

UCR

AP Recruit Staff Training 16-17AY

Academic Personnel Office and
Equal Employment and Affirmative Action
2016/2017AY

UNIVERSITY OF CALIFORNIA, RIVERSIDE

Agenda

- › AP Recruit Introduction
- › UCR Recruitment Process
- › AP Recruit System Overview
- › Live Demo/Hands-On Training
- › UCR Workarounds
- › Key Points to Remember
- › Equal Employment and Affirmative Action
- › Resources
- › Questions and Answers (Q & A)

AP RECRUIT INTRODUCTION

AP Recruit Introduction

- › What is AP Recruit?
- › UCR AP Recruit Timeline
- › UC Recruit Governance Structure
- › UCR AP Recruit Governance Structure
- › Security, Privacy and Confidentiality
- › Access

What is AP Recruit?

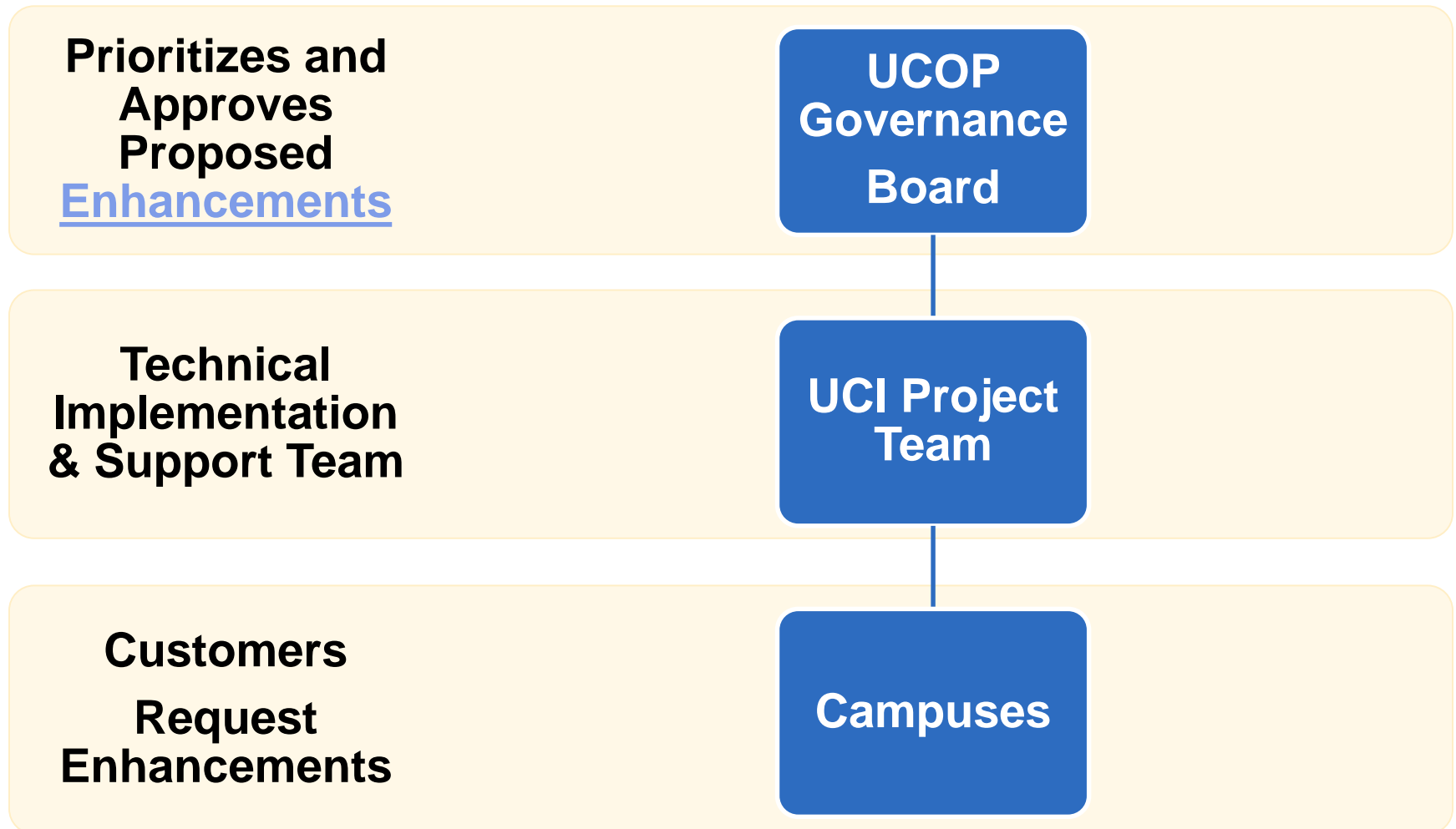
In 2011, the University of California selected UCI's AP Recruit system—used on that campus since 2006—for system-wide deployment at all 10 UC campuses.

- Recruit provides for secure online academic employment recruitment management.
- Reports are built-in to the system, providing for an easy way to create the reports that the University of California's Office of the President (UCOP) uses to ensure all campuses meet their requirements as equal opportunity employers.
- Recruit also ensures the security and integrity of all applicant, reference, and related recruitment data.

