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The information contained in this document is to be used solely as a resource for City and County of San Francisco (CCSF) JobAps administrative users. This document must not be copied or re-distributed to other individuals or external parties, nor should it be posted in a public domain, such as the Internet, without written permission or approval from the CCSF Department of Human Resources management.



Notices Overview

You can utilize the Send Notice feature in JobAps to send various types of correspondence to applicants. In some cases your notices may accomplish multiple things in one step. Sending your notices through JobAps will store a record of correspondence in the applicant's profile.

Typical Types of Notices:

Not Qualified Notice - To notify applicants that they are not qualified for the position.

Qualified Notice - To notify candidates that they are qualified for the position.

Incomplete Application Notice - To notify applicants that additional information is required to complete their application.

Suspension Notice - To notify applicants that the recruitment has been suspended.

Cancellation Notice - To notify applicants that the recruitment has been cancelled.

Written/Performance/Oral examination Notice - To notify candidates that they have been invited to a written/performance/oral examination. (Another module details the steps of scheduling and notifying applicants through JobAps).

Test Result Notice - To notify candidates about their test results.

Results Notice - To notify candidates of their eligibility, final scores and ranks on an eligible list.

Interview Notice - To notify candidates that they have been invited to an interview.

Not Selected Notice - To notify candidates that they are not being selected for the position.

Selected Notice - To notify candidates that they have been selected for a position.

It is important to note that you are required to include the following information *within the body* of all of your notices to applicants that may contain a determination or results that could be subject to appeal or protest:

Civil Service Commission Rules for the City and County of San Francisco specify announcement, application and examination policies and procedures, including applicant appeal rights. They can be found on the Civil Service Commission website at <http://www.sfgov3.org/index.aspx?page=300>. Copies of specific rules can also be obtained at 1 South Van Ness, 4th Floor, San Francisco, CA 94103.

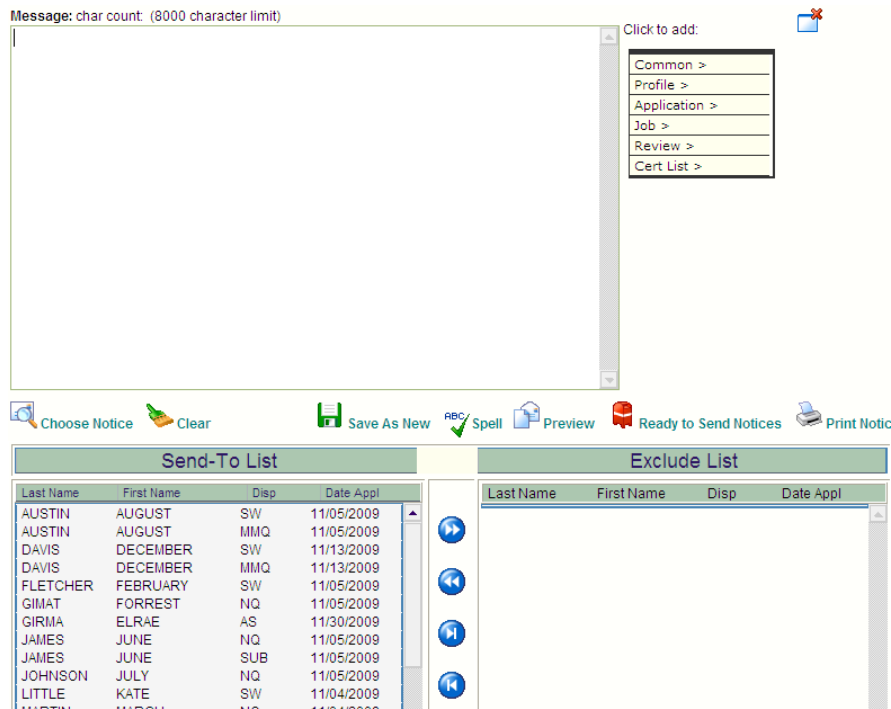
You can create new notice templates, or edit existing templates to meet your needs. Please note, when editing a template, unless it is your own personal template, it is best to save a new copy for your own file or to the recruitment you are working on, rather than changing the original template.

