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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.



## Generate a Job Announcement

### Planning Your Announcement

#### Announcement Preparation

City and County of San Francisco recruitment announcements should be informative, easy to read, and should contain consistent general content in a standard format. Often job announcements contain so much information that it can be difficult to discern essential information from that which is of less importance. Essential information should be described completely, and information of lesser importance, or information only needed by certain applicants, should be cited with links to reference websites.

- Please make sure that your Recruitment Planner for your recruitment has been created before generating an announcement. **The announcement will not appear online if it is created prior to the Recruitment Planner.** While the RTF process tentatively assigns a recruitment number upon submission, the recruitment number may change, and ultimately will not be available in JobAps until final DHR approval is received. Departments are permitted to begin a recruitment process in advance of Mayor's Office and/or Controller's Office approval. However in the event the position request is not approved by the Mayor's Office or the Controller's Office, you will not be able to appoint an employee to the position.
- You may paste text into JobAps from Microsoft Word or you may save your Word document in Notepad as a .txt file and then copy and paste the .txt file into JobAps. Pasting text from Notepad will strip the document of any coding that may cause formatting issues. Please note, many formatting issues arise when pasting your announcement from Microsoft Word into JobAps.
- Place text into specific sections in JobAps, i.e., Introduction, Minimum Qualifications, How to Apply, Selection Procedure and Conclusion.
- We recommend that you don't enter a job posting date in the Recruitment Planner before the announcement and any other requirements (such as a supplemental questionnaire) are finalized – doing so could cause your announcement to go live before intended.

**ESTABLISHING THE POSTING AND FILING PERIODS** - All permanent announcements must be posted a minimum of five business days, and any classification designated as a promotional class must be posted for a minimum of ten business days. The duration of a recruitment period may vary from a minimum of one day up to four weeks or more. Recruitment duration must fulfill the minimum required by Civil Service Rules. An analysis of the applicant pool at the end of the recruitment period may lead the analyst to extend the recruitment via an amended announcement. Large volume recruitments typically have a shorter filing period.

Filing deadlines should be set at the end of the business day: 5:00 PM on the closing date. Closing the announcement on weekends or outside of business hours increases the likelihood of applicant complaints for not being able to contact someone with questions or for password



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retrieval. Additionally, system updates are typically performed after business hours and could affect your applicant pool should scheduled maintenance interfere with the application process.

If the recruitment is for a specialty occupation where there are few openings and a lengthy and extensive recruitment is planned, the filing period may be noted as Continuous. However, the earliest possible closing date should be stated on the announcement for informational purposes. For example: “File immediately. Applications will be accepted until a sufficient number of applications have been received. Receipt of applications may be close at any time, but no earlier than (insert date).”

### Announcement Content

Narrative elements of the job announcement need to be entered into their respective JobAps fields:

- Introduction – This typically is where the position description and working conditions are entered.
- Minimum Qualifications – The required education and/or experience needed
- How to Apply – Application instructions, additional requirements and contact information
- Selection Plan/Procedures – Breakdown of selection procedures, cert rule, eligible list duration
- Conclusion – Other related information (appeal rights, veteran’s preference, promo points, ADA accommodations, etc.)

Please do not load all information into the Introduction section and leave the remaining sections blank. This doesn’t look visually pleasing to an applicant and is actually more difficult to fix formatting if you need to edit your announcement.

### **INTRODUCTION**

- **POSITION DESCRIPTION** – Include essential functions (description of duties identified through job analysis). If the job family is flexibly staffed from the entry to the journey level without an additional civil service examination process, consult your team leader for appropriate language to describe the specific flexible staffing situation for entry announcements.
- **WORKING CONDITIONS** – If there are unusual work hours, or work locations outside of San Francisco, or other unusual features of the job (e.g., working in confined spaces, bilingual requirements, etc.) these should be listed here.

### **MINIMUM QUALIFICATIONS**

**The Minimum Qualifications must be consistent with the class spec.** This section may also include information to indicate:

- alternative ways (substitutions) of meeting the requirements
- special requirements for certain positions
- specific experience which will not be accepted
- if a date other than the final filing date will be used to determine possession of MQs
- language regarding verification of minimum qualifications



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If appropriate, candidates may be allowed to participate in the exam and be placed on the eligible list conditionally (under waiver of referral, until proof of possession of requirements is presented.) This must be noted on the announcement.

The minimum qualifications may be different from the class spec only on a PBT announcement in which the position being recruited for has special conditions. It must be stated in this section that the minimum qualifications indicated differ from the usual minimum qualifications of this classification due to a special condition.

### **HOW TO APPLY**

The language of this section specifies appropriate ways of submitting an application and provides details about confirming the application was received. Also indicate any additional materials that are required to be submitted in addition to the application. **The name and contact information of the analyst in charge of the recruitment is required to be specified in this section of the announcement.**

- **VERIFICATION** – Verification language can be stipulated in either the *Minimum Qualifications* or *How to Apply* section depending on what makes the most sense for your recruitment. If posting in the *Minimum Qualifications* section, and if verification is required at the time of application, make sure to reference it in the *How to Apply* section as well since it is a part of applying.