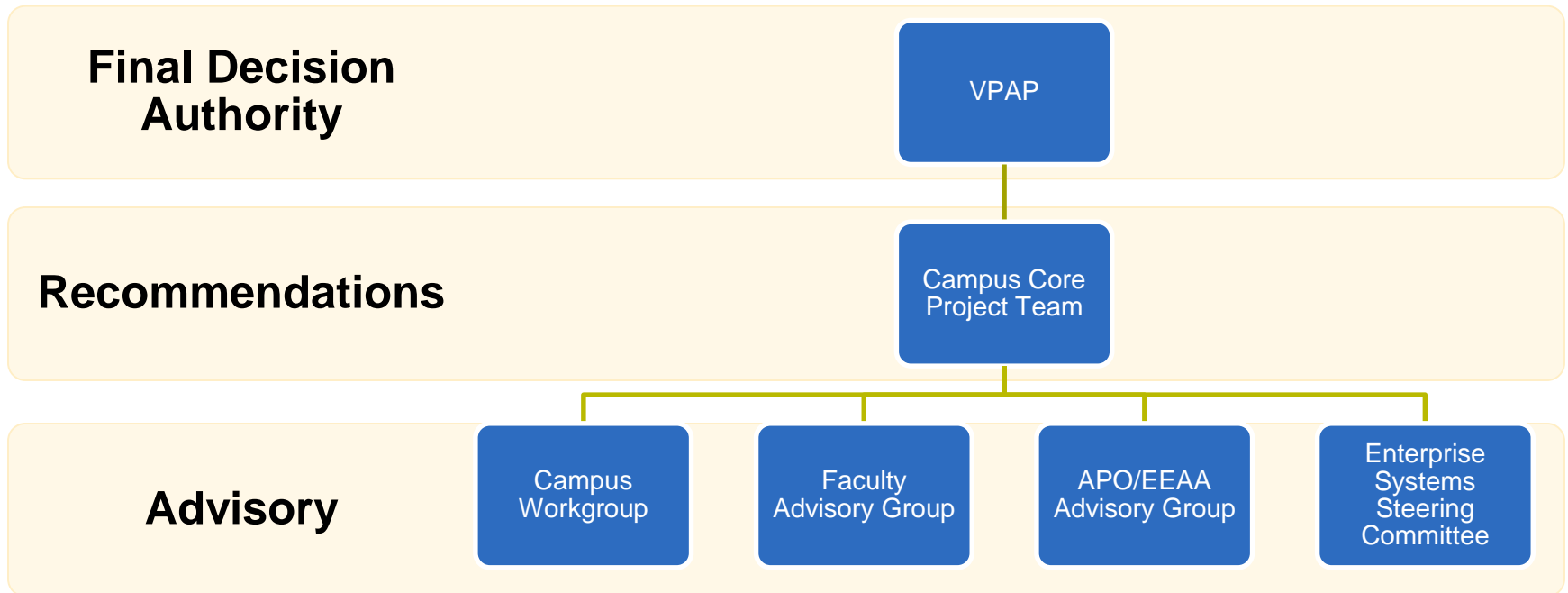
UCR AP Recruit Timeline

- › **2013-2014AY** – UCR launched a pilot deployment of the AP Recruit system which took place from September 2013 through June 2014.
- › **2014-2015AY** – UCR launched a campus-wide mandatory deployment of AP Recruit for all academic recruitments.
- › **July 1, 2014** – AP Recruit was integrated with AP Search (functionality for search plan creation and approval)
- › **August 8, 2014** – All academic recruitments must be entered and approved in AP Recruit.
- › **August 15, 2016** – Search Waiver deployed

UC Recruit Governance Structure



UCR AP Recruit Governance Structure



Security, Privacy and Confidentiality

- AP Recruit employs a number of security measures to preserve the privacy and confidentiality of applicants whose data exists within the system.
- AP Recruit requires secure (https:) connections to all users accessing the system, which prevents the possibility of data being intercepted in transmission. Additionally, AP Recruit uses Central Authentication System ([CAS](#)), Enterprise Access Control System ([EACS](#)), and role-based access to data.
- Please visit the [UCR Privacy Policy](#) web page for more information regarding privacy and confidentiality.

AP Recruit Access

Users login to AP Recruit using their UCR NetID and password. For more information on access controls to AP Recruit please see the [Gaining Access](#) page under [AP Recruit Training](#) website.

- **Staff:** In-Person training is **mandatory each fiscal year**. Access is provided upon completion of training. Access is provided through AP Recruit Administrator.
- **Search Committee + Approvers:** Online training is **mandatory each fiscal year** and should be completed prior to accessing 2015-2016 Recruitments in AP Recruit . Access is provided through the AP Recruit Analyst.