Creating a New Notice Template

Step	Action																																																												
1.	Click the Aps tab.																																																												
2.	Enter your recruitment ID in the Recruit # or use the chooser to select it. Also, enter any other filtering criteria of the applicants to which you want to send a notice.																																																												
3.	Select the Summary View of Applicants by clicking the Summary button.																																																												
4.	Click the Send Notices button above the Summary box.																																																												
5.	<p><i>If you have an exam plan set up for the recruitment already, a pop-up window will prompt you to indicate if you want to pull in any scheduling information.</i></p> <div data-bbox="574 1121 1133 1314" data-label="Image"> </div> <p>If you do not need to merge in scheduling information for your notices, click “No.”</p> <p>If you click “Yes” a new pop-up window will appear. In this window you will need to select the exam from which you want to merge data into your notice. Only one exam row can be utilized for sending notices. It is recommended to use the Exam tab instead when sending this kind of notice. (Scheduling and use of the Exam tab is covered in the Exam Rows manual.)</p> <p>The current Exam Plan/Selection Summary is shown below. Click on one of the exams to bind information from that exam to notices. The window will then close and you may continue processing notices.</p> <div data-bbox="467 1667 1243 1885" data-label="Table"> <table border="1"> <thead> <tr> <th colspan="8">Exam Plan - Selection Process Summary</th> </tr> <tr> <th colspan="8">7355 Truck Driver #CBT-7355-059200</th> </tr> <tr> <th colspan="8">Analyst: William Miles II Close Date: 03/01/2013 5:00 PM</th> </tr> <tr> <th>Add or Delete Row</th> <th>Sort</th> <th>Exam Type Click to Select</th> <th>Exam Purpose</th> <th>% of Final Score</th> <th>T-Score</th> <th>Dimension Names and Weights</th> <th>Existing/ New/ Revised/ Rented (first day of exam)</th> <th>Audit</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td>Written Exam</td> <td>Weight</td> <td>40</td> <td></td> <td></td> <td>City owned test</td> <td>5/6/2013</td> </tr> <tr> <td></td> <td></td> <td>Performance Exam</td> <td>Weight</td> <td>60</td> <td></td> <td></td> <td>City owned test</td> <td>6/14/2013</td> </tr> <tr> <td></td> <td></td> <td>Final</td> <td>Rank</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table> </div>	Exam Plan - Selection Process Summary								7355 Truck Driver #CBT-7355-059200								Analyst: William Miles II Close Date: 03/01/2013 5:00 PM								Add or Delete Row	Sort	Exam Type Click to Select	Exam Purpose	% of Final Score	T-Score	Dimension Names and Weights	Existing/ New/ Revised/ Rented (first day of exam)	Audit			Written Exam	Weight	40			City owned test	5/6/2013			Performance Exam	Weight	60			City owned test	6/14/2013			Final	Rank					
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Step	Action
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6. You have navigated to the Notice Editor window. You can type your notice directly into the **Message** text box. However, we encourage you to prepare your notice template in MS Word first and paste it into the JobAps text box.



To the right of the text box, notice the list of data fields that can be selected and placed in the template. You must use at least one of these data fields in your template.

In the lower part of the page, the **Send-To-List** displays the names of the applicants selected previously from Summary View. If there is an applicant you do not wish to notice, you can move them to the **Exclude List** by using the arrows.





buttons move only the *highlighted* applicant between lists (one at a time).




buttons move the entire list on one side to the other.

Note: You may sometimes find that the “Send-To List” is actually empty despite your Summary View having shown results. This is often due to another action being performed between the time you clicked Summary View and then clicked on Send Notices, causing JobAps to no longer connect the data. If this happens, close the message editor, re-run Summary view and click Send Notices again.