If you are requiring verification, make sure to indicate all information on the announcement as to how verification may be submitted and the deadline for submitting. For example, provide an e-mail address if allowing verification via e-mail, a fax number if allowing via fax and/or an address if allowing mail and/or hand-delivery. **Unless you are only requiring a resume or cover letter (a document created and saved on a computer), you should always provide alternative methods of acceptance other than uploading to the application as there is a 1MB limit on each file attached to the application and many candidates do not have scanners at home.**

### **SELECTION PLAN / PROCEDURES**

The selection procedures of the recruitment should be specified in this section. For permanent recruitments, a breakdown of all examination components should be provided including the weight of each component. Each component should indicate the KSAs being tested in the examination and what type of examination is being administered. If you have multiple components, it should be specified that you must pass one component to move onto the next one.

- **CERTIFICATION RULE** – The certification rule must be indicated for permanent announcements. The certification rule is Rule of Three Scores by default unless the union has provided in writing permission of an expanded cert rule.
- **ELIGIBLE LIST** – Information about the eligible list should be provided here including length of list. For PBTs, additional language should be included about possible borrowing by other departments with a link back to the list of budgeted positions.



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### **CONCLUSION**

Any additional reference materials should be provided to applicants in this section, as applicable, such as:

- Information about ADA Accommodations (<http://www.sfdhr.org/index.aspx?page=20#applicantswithdisabilities>);
- Veteran's Preference (<http://www.sfdhr.org/index.aspx?page=20#veteranspreference>);  
Seniority Credit (<http://www.sfdhr.org/index.aspx?page=20#senioritycredit>);
- General information about CCSF Policies and Procedures (<http://www.sfdhr.org/index.aspx?page=20>);
- Information that copies of application materials will not be returned;
- Right to work;
- Terms of Announcements and Appeal rights: PBT and CBT have different appeals rights language. Please make sure to use the right one.

### Standardized Text for All Job Announcements

Use the text box drop down menu to insert the current required language for all job announcements. This is maintained by DHR and will ensure that your announcement contains the required elements. Please note that when using the text box drop down menu, the language will be added to the very end of the section you are editing, and will need to be cut and pasted to where you want it to be located. More information about this feature is provided in the next section.

## Creating an Announcement

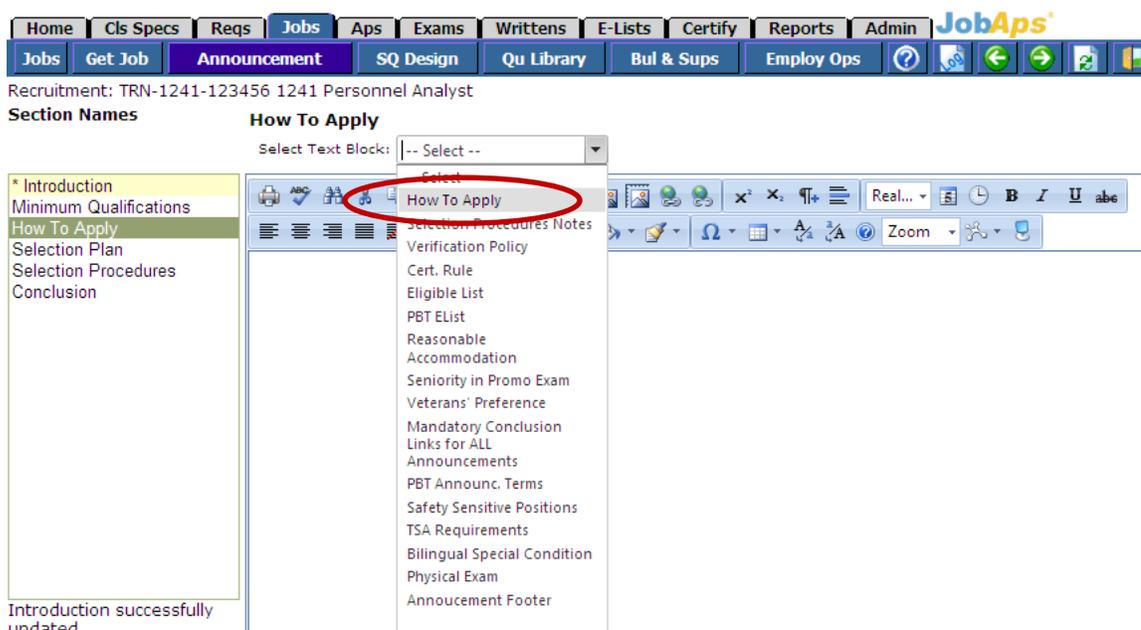
Step	Action
1.	<p>Click the <b>Jobs</b> tab.</p>
2.	<p>Click the <b>Announcement</b> subtab.</p>
3.	<p>Select the Recruitment Number using the <b>Chooser</b> icon.</p> <p>Select the bubble that corresponds with your recruitment, and click the <b>SELECT</b> button.</p>
4.	<p>Click the <b>GO</b> button.</p>