UCR RECRUITMENT PROCESS

UCR Recruitment Process

- › Resources
 - › Academic Hiring Toolkit
 - › Equal Employment and Affirmative Action (EE/AA)
- › Steps in the Process
 - › Checklist of Steps in the Recruitment and Appointment Process:
http://cnc.ucr.edu/aprecruit/process_checklist.pdf

UC Recruitment Process

UCR Academic Recruitment Process & AP Recruit

Allocation of Academic Positions	<ul style="list-style-type: none"> • Offline Process
Recruitment Plan Preparation and Approval	<ul style="list-style-type: none"> • AP Recruit
Creation of Recruitments	<ul style="list-style-type: none"> • AP Recruit
Application and Review	<ul style="list-style-type: none"> • AP Recruit
Short List Approval	<ul style="list-style-type: none"> • AP Recruit
Finalizing the Appointment	<ul style="list-style-type: none"> • Offline process
Reporting	<ul style="list-style-type: none"> • AP Recruit

AP RECRUIT SYSTEM OVERVIEW

AP Recruit System Overview

- › Features
- › Roles
- › System Workflow

AP Recruit System Overview

› Features

- › Department analysts can set up recruitments.
- › Applicants can manage and monitor their application progress.
- › References can log in and securely upload their letters of reference.
- › Faculty search committees can review applicants.
- › Self-reported diversity data is available to the proper groups.

AP Recruit Roles

- **Recruit Administrators** are the primary supporters for all other users and have the most Admin tool access and all the access rights.
- **Central AP Analysts** have access to download a CSV of applicant pool and gender/ethnicity data.
- **Diversity Analysts** (EE/AA) have access to view an application for a given recruitment, department, college or school. They can also manage (create & view) diversity reports for a given department, college or school and can download a CSV of all diversity survey responses.
- **Approvers** have access to review and approve Recruitment Plan, Recruitment Report and Shortlist Report

AP Recruit Roles

- › ***Department Analysts*** (no reports) create the recruitments for their departments. They build search committees, view and manage all applicant files, short-list the candidates and create reports that are specific to their role.
- › ***School/College Analysts*** have the same access rights as the Department Analyst but on the School/College level.
- › ***Equity Advisors*** (college/school/unit) have access to view an application for a given recruitment, department, college or school and can manage (create & view) diversity reports for a given department, college or school.

AP Recruit Roles

- › **Committee Chairs** can review non-finalized applicants and may manage applicant files (though this is generally left to the Analyst).
- › **Committee Editors** (faculty/staff) have the same access rights as Chairs. Editors generally assist in managing the applications. At UCR this role is assigned to the AACO (Affirmative Action Compliance Officer).
- › **Search Committee Reviewers** have viewing rights to finalized applications and may comment on the files and flag applicants.

AP Recruit Roles

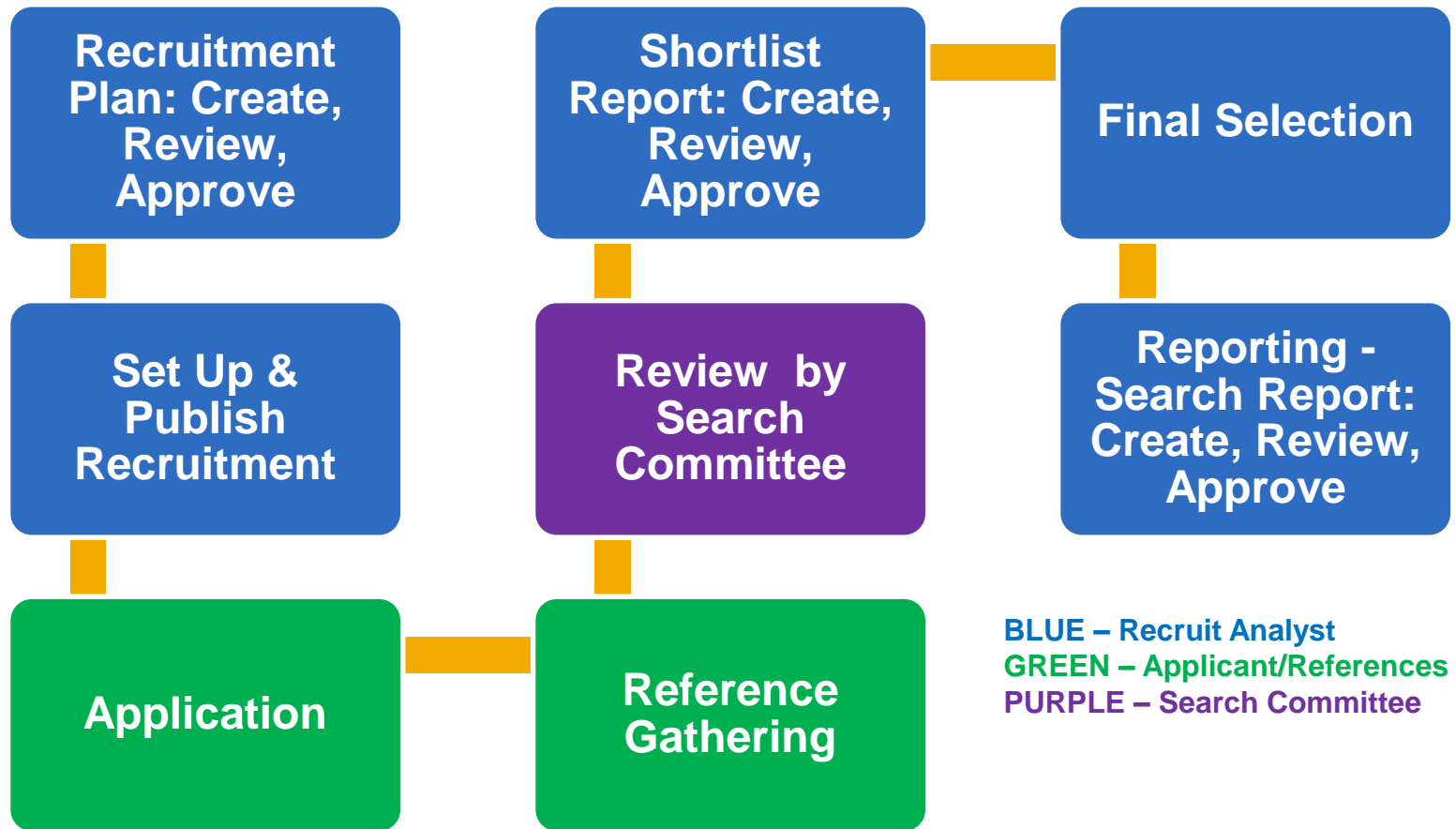
- › Roles – For a Summary of Most Commonly Used Tasks & Roles, click on this link:

http://cnc.ucr.edu/aprecruit/aprecruit_roles_and_tasks.pdf

AP RECRUIT LIVE DEMO

AP Recruit Live Demo

System Workflow



AP Recruit Live Demo

- › How Recruit Analyst Use Recruit
 - › Create the **Search Plan**
 - › Assign search committee roles
 - › Submit the plan for approval
 - › Track approval process
 - › Publish the recruitment
 - › Monitor/Manage applicants and applications
 - › Create and Track **Shortlist Report** approval
 - › Archive/Close the recruitment
 - › Create and Track **Search Report** approval

AP Recruit Live Demo

› Guides for Recruit Analyst

AP Recruit User Guide

http://cnc.ucr.edu/aprecruit/ucr_aprecruit_user_guide.pdf

Search Plan Checklist and User Guide

http://cnc.ucr.edu/aprecruit/recruit_analyst_search_plan_checklist.pdf

Search Plan Template

Search Plan Review and Notification Process

<http://cnc.ucr.edu/aprecruit/aprecruitspapprovalandnotification.pdf>

UCR Workarounds for AP Recruit

<http://cnc.ucr.edu/aprecruit/ucr-workaround-aprecruit.pdf>

AP Recruit Live Demo

- How Approvers Use Recruit Search Plan
 - Shortlist
 - Search Report

Guides:

Approvers User Guide

http://cnc.ucr.edu/aprecruit/ucr_approvers_quick_guide.pdf

Best Practices for Managing Approvals for Approvers

http://cnc.ucr.edu/aprecruit/ucr_aprecruit_best_practices_for_managing_approvals.pdf

AP Recruit Live Demo

- › How Search Committee Uses Recruit
 - › Search Committee Chair
 - › Search Committee Editor(s)
 - › Search Committee Members

Guides:

Search Committee Chair Reference Guide

http://cnc.ucr.edu/aprecruit/search_committee_chair_quick_reference_guide.pdf

Search Committee Reference Guide

http://cnc.ucr.edu/aprecruit/search_committee_quick_reference_guide.pdf

Search Committee Guidelines & Checklist

http://academicpersonnel.ucr.edu/checklists_and_forms/appointment_forms/SearchCommitteeChecklist.pdf

AP Recruit Live Demo

- ▶ How Applicant Uses AP Recruit
 - ▶ Home page
 - ▶ The Applicant ID
 - ▶ Uploading Files, notifying references, taking survey
 - ▶ Notifications sent by AP Recruit

AP Recruit Live Demo

- › How References Use AP Recruit
 - › Email Request
 - › Token
 - › Confidentiality Statement
 - › Thank You Email
 - › Notifications

UCR WORKAROUNDS

UCR Workarounds

- › Managing Pooled Recruitments
- › Posting Open Rank Recruitments
- › Managing reference letters beyond maximum
- › Ranking
- › Cross Listed Recruitments
- › External Reviewers

UCR Workarounds

- › ***Managing Pooled Recruitments***
 - › *[Pooled Recruitment Guidelines](#) have been completed, and distributed to the Campus Workgroup and posted to the AP Recruit website.*

UCR Workarounds

- › **Posting Open Rank Recruitments**
- › Departments will need to create **two search plans and submit for approval** in order to be able to create two recruitments in AP Recruit. One recruitment for Non-Tenured applicants and a second recruitment for Tenured Applicants. This process is required for EE/AA statistical analysis of the applicant pool.
- › Applicants pools and shortlists will need to be reviewed/approved separately.
- › Your ad should include either a general link to <http://aprecruit.ucr.edu> or two separate links to each recruitment in AP Recruit.