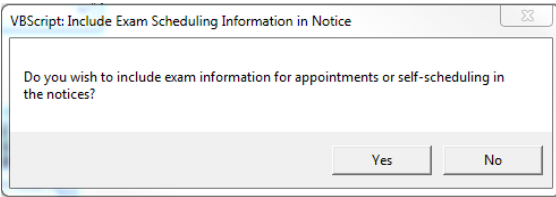
Step	Action
7.	<p>The merge data fields are separated into sections. Please see below for some useful information about each section:</p> <p>Common – Fields that are either determined by JobAps to be common to notices or simply do not fall into other categories. Common Uses: Current Date, Scheduling links, CCSF Logo, Cert Rule (number only), Department, Job Announcement Link, O-type exam (Oral/Performance) scheduling information, W-type (written) exam scheduling information, Promo Points and Veterans Points.</p> <p>Profile – Applicant data. Includes EasyID and contact information.</p> <p>Application – Job specific data. Includes Job Title, Job Number, Recruitment Number values separated by RecruitNum1 (recruitment type), RecruitNum2 (class code) and RecruitNum3 (list ID), Application Date and Deadline.</p> <p>Job – Recruitment specific data. Includes analyst contact information, Job Announcement Link, Job title, and specialties, Cert Rule (number only), Eligible List info</p> <p>Review – Applicant Review data. Includes examination scores, Final Score, Rank, Notice information (application review), Promo Points and Veterans Points.</p> <p>Cert List – Cert specific data. Includes ReqID, Cert Code Link and Cert Expiration Date.</p>
8.	<p>To add a data field to the template, put the cursor where you want the data field to appear in your notice and click the data field(s) you want to place in the template. Make sure to keep proper formatting, such as spaces, between consecutive merge fields so that the data does not run together when merged.</p> 
9.	<p>After you complete your template, click the Save As New button.</p>  Save As New