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Step	Action
10.	Click the <b>Save</b> button. 
11.	<p>You can use the text blocks feature to add standard template language that is required for all announcements for the <b>How To Apply, Selection Procedures, and Conclusion</b> sections.</p> <p>To add a text block, select the appropriate text block from the drop down menu above the announcement builder.</p>



12.	<p>The text block will be entered into your announcement <u>builder at the end of the current section</u>. If you accidentally select the wrong block, you can delete it and start over. You can always add additional information, or customize the language to be specific to your department and/or recruitment.</p> <p>The text in text blocks is managed and maintained by DHR, so it is a great way to ensure that you are using the most recent language and required text to build your announcements. <b>It is important to note that announcements are audited by DHR staff, and if you are not using the most recent required language, you will be asked to amend your announcement.</b></p>
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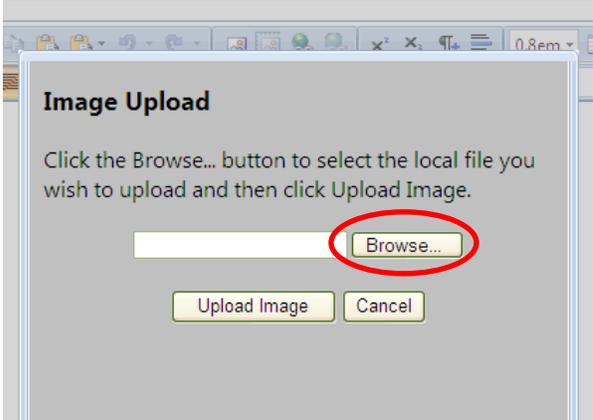
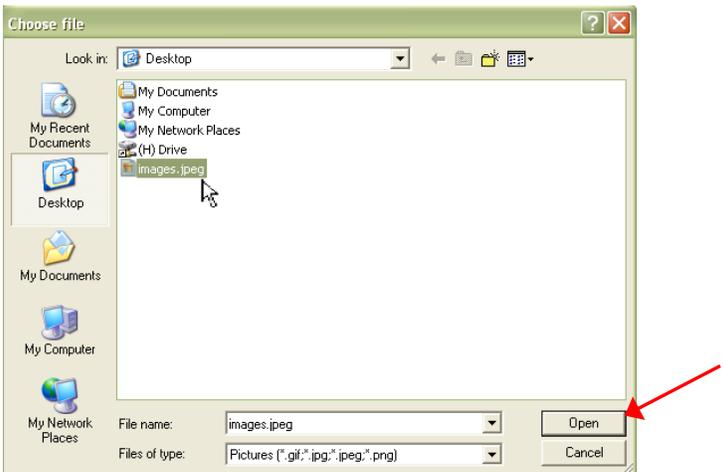
Step	Action
13.	<p>Some text blocks contain text that will need to be edited.</p> <p>For example, the “How to Apply” text box contains required language with contact information for the exam analyst. When you select this text box, you will need to remove the placeholders and provide your name and contact information.</p> <p style="color: red; font-size: small;">If you have any questions regarding this recruitment or application process, please contact the exam analyst, NAME, by telephone at PHONE, or by email at EMAIL.</p> <hr style="border: 0.5px solid blue;"/> <p>To do this, simply delete the placeholder text and type in your own information.</p>
14.	<p>Repeat <a href="#">steps 7-13</a> until you have completed the following announcement sections:</p> <ul style="list-style-type: none"> <li><b>Minimum Qualifications</b></li> <li><b>How To Apply</b></li> <li><b>Selection Procedures</b></li> <li><b>Conclusion</b></li> </ul>
15.	<p>Once you have saved your content into the Job Announcement sections you should preview the information.</p> <p>Click the <b>Preview</b> button below the text editor box. (The preview button within the text editor is not an accurate view of your announcement.)</p> <p><a href="#">Preview</a></p>
16.	<p>Please note that the open and filing deadline dates will not be shown until they are entered in the recruitment planner.</p> <p>The <b>Apply</b> link will not be shown until the announcement goes live.</p> <p style="color: red; font-weight: bold;"><u>DO NOT SHARE THE FULL PREVIEW WEB ADDRESS OF THE ANNOUNCEMENT TO APPLICANTS.</u> This Link provides Admin viewer rights and allows a person to test the application through an apply link at the bottom of the page. If you provide this link to applicants, you will not be able to limit the time periods in which they can apply. <u>Make sure to remove &amp;View=Admin&amp;Test=Y</u> from the web address if sharing the announcement with hiring managers or applicants.</p> <p style="font-size: small; color: blue;"><a href="http://www.jobaps.com/SF/sup/BulPreview.asp?R1=PEX&amp;R2=0923&amp;R3=062670&amp;Viewer=Admin&amp;Test=Y">http://www.jobaps.com/SF/sup/BulPreview.asp?R1=PEX&amp;R2=0923&amp;R3=062670&amp;Viewer=Admin&amp;Test=Y</a></p> <p>To be safe, you can also use the Share button in the planner, which will provide an announcement that does not include Admin functions.</p>