UCR Workarounds

- › **Managing Reference Letters beyond Max**
- › Once the maximum number of reference letters has been added to an applicant's record in AP Recruit, the recruit analyst is unable to upload additional letters received beyond the maximum setting in the recruitment.
- › In order to avoid this workaround, we recommend setting the maximum reference letters to a “high number” to avoid having to store additional reference letters outside of AP Recruit.
- › [Review Workaround](#)

UCR Workarounds

- › Ranking
 - › AP Recruit does not provide a way to rank candidates
 - › The Campus Workgroup (CWG) recommends that rankings are added to the reviewer **comments** or **flag** field . After the column is downloaded, the department analyst can manipulate the spreadsheet as needed per the ORG business process to assist with ranking the candidates for their ORG.
 - › Departments will have to determine the best internal process for ranking candidates.

UCR Workarounds

› Cross Listed Recruitments

- › Send the information to aprecruit@ucr.edu once the recruitment is created.
 - › Send the JP#
 - › Provide the names of the department(s) to cross-list
- › The main advantage to cross-listing recruitments is how it is presented to the applicants. On the main /apply page, the recruitment will be listed several times on that page, under each department. And when the applicant clicks the "apply" link, all the departments will be listed on the screen.
- › APO will coordinate with UCI to display the recruitment for both departments and notify you when it is completed.

UCR Workarounds

› External Reviewers

- › If there is an external reviewer on your search committee, you will need to request an affiliate account and UCR NetID for the external reviewer via C&C.
 - › <http://cnc.ucr.edu/edir/affiliateacc.html>
 - › Turnaround time for creation of the NetID is approximately 48 to 72 hours.
- › Once the NetID is created, the NetID will be available in AP Recruit the next business day after 9:00am.
- › If you encounter any issues, please email aprecruit@ucr.edu.

KEY POINTS TO REMEMBER

Key Points to Remember

- › **Required Documents & References** – complete this requirement carefully and thoughtfully. These fields cannot be changed once the first applicant has applied.
 - › Set the maximum reference letters to a “high number” to avoid having to store additional reference letters outside of AP Recruit.
- › **Submitting a Search Plan for approval** – be sure to complete and review all of the UCR required sections of the search plan prior to submitting a Search Plan for approval. The AP Recruit system does not enforce this rule.
- › **Approved Recruitment/Search Plan** – a recruitment cannot be published without an approved plan.
- › **Publishing Search Plans** – when a recruitment is published, the Recruitment is immediately accessible by the search committee members and will become visible to applicants on the open date of the recruitment.

Key Points to Remember

- › **Hired Candidates** – when a recruitment is completed, please update the status of all candidates on the short list and be sure to indicate the Hired Candidate in AP Recruit. This data is used by UCOP for compliance reporting.
- › **Archive/Inactivate Recruitment** – do this once a recruitment is done. If the recruitment is not archived, applicants, if hired, can potentially see their reference letters and previous/other applicants.
- › **Personal Notes** – use discretion when using this field. This is permanently stored in the system, and is a part of the recruitment record and is subject to disclosure.
- › **Reports** – the **last page of the Shortlist Report** contains sensitive data. Equity Advisors & Recruit Analyst, please **do not** distribute the last page to the search committee chair and members.

Key Points to Remember

› Initial Review Date (IRD)

- › Used for collecting pools of applicants separated by review dates.
- › The initial review date marks the closing of the first pool of applicants
- › After the initial review date has passed, applicants will be advised that their applicant may or may not be reviewed by the search committee.
- › After the initial review date has lapsed additional review dates may be added to extend the review period.

› Meets Basic Qualifications (MBQ)

- › An Analyst, editor or chair can mark applicants as “Meets” or “Does Not Meet” basic qualifications.
- › Only qualified applicants will be included in the diversity report.
- › You need to evaluate and mark each applicant individually from within their application.
- › Refer to the MBQ Support and Training information located at <http://cnc.ucr.edu/aprecruit/training.html>

EQUAL EMPLOYMENT AND AFFIRMATIVE ACTION (EE/AA)

Equal Employment and Affirmative Action (EE/AA)

- › **AA/EEO Concepts & Recruitment Requirements**
 - › Applicant Invitation to Self-identify
 - › EEO Tagline in All Job Solicitations and Ads
 - › Goals and Benchmarks
 - › Increased Outreach & Recruitment Responsibilities
 - › Retention of Recruitment Data and Records
- › **Recruitment Compliance Review Process**
 - › Search Plan Approval
 - › Short List Approval

AA/EEO Concepts & Requirements

- › **Equal Employment Opportunity (EEO):** The legally protected right of all people to work and advance on the basis of merit, ability and potential.
- › **Affirmative Action (AA):** Positive steps aimed at eliminating barriers in recruiting, hiring, promoting, and retaining minorities, women, individuals with disabilities, and protected veterans.