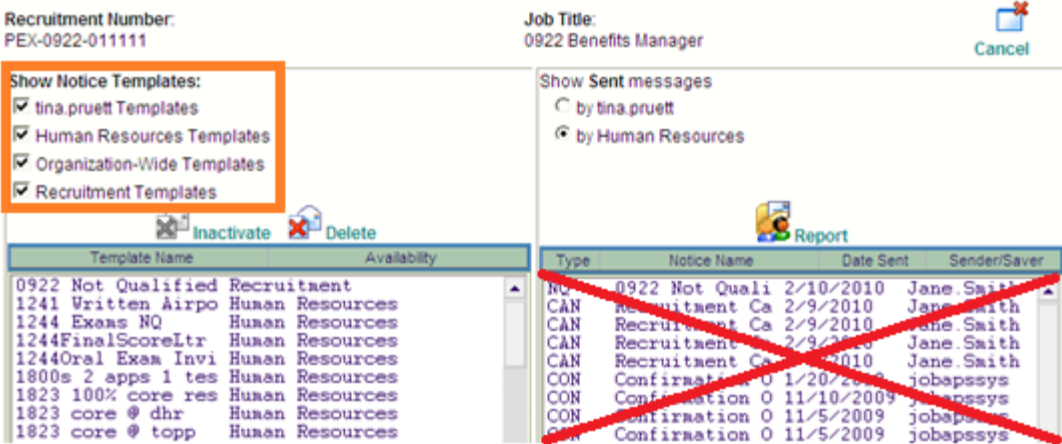





Step	Action
10.	<p>Create a name for the template.</p> <p>Enter the desired information into the Template Name field. Use the Notice Type field to create a Notice Type (this will show in the applicant record). Notice Types are abbreviations (2-4 characters) of the purpose of the notice. For example, NQ, EXAM, and ER would indicate the notice was for not qualified, exam scheduling, or final results with eligible list rankings respectively.</p> <div data-bbox="191 598 581 667" style="border: 1px solid #ccc; padding: 5px;"> <p>Template Name: <input style="width: 150px;" type="text"/></p> <p>Notice Type: <input style="width: 30px;" type="text"/></p> </div> <div data-bbox="191 695 1230 890" style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p><input checked="" type="radio"/> Save as Template.</p> <p>Choose one of the following template types:</p> <ul style="list-style-type: none"> <input type="radio"/> Recruitment Template (PEX - 0922 - 011111) <input type="radio"/> Tina.pruett Template <input type="radio"/> Human Resources Template <input type="radio"/> Organization-Wide Template <div style="float: right; font-size: small; padding-top: 10px;"> <p>Save the message so you can use this as a template to create and send messages over and over.</p> </div> </div> <div data-bbox="198 915 440 953" style="margin-top: 10px;"> <p> Save Cancel </p> </div> <p>Note1: JobAps will not save templates using the same name as a previously created template. Therefore, saving a template specific to a recruitment using a name like “1406 NQ” is not recommended as that name wouldn’t be able to be used again later. It is best to incorporate the last 6 digits of the recruitment ID into the template name to ensure uniqueness between different recruitments.</p> <p>Note2: Utilize the Notice Type codes to differentiate between different notices sent. This will allow you to easily check applicants to ensure that everyone received the notice or to easily search in the future for the last notice received. Using the job code, such as “1244,” as the Notice Type for all 1244 notices does not assist you in any way.</p>



Step	Action
11.	<p>You have the option to save the template as a:</p> <ul style="list-style-type: none"> - <i>Recruitment Template</i> – available for selecting only when in this specific recruitment - <i>User Template</i> - available for selecting only by your User ID - <i>Department Template*</i> - available to anyone with access to your department <p>*Only department super users have access to create department templates. These templates should be created and saved for notices that are common for your department and will be re-used often. Department templates can only be edited by super users as well. Therefore, regular users will need to save the template as their own in order to edit the notice.</p> <p>For regular users, notices that you plan to use frequently are best saved under your user template. All other notices are best saved under the recruitment so as not to clog up your search results and to make filtering easier. Note that if you save something under a recruitment template, you must be under that recruitment in order to retrieve it. If you want to use it for another recruitment, you will need to find it under the original recruitment, copy it and paste it into the editor of the new recruitment.</p>
12.	<p>Click the Save button.</p> 
13.	<p>The system returns to the Send Notice window after the template is saved.</p>
14.	<p>IMPORTANT!! <u>The Notice Editor in JobAps does NOT work like Microsoft Word.</u> After saving a notice, you must immediately go retrieve the notice <i>first</i> before making additional edits. Failing to do this will result in updates being made on the <i>original</i> template and not the one you just saved.</p> <p>Proceed to Editing An Existing Template (Step 6) to complete editing and sending the notice.</p>





Editing an Existing Template

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3.	<p>Select the Summary View of Applicants by clicking the Summary button. </p> <p>Check the Summary View screen to make sure it includes the correct candidates. If an error was made, fix your filtering criteria and click Summary again. Failure to reload the Summary view will result in notices being sent to the original search of candidates.</p>																																																												
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Step	Action
6.	<p>On the Notice Editor screen, click the Choose Notice button.</p>  Choose Notice
7.	<p>From here you can filter the templates available by de-selecting the boxes in the Show Notice Templates box. Do NOT select notices for editing/sending from the “Show Sent Messages” box. You may use this box for retrieving notices for copying purposes – but if you send out from that part of the screen it will include the notice title within the letter.</p> 
8.	<p>Once you have located the template that you want to use, select it and click on the Choose Notice Template button.</p>  Choose Notice Template <p>This will return you to the Send Notice window with your notice populated in the editor. From here you can edit your template to be specific for your recruitment.</p>
9.	<p>If you are editing the template, that you wish to save to, click on the  Update button to save changes to this template (Skip to Step 15).</p> <p>However, if you are choosing an old template to edit and want to save it as a new template, click on the  Save As New button.</p>