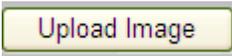
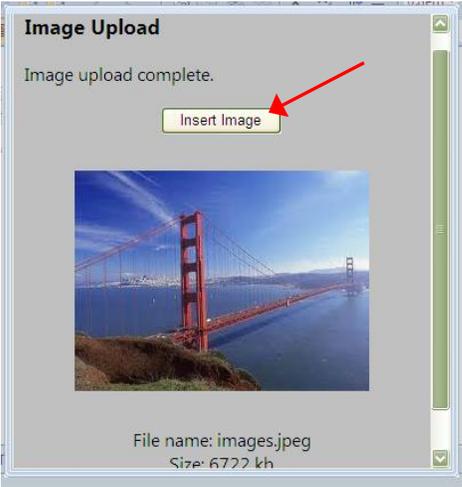
## Inserting Graphics

### Inserting Graphics from the Web

Step	Action
1.	<p>Place your cursor on the spot in your announcement where you would like to insert the image.</p> 
2.	<p>Browse the internet to find the image that you would like to insert. Only insert images, such as department logo, that are relevant to your recruitment. Place the cursor on top of the graphic, right-click and select <b>Copy</b>.</p>
3.	<p>Return to the JobAps announcement. Place your cursor on the spot in your announcement where you would like to insert the image. Right-click and select <b>Paste</b>.</p> 
4.	<p>Click the <b>Save</b> link. <a href="#">Save</a></p> <p><b>Note:</b> Copying and pasting pictures, or linking to pictures on other websites through HTML, is risky as the image may eventually be deleted from the website you have copied from. It is recommended that you instead upload an image using the procedure in the next section.</p>

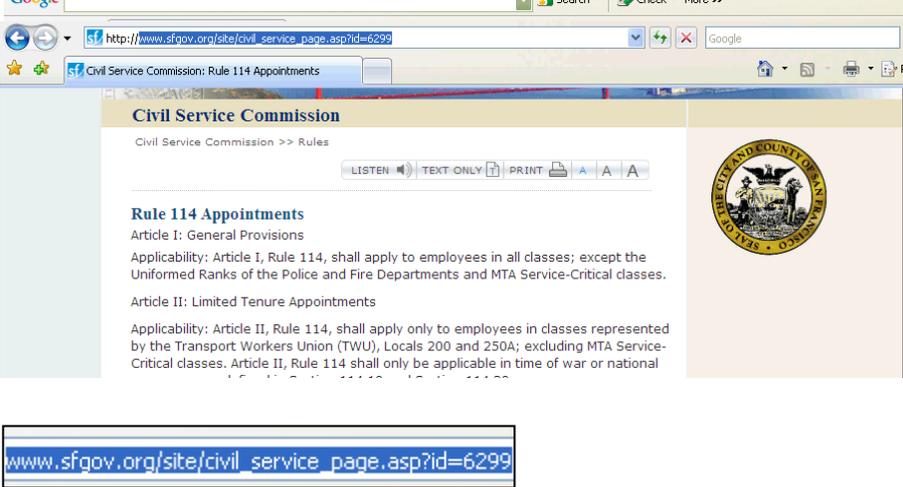
**Inserting Graphics from a File on Your Computer**

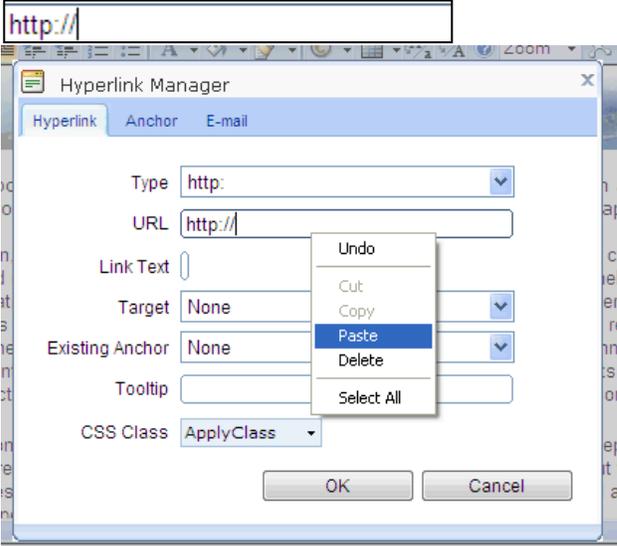
Step	Action
1.	Place your cursor on the spot in your announcement where you would like to insert the image.
2.	Click on the <b>Upload &amp; Insert Image</b> shortcut on the menu.  <b>Introduction</b>  
3.	Click on the <b>Browse</b> button in the pop-up window.  
4.	Locate the image file on your computer.    Once the file name appears in the “File Name” box, click on <b>Open</b> .