AA/EEO Concepts & Requirements

- **Complying with employment laws and regulations**
 - Ensure equal opportunity and non-discrimination in the hiring process for everyone.
 - Promote access for the traditionally underrepresented minorities, women, persons with disabilities, and protected veterans through outreach and other good faith efforts.
 - Meet OFCCP's data collection and recordkeeping requirements (e.g. applicant demographic data).
 - Fulfill other affirmative action obligations.

AA/EEO Concepts & Requirements

› Regulatory Changes

- › The revised Section 503 of the Rehabilitation Act of 1973, as amended, contains new affirmative action requirements for federal contractors with respect to recruiting and hiring **individuals with disabilities**.
- › The revised Vietnam Era Veterans' Readjustment Assistance Act of 1974, as amended, contains new affirmative action requirements for federal contractors with respect to recruiting and hiring **protected veterans**.

AA/EEO Requirements

› Applicant Invitation to Self-Identify

- Under the Old Rules

- › Gender
- › Race/Ethnicity

Demographic Survey Response Rates for the “Final and Closed Searches” as of June 30, 2014 (randomly selected)

Chemistry: 97.6%
Dance: 100%
Economics: 96.7%
Hispanic Studies: 97.6%
Library: 100%

- Under the New Rules

- › Gender
- › Race/Ethnicity
- › Disability Status
 - › Pre-offer / Post-offer
- › Protected Veteran Status
 - › Pre-offer: to self identify as a protected veteran
 - › Post-offer: to self identify as to the specific veteran category

AA/EEO Requirements

› EEO Tagline

- › All position descriptions, letters, and ads must include the required equal employment opportunity tagline.

Long Version (UC best practice):

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, protected veteran status, or any other characteristic protected by law.

Short Version (cost or spacing concern):

The University of California is an Equal Opportunity/Affirmative Action/Disability/Veterans Employer **OR**
EEO/AA/Disability/Vets Employer

AA/EEO Requirements

› **Goals and Benchmarks**

› **Placement Goals for Women and Minorities**

UCR establishes annual percentage placement goals for all job groups where underutilization is identified, and uses the goals to measure progress toward achieving equal employment opportunity.

› **Utilization Goal for Individuals with Disabilities**

UCR uses the national utilization goal of 7% for qualified individuals with disabilities to identify problem areas.

› **Hiring Benchmark for Protected Veterans**

UCR uses the national benchmark of 7.2% for protected veterans to measure the success of outreach efforts.

AA/EEO Requirements

› Outreach and Recruitment Efforts

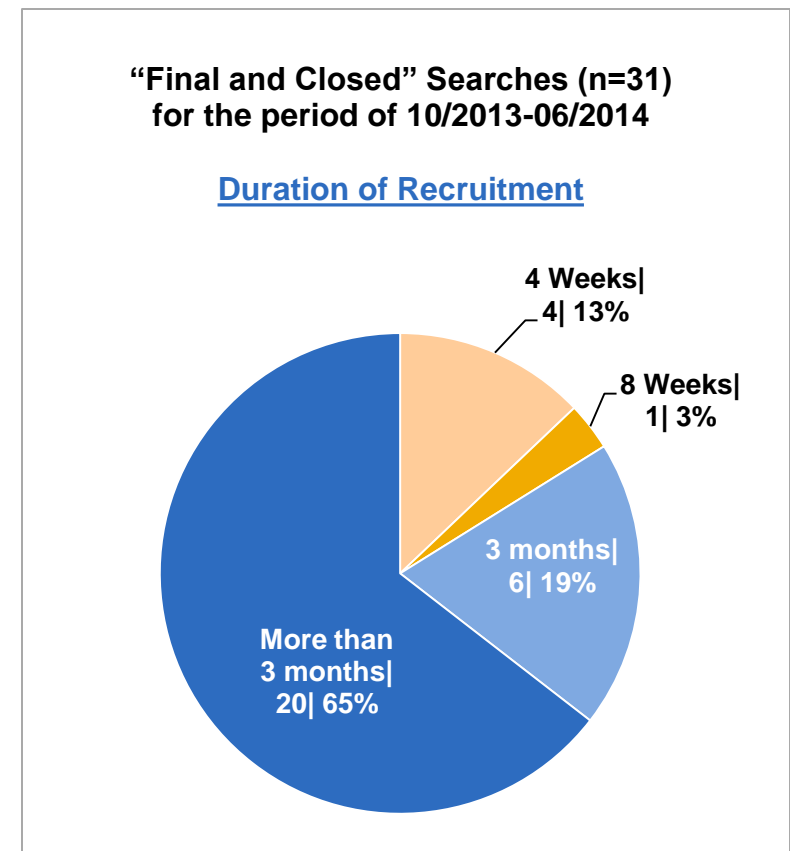
- › Advertise in a broad range of print and electronic media to obtain a diverse pool of highly qualified applicants;
- › Advertise in venues that are likely to reach women, minorities, protected veterans and individuals with disabilities;
- › Expand outreach efforts, including using OFCCP's Disability and Veteran Community Resources Directory (<http://www.dol-esa.gov/errd/resources.html>);
- › Identify alternative outreach and recruitment efforts if the totality of efforts hasn't been effective.