Step	Action
10.	<p>Create a name for the template.</p> <p>Enter the desired information into the Template Name field. Use the Notice Type field to create a Notice Type (this will show in the applicant record). Notice Types are abbreviations (2-4 characters) of the purpose of the notice. For example, NQ, EXAM, and ER would indicate the notice was for not qualified, exam scheduling, or final results with eligible list rankings respectively.</p> <p>Template Name: <input type="text"/></p> <p>Notice Type: <input type="text"/></p> <div data-bbox="191 695 1227 890"><p><input checked="" type="radio"/> Save as Template.</p><p>Choose one of the following template types:</p><ul style="list-style-type: none"><input type="radio"/> Recruitment Template (PEX - 0922 - 011111)<input type="radio"/> Tina.pruett Template<input type="radio"/> Human Resources Template<input type="radio"/> Organization-Wide Template<p>Save the message so you can use this as a template to create and send messages over and over.</p></div> <p> Save  Cancel</p> <p>Note1: JobAps will not save templates using the same name as a previously created template. Therefore, saving a template specific to a recruitment using a name like “1406 NQ” is not recommended as that name wouldn’t be able to be used again later. It is best to incorporate the last 6 digits of the recruitment ID into the template name to ensure uniqueness between different recruitments.</p> <p>Note2: Utilize the Notice Type codes to differentiate between different notices sent. This will allow you to easily check applicants to ensure that everyone received the notice or to easily search in the future for the last notice received. Using the job code, such as “1244,” as the Notice Type for all 1244 notices does not assist you in any way.</p>

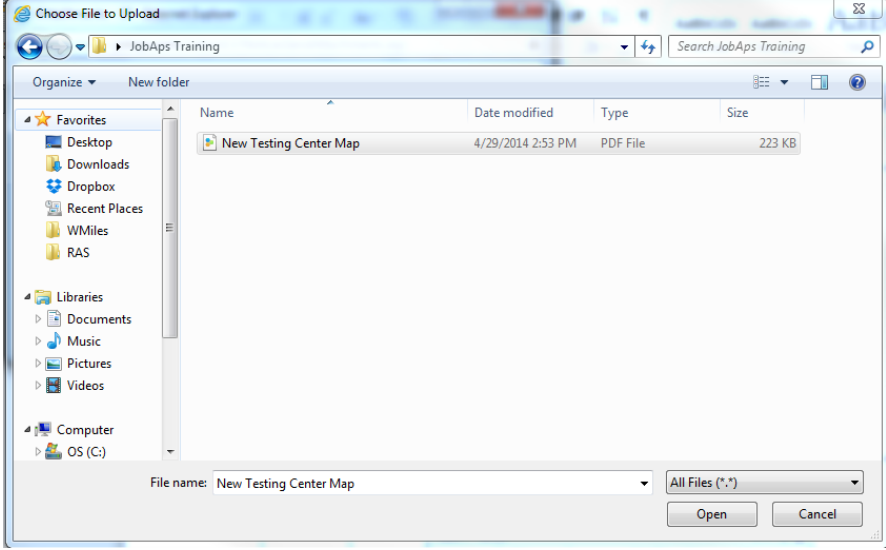

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12.	<p>Click the Save button.</p> 
13.	<p>The system returns to the Send Notice window after the template is saved.</p>
14.	<p>IMPORTANT!! <u>The Notice Editor in JobAps does NOT work like Microsoft Word.</u> After saving a notice, you must immediately go retrieve the notice <i>first</i> before making additional edits. Failing to do this will result in updates being made on the <i>original</i> template and not the one you just saved.</p> <p>Proceed to Editing An Existing Template (Step 6) to complete editing and sending the notice.</p>
15.	<p>Use the Preview button to preview the notice before you send it. You must select a candidate from the Send-To List in order to preview the notice for that candidate. It is recommended to check a few people before sending to ensure merge fields are working correctly.</p> 
16.	<p>Click the Close button after you finish previewing the notice. </p>
17.	<p>If upon previewing you want to make changes to the notice, make the changes in the text editor and click the  Update button. Preview the notice again to make sure it looks correct now. Edit your notice and repeat this step as many times as necessary until your notice is finalized and ready to send.</p>