Step	Action
5.	Click on the <b>Upload Image</b> button. 
6.	<p>A preview of the image file that you just uploaded will appear.</p>  <p>If you have selected the correct file, click on the <b>Insert Image</b> button.</p>
7.	<p>Your image will now be inserted into the announcement. You can format it and continue editing the announcement.</p> 



## Inserting a Hyperlink

Step	Action
1.	Highlight the desired text you wish to change to a hyperlink. In this example, we will highlight “Provisional Appointment:” 
2.	Click the <b>Hyperlink Manager (CTRL+K)</b> button. 
3.	Open the web page you want to link to in your job announcement in a separate window (or tab) and highlight the web address. 
4.	Press <b>Ctrl + [C]</b> or right-click and select <b>Copy</b> from the dropdown menu.

Step	Action
5.	<p>Return to the JobAps application and the Hyperlink Manager window, and click in the <b>URL</b> field. (Delete the <b>http://</b> if you copied that part of the web address in step 4.)</p>  <p>Click the <b>Paste</b> list item <i>or</i> Press <b>Ctrl + [P]</b>.</p>
6.	<p>Click in the <b>Target</b> field.</p>  <p>It is best if the web page you link to opens in a <b>new window</b> so that candidates can easily return to the job announcement.</p> <p>Click the <b>New Window</b> list item.</p> 
7.	<p>Click the <b>OK</b> button to close the pop-up window.</p>
8.	<p>After you add your link, save your work by clicking the <b>Save</b> button.</p> 

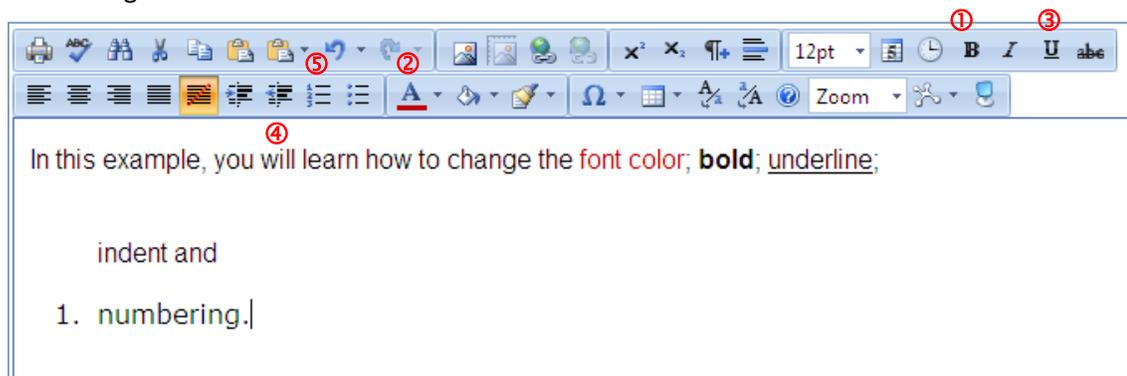
## Formatting an Announcement

Formatting is needed when:

- The content is typed directly into JobAps.
- The content is pasted from Notepad.
- The original content needs to be reformatted.

There are no rules or policies for formatting your announcement. You may want to highlight (bold) important phrases or special instructions on your announcement.

In this example, you will learn how to change the font color; bold; underline; indent and numbering.



Step	Action
1.	Left click and drag to highlight the text to be formatted. Click the <b>Bold (CTRL+B)</b> object. 
2.	Left click and drag to highlight the text to be formatted and select the desired color. Click the <b>Foreground Color</b> object and select the desired color. 
3.	Left click and drag to highlight the text to be formatted. Click the <b>Underline (CTRL+U)</b> object. 
4.	Left click and drag to highlight the text to be formatted. Click the <b>Indent</b> object. 
5.	Left click and drag to highlight the text to be formatted. Click the <b>Numbered List</b> button. 
6.	Click the <b>Save</b> button and then click the <b>Preview</b> button to preview the formatting you applied to the announcement.



## HTML Editing

### Commonly used HTML Codes

<b> bold

<i> italics

<u> underline

<center> centers text

<body> contains all the content to be displayed to user

<br> creates a single line break in a block of text

<div> divides a page into separate sections

<font> SIZE: size of the font COLOR: color of the text FACE: set the type style for text  
POINT-SIZE

<h1> defines a level 1 heading

<h2> defines a level 2 heading

<h3>  
defines a level 3 heading

<h4> defines a level 4 heading

<h5> defines a level 5 heading

<h6> defines a level 6 heading

<head> identifies the head section of document

<hr> creates a horizontal rule that might be used to delineate areas of content in a document

<html> identifies the content of the document as HTML

<p> indicates a paragraph of text  
ALIGN = LEFT | CENTER | RIGHT | JUSTIFY alignment of text within the paragraph

<li> indicates an individual item in a list



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Samples:

<h1> Sample Text</h1> (<h1> Something </h1> = <p><font size=+3> Something </font></p>)  
you will see:

Sample Text

<h2>Sample Text</h2> you will see you will see the text smaller!