AA/EEO Requirements

➤ Outreach and Recruitment Efforts (Cont.)

➤ Recruitment Period

- *Guideline 1:* Should be for 8 weeks, including at least a **30-day** period following the first appearance of the advertisement.
- *Guideline 2:* Include at least a **30-day** period following the first appearance of the advertisement.



AA/EEO Requirements

› Record Retention

› OFCCP's New Requirement

Records and data pertaining to recruitment and hiring must be maintained for **3 years**; all other documents for **2 years**.

› UC's Revised Recruitment Record Schedule

- ❖ Official records such as search records, applications, resume records, search committee records, interview records must be retained for **4 years**.
- ❖ All UCR recruitment-related recordings, including those that are generated and stored outside the AP Recruit system such as department notes, agendas, letters, and email exchanges, must be maintained for **at least 4 years**.

AA/EEO Requirements

Summary of Changes in Recruitment Compliance

Compliance Area	Old Requirement	New Requirement
Applicant Self-Identification	Gender, Race/Ethnicity	Gender, Race/Ethnicity, Disability and Protected Veteran Status
EEO Tagline	Gender, Race/Ethnicity	Gender, Race/Ethnicity, Disability and Protected Veteran Status
Goals	Placement Goals	Placement Goals, Utilization Goal, and Hiring Benchmark
Good Faith Efforts	Recruitment and Outreach Efforts	Recruit and Outreach Efforts; Documentation and Assessment
Record Retention	3 Years	4 Years

APPROVAL PROCESSES

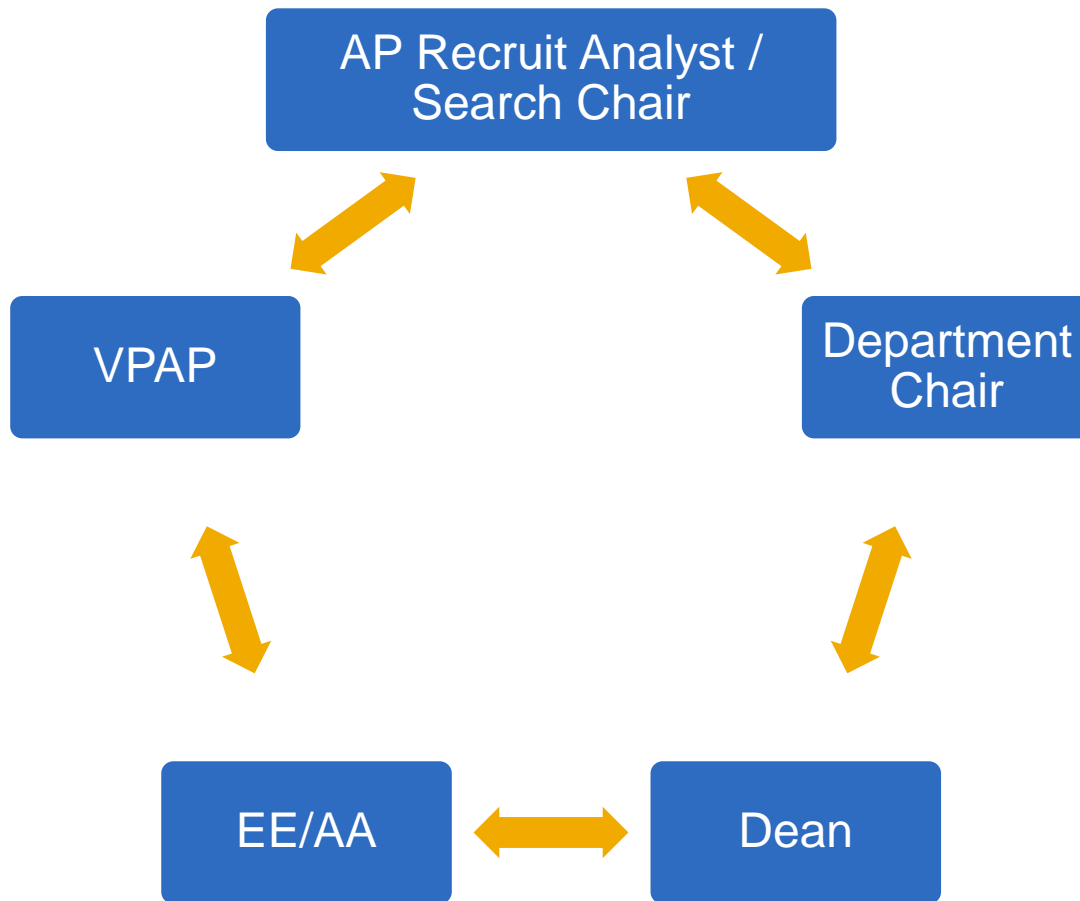
Search Plan Approval Process

- › **Create recruitment in AP Recruit**
 - › Indicate Affirmative Action Goals
 - › Include ad sources
 - › Ad Documents (to be submit)
 - › Comment “Outreach effort for (specify AA Category)”
 - › Ad Evidences (proof of ad submissions i.e. receipts, screen shots, scanned copies from journals, etc)

Search Plan Approval Process

- Email notification sent to EE/AA for Approval
 - Reason for search plan “deny” will be stated in comments
- Once the first Approver has approved the plan no edits should be made to the search plan
- Any revisions to a previously approved plan, including modifications of advertising venues or changes in the composition of the search committee, must be approved by EE/AA

Search Plan Approval Process



- › Analyst initiates approval chain
 - › Approval must be received in sequential order
- › Final approval is determined by VPAP
 - › Analyst will be notified via email
- › Additional approvers may be added

Qualified Applicant Grid

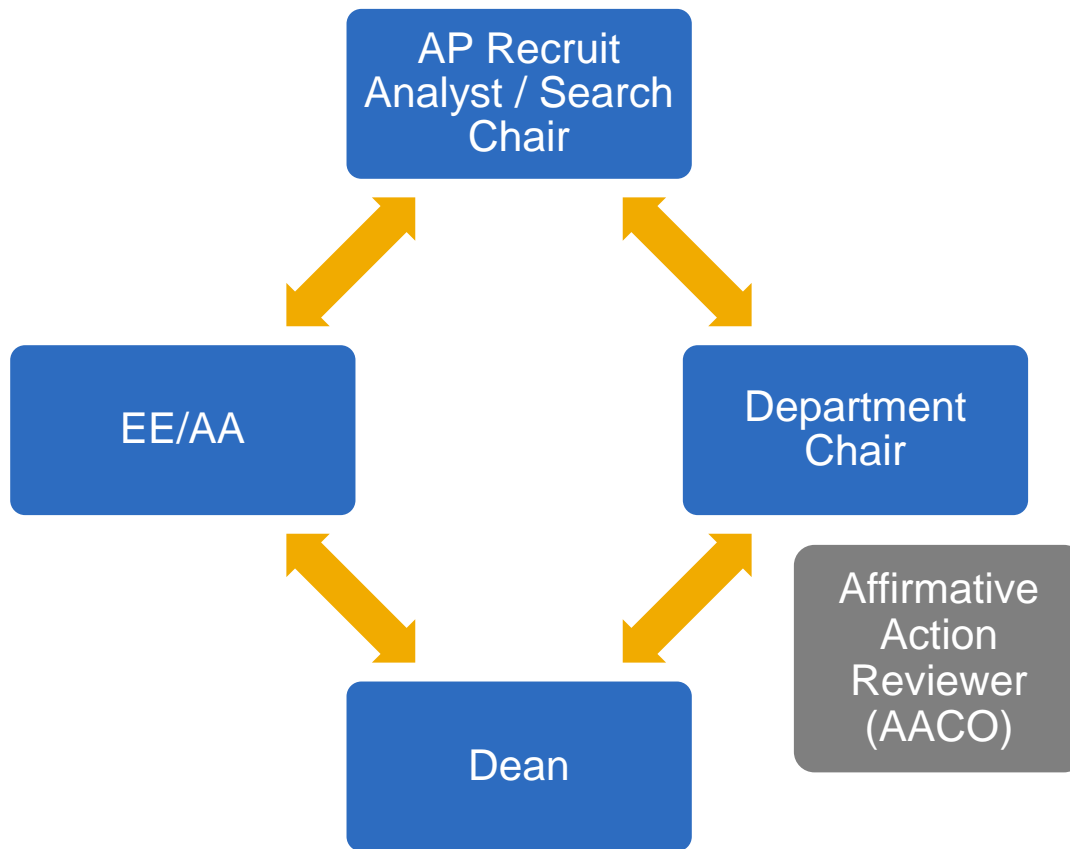
- › View Qualified Applicants
- › Select columns:
 - › Applicant
 - › Status
 - › Survey Taken?
 - › References
 - › Disposition Comment
- › *AA Compliance Form no longer needed*

Short List Approval Process

- › Shortlist Review
 - › Create new Diversity Report
 - › Select “Shortlist” as report type
 - › Submit as shortlist

- › Shortlist Report
 - › Contains sensitive applicant data
 - › **Should not be shared with the Search Chair or Search Committee Members**

Shortlist Approval Process



- › Analyst initiates approval chain
 - › Approval must be received in sequential order
- › AACO
 - › Ensures compliance
 - › “Sign-off” on shortlist concurrently with search chair

Additional Approvers SHOULD NOT be added

Closing the Recruitment

Applicant Management

- › Disposition Reasons
 - › Entered for ALL qualified applicants
 - › Entered for ALL seriously considered applicants and shortlist applicants not appointed for hire
- › Status
 - › All applicants should receive highest status for search

Advertisements

- › Actual Search & Recruitment Efforts
 - › Narrative of recruitment efforts made
- › Ad Evidences
 - › Upload ad evidence for each Ad Source Listed

Closing the Recruitment

Selection Process

- › Selection Criteria
 - › Upload criterion for ranking applicants
- › Selection Plan
 - › Plan for ranking and selecting applicants