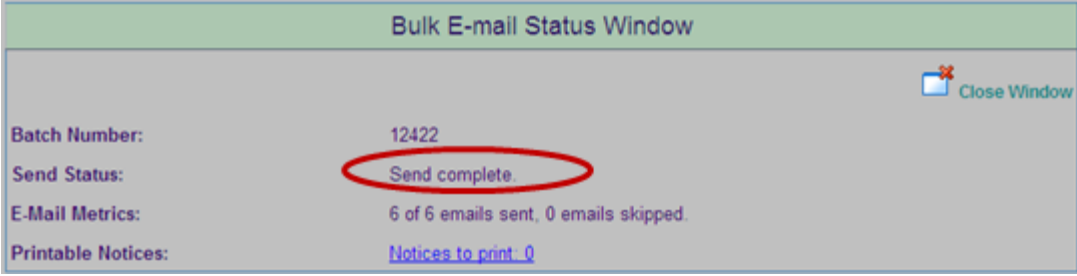

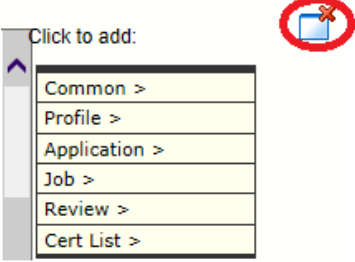
Sending the Notice

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1.	<p>When you are done previewing your notice and the notice is finalized, make sure that all candidates you want to send to are in the Send-To List side of the notice editor. Exclude anyone who should not receive the notice.</p> <p>Message: char count: (8000 character limit)</p> <p>Click to add:</p> <ul style="list-style-type: none"> Common > Profile > Application > Job > Review > Cert List > <p>Choose Notice Clear Save As New Spell Preview Ready to Send Notices Print Notice</p> <table border="1"> <thead> <tr> <th colspan="4">Send-To List</th> <th colspan="4">Exclude List</th> </tr> <tr> <th>Last Name</th> <th>First Name</th> <th>Disp</th> <th>Date Appl</th> <th>Last Name</th> <th>First Name</th> <th>Disp</th> <th>Date Appl</th> </tr> </thead> <tbody> <tr><td>AUSTIN</td><td>AUGUST</td><td>SW</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>AUSTIN</td><td>AUGUST</td><td>MMQ</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>DAVIS</td><td>DECEMBER</td><td>SW</td><td>11/13/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>DAVIS</td><td>DECEMBER</td><td>MMQ</td><td>11/13/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>FLETCHER</td><td>FEBRUARY</td><td>SW</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>GIMAT</td><td>FORREST</td><td>NQ</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>GIRMA</td><td>ELRAE</td><td>AS</td><td>11/30/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>JAMES</td><td>JUNE</td><td>NQ</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>JAMES</td><td>JUNE</td><td>SUB</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>JOHNSON</td><td>JULY</td><td>NQ</td><td>11/05/2009</td><td></td><td></td><td></td><td></td></tr> <tr><td>LITTLE</td><td>KATE</td><td>SW</td><td>11/04/2009</td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p> buttons move only the <i>highlighted</i> applicant between lists (one at a time). buttons move the entire list on one side to the other. </p>	Send-To List				Exclude List				Last Name	First Name	Disp	Date Appl	Last Name	First Name	Disp	Date Appl	AUSTIN	AUGUST	SW	11/05/2009					AUSTIN	AUGUST	MMQ	11/05/2009					DAVIS	DECEMBER	SW	11/13/2009					DAVIS	DECEMBER	MMQ	11/13/2009					FLETCHER	FEBRUARY	SW	11/05/2009					GIMAT	FORREST	NQ	11/05/2009					GIRMA	ELRAE	AS	11/30/2009					JAMES	JUNE	NQ	11/05/2009					JAMES	JUNE	SUB	11/05/2009					JOHNSON	JULY	NQ	11/05/2009					LITTLE	KATE	SW	11/04/2009				
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2.	<p>When you are ready to send the notice, click the Ready to Send Notices button.</p> <p><u>IMPORTANT:</u> NEVER click on the Print Notices button. If you need to print out a notice for visual editing purposes, preview the notice and print from the preview screen. Clicking on “Print Notices” assumes that you plan to send message via US Mail and provides a copy of the notice in the applicant’s account online.</p>																																																																																																								