Bold <B> Sample Text</B> you will see: **Sample Text**

Italic <I>Sample Text</I> you will see: *Sample Text*

Underline <U>Sample Text</U> you will see: Sample Text

Center <center>Sample Text</center> you will see: Sample text

Font Size <font size=+1>Sample Text</font> (You can increase the number, the larger the number is, the larger the text you will see.)

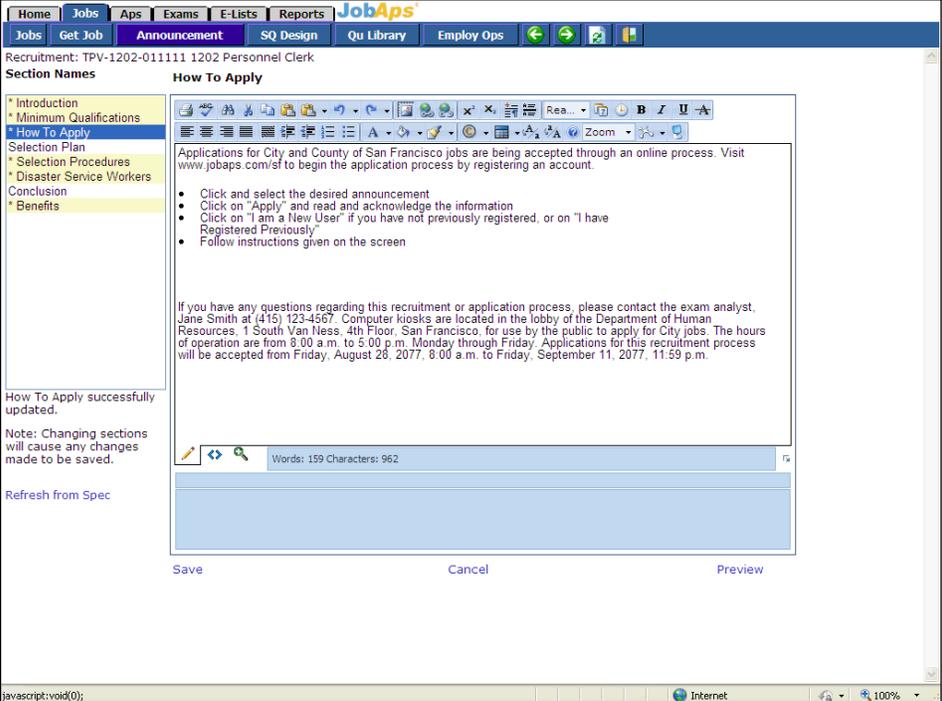
Font Color <font color="FF0000">Sample Text</font> you will see: **Sample Text**

Font Face <font face="Comic Sans MS">Sample Text</font> you will see: Sample Text (With the font face, you have to type exactly the font face name that available in your computer. If the reader has that font type installed, it will display the face of that font. If the reader does not have that font face, it will display the default fonts of the browser)

Note: You can add more than 2 tags together.

Example: <B><I><font size=+2 face="Comic Sans MS">Some Text</font></I></B> you will see: ***Sample Text***

