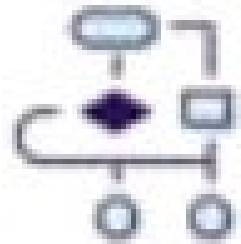
Workflow Helpers

Creating a Job
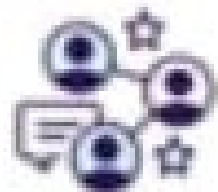
Add your team

Customize your Career Page

JazzHR

VIDEO TUTORIAL

Customize your Career Page

General Help – Frequently Asked Questions (FAQs)

- **Which browsers does JazzHR support?**
  - Mozilla Firefox ([Newest Version](#))
  - Google Chrome ([Newest Version](#))
  - Safari ([Newest Version](#))
- **Is there a JazzHR mobile app?**
  - No, there is not currently a JazzHR mobile app. The [candidate quick screen](#) and [interview guides](#) , however, are both mobile-friendly.
- **Why am I not receiving JazzHR emails?**
  - Not all email servers/clients readily accept emails from JazzHR. It is best practice to whitelist the domains "[jazzhr.com](#)", "[jazz.co](#)" and "[applytojob.com](#)". You can also use a wildcard (*) to whitelist anything that comes from JazzHR by whitelisting "*jazz.co." Reach out to your IT team for assistance on this if needed.

General Help – Frequently Asked Questions (FAQs)

- **Why aren't my open jobs showing in my dashboard?**
  - You will need to be listed as the hiring manager or a member of the hiring team in order for a job to be listed under "My Open Jobs" on your dashboard. There will be a purple star next to the job title if you are listed as the hiring manager of the position!

- **Can we edit the names of Reject, Advance, Pass, Fail?** *(in workflows & interview guides)*
  - No, these are hardcoded within JazzHR, and cannot be updated.

- **Can I post from JazzHR directly to LinkedIn using my LinkedIn Recruiter job slots?**
  - LinkedIn does not allow JazzHR to post on the Recruiter account's behalf. Instead, create the LinkedIn post and use Custom Job Links to redirect candidates into your JazzHR account..

For more FAQs, click the image below…

Thank you!

Enjoy finding and hiring great talent!

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