Step	Action
3.	<p>Use the Subject field to enter the subject line for the email notice. Type in the text you want as the subject for the email message. A good practice is to include the class number and title along with something indicating the purpose of the notice. For example 0922-Benefits Manager Exam Results. If sending notices for PBTs, it may be necessary to include the full recruitment number to help differentiate between other PBTs in the same classification.</p> <p>Subject:</p> <input data-bbox="191 541 722 594" type="text" value="0922-Benefits Manager Exam Results"/>
4.	<p>If you need to supply attachments as part of your notice, use the  Upload Attachments button to attach a file to this notice. Skip to Step 10 if you are not including any attachments.</p>
5.	<p>A new window will open with a three step file attachment process. Click the Browse... button to search for and select the file you want to attach.</p> <div data-bbox="185 835 948 932" style="background-color: yellow; padding: 5px;"><p>Directions:</p><ol style="list-style-type: none">1. Click "Browse" to select a file from your hard drive2. Click "Attach" -- repeat for each file to attach3. When finished, click "Done"</div> <div data-bbox="1019 835 1143 884" style="text-align: right;"> Close</div> <div data-bbox="196 1052 1003 1241" style="margin-top: 20px;"><p> Select File(s) to Upload:</p><div style="border: 1px solid gray; padding: 5px; display: flex; align-items: center;"><input style="width: 350px; height: 20px;" type="text"/><input type="button" value="Browse..."/> (1)</div><div style="display: flex; justify-content: space-around; margin-top: 10px;"><div style="border: 1px solid gray; padding: 5px 15px;"><input type="button" value="Attach"/> (2)</div><div style="border: 1px solid gray; padding: 5px 15px;"><input type="button" value="Done"/> (3)</div></div></div>

Step	Action
6.	<p>Navigate to the location on your computer or shared drive where the file you want to attach is located.</p>  <p>In this example, <i>New Testing Center Map</i> is the file to be uploaded.</p> <p>Once your attachment file is selected, click the Open button.</p>
7.	<p>Now attach the selected file to the notice by clicking the Attach (2) button.</p> <p>Files Attached: New Testing Center Map.pdf</p> <p>Repeat steps 5-7 for all attachments you need to provide with your notice. Be careful not to attach too many or too big of attachments as some e-mail servers may not allow for large attachments. Do not click the Done button until all files are selected. If you forget a file, you will need to attach all of the files again.</p>
8.	<p>Once you have selected and attached all files to this notice, use the Done (3) button to leave this screen.</p>
9.	<p>Back in the Send Notice screen, the uploaded document(s) will display above the Upload Attachments button.</p> <p>Files Attached: New Testing Center Map.pdf</p> 

Step	Action
10.	When you are ready to send the notices, click the  Send Email button.
11.	<p>The Bulk E-mail Status Window will display the status of the email transmission. The system will generate printable notices for applicants without an email address.</p>  <p>Be sure you receive the "Send complete" message for the Send Status field before closing this window.</p>
12.	<p>Click the  Close Window button.</p> <p>A confirmation message appears to confirm that you want to close the window. Click the OK button.</p>
13.	<p>To return to the Summary view, you will need to close the Send Notices window.</p> <p>Click the Close Window button.</p>  <p>A confirmation message appears to confirm that you want to close the window. Click the OK button.</p>
14.	<p>After sending the notices, you should receive an e-mail from JobAps as a receipt of the notices delivered to applicants. This will list applicants to whom the notice was sent as well as a copy of the first candidate's e-mail. The receipt will also include a list of candidates, if any, to whom the notice was not delivered. (This is rare.) If any candidates show here, you will need to either contact the DHR administrators to attempt to activate the candidate's e-mail access or send their notice via US Mail.</p>