## Fixing Formatting using the HTML Editor

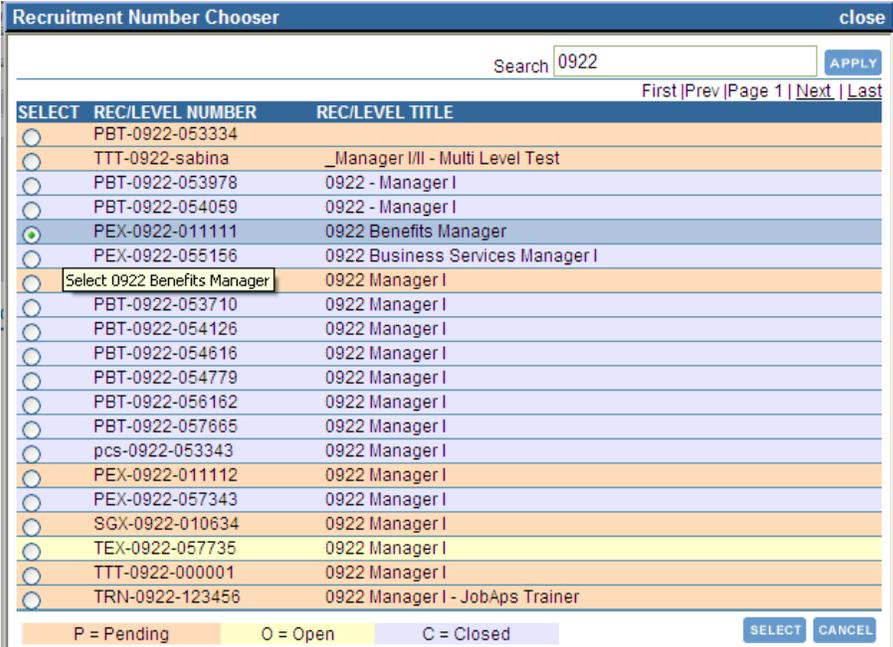
Step	Action
1.	<p>When you have problems with the format of the announcement, you can use the HTML button to clean up the formatting.</p> <p>For example, you may want to delete the extra lines after the bullets.</p> 
2.	<p>Click the <b>HTML</b> button.</p> 
3.	<p>You are now viewing the HTML coding tab. You will see your text embedded in the HTML codes. Search for the codes you want to delete.</p>
4.	<p>Click on and highlight any unwanted codes.</p> 
5.	<p>Press <b>[Backspace]</b> to delete.</p>
6.	<p>Once you have made all the changes you must save.</p> <p>Click the <b>Save</b> button.</p> 



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Step	Action
7.	HTML mode can also be useful to copy the information from a past announcement into a new one. In order to do this, first access the original announcement in JobAps.
8.	Go into the HTML mode for each section you wish to copy. Copy the HTML into a Word document.
9.	Access the new announcement in JobAps.
10.	Copy and paste the HTML into the appropriate sections of your announcement. Click the Save button immediately after pasting the HTML. Do not attempt to make edits with spacing until <i>after</i> clicking Save, as the HTML might move the information after saved.

### Inserting Job Posting and Closing Date

Step	Action
1.	Click the <b>Jobs</b> tab. 
2.	Click the <b>Jobs</b> subtab. 
3.	Click the <b>Chooser</b> to select the desired recruitment number.   <p>Select the bubble that corresponds with your recruitment and click the <b>Select</b> button.</p> 
4.	Click the <b>Plan</b> button to open the selected Recruitment Planner. 



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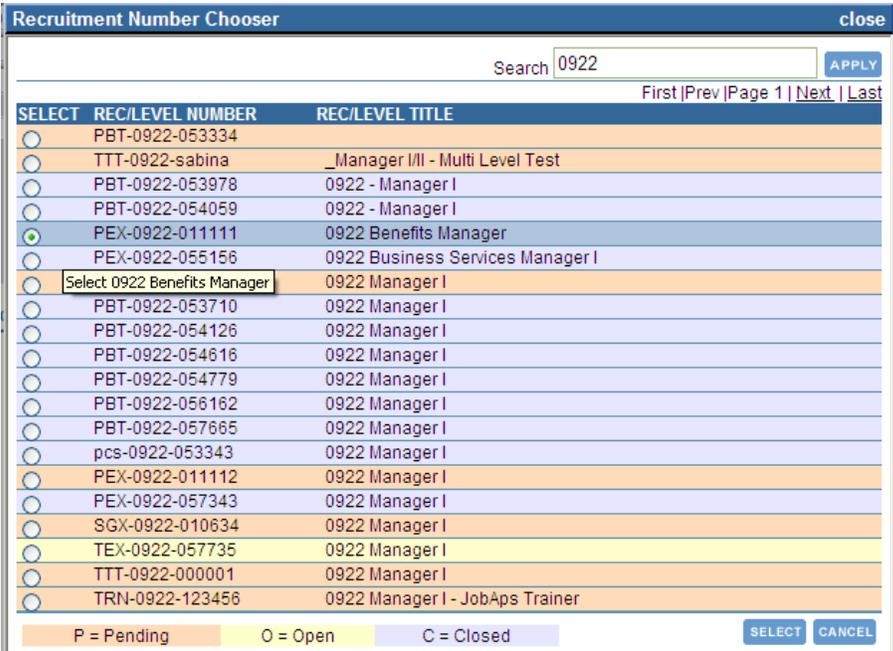
Step	Action						
5.	<p>The <b>Web Posting Date</b> is the date that the announcement will post on the website. Please be sure that your recruitment is ready to be opened before you enter a date. Leaving the date blank will save the recruitment in the system in pending mode.</p> <p>The default posting time is 8:00 am. If necessary, you may click in the field and enter a different time. This time is the time your announcement will be posted on the JobAps website.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e6f2ff; padding: 2px;"><b>Web Posting Date</b></td> <td style="border: 1px solid #ccc; padding: 2px;">08/17/2015</td> <td style="border: 1px solid #ccc; padding: 2px;">8:00 AM</td> </tr> <tr> <td style="background-color: #e6f2ff; padding: 2px;"><b>Job Open Date</b></td> <td style="border: 1px solid #ccc; padding: 2px;">08/17/2015</td> <td></td> </tr> </table> </div> <p>Interest cards will be e-mailed from the system around 10:00 PM of the web posting day.</p> <p>The <b>Job Open Date</b> field is for informational purposes. If you have to re-open an announcement, you can keep the original open date in this field. Enter the desired information into the <b>Job Open Date</b> field.</p>	<b>Web Posting Date</b>	08/17/2015	8:00 AM	<b>Job Open Date</b>	08/17/2015	
<b>Web Posting Date</b>	08/17/2015	8:00 AM					
<b>Job Open Date</b>	08/17/2015						
6.	<p><b>Job Close Date (Deadline)</b> allows you to select a closing date for your announcement or to have the announcement be continuous. Enter the desired information into the <b>Specify Job Close Date</b> field.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e6f2ff; padding: 2px;"><b>Job Close Date (Deadline)</b></td> <td> <input checked="" type="radio"/> Specify Job Close Date           <table style="display: inline-table; border: 1px solid #ccc; padding: 2px;"> <tr> <td style="padding: 2px;">08/28/2015</td> <td style="padding: 2px;">5:00 PM</td> </tr> </table>           OR           <input type="radio"/> <u>Continuous</u> </td> </tr> <tr> <td></td> <td> <input type="checkbox"/> Send Email to all Applicants on Change of Deadline         </td> </tr> </table> </div> <p>If the recruitment is open until filled or truly continuous, select the <b>Continuous</b> option.</p> <p><b>Note:</b> It is recommended that announcements close on a business day at 5:00 PM. Closing the announcement at the end of the business day helps alleviate complaints from applicants as you won't be able to assist applicants after work hours and DHR will not be able to provide UserID and Password support.</p>	<b>Job Close Date (Deadline)</b>	<input checked="" type="radio"/> Specify Job Close Date <table style="display: inline-table; border: 1px solid #ccc; padding: 2px;"> <tr> <td style="padding: 2px;">08/28/2015</td> <td style="padding: 2px;">5:00 PM</td> </tr> </table> OR <input type="radio"/> <u>Continuous</u>	08/28/2015	5:00 PM		<input type="checkbox"/> Send Email to all Applicants on Change of Deadline
<b>Job Close Date (Deadline)</b>	<input checked="" type="radio"/> Specify Job Close Date <table style="display: inline-table; border: 1px solid #ccc; padding: 2px;"> <tr> <td style="padding: 2px;">08/28/2015</td> <td style="padding: 2px;">5:00 PM</td> </tr> </table> OR <input type="radio"/> <u>Continuous</u>	08/28/2015	5:00 PM				
08/28/2015	5:00 PM						
	<input type="checkbox"/> Send Email to all Applicants on Change of Deadline						
7.	<p>Click the <b>Save&amp;Exit</b> button.</p> <div style="border: 1px solid #ccc; padding: 5px; margin: 10px 0; text-align: center;"> <span style="font-weight: bold; color: #0070c0;">Save&amp;Exit</span> </div>						

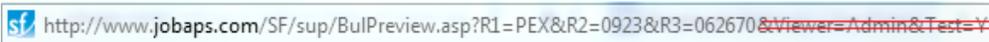


## Previewing and Printing an Announcement from the Recruitment Planner

Once an announcement has successfully been created, **View Posting** and **Print Posting** buttons will appear at the top of your recruitment planner.



Step	Action
1.	Click the <b>Jobs</b> tab. 
2.	Click the <b>Jobs</b> subtab. 
3.	Click the <b>Chooser</b> icon.   <p>Select the bubble that corresponds with your recruitment. Click the <b>Select</b> button. </p>
4.	Click the <b>Plan</b> button to open the selected Recruitment Planner. 

Step	Action
5.	<p>Click the <b>View Posting</b> button to preview your announcement.</p>  <p><b>Note:</b> If you do not see buttons at the top of the planner, your Internet Explorer has likely been upgraded recently and compatibility view settings have been lost. Please refer to the <b>JobAps - Getting Started</b> reference guide for instructions on activating Compatibility View.</p>
6.	<p>You will receive a pop-up screen with a preview to your announcement. Please note that the <b>Apply</b> link will not be shown until the announcement goes live. Click on the close window button to return to the Recruitment Planner.</p> <p>Again, this is an Admin Preview link. <b>Do not share this website address with hiring managers or applicants.</b> If you provide this link to applicants, you will not be able to limit the time periods in which they can apply. <b>Make sure to remove <u>&amp;View=Admin&amp;Test=Y</u></b> from the web address if sharing the announcement with hiring managers or applicants.</p> 
7.	<p>Click the <b>Print Posting</b> button to print a copy of the announcement only if you need a hard copy.</p>
8.	<p>A printer dialogue box will appear, once you have selected the appropriate printer, and set your print preferences, click the <b>Print</b> button.</p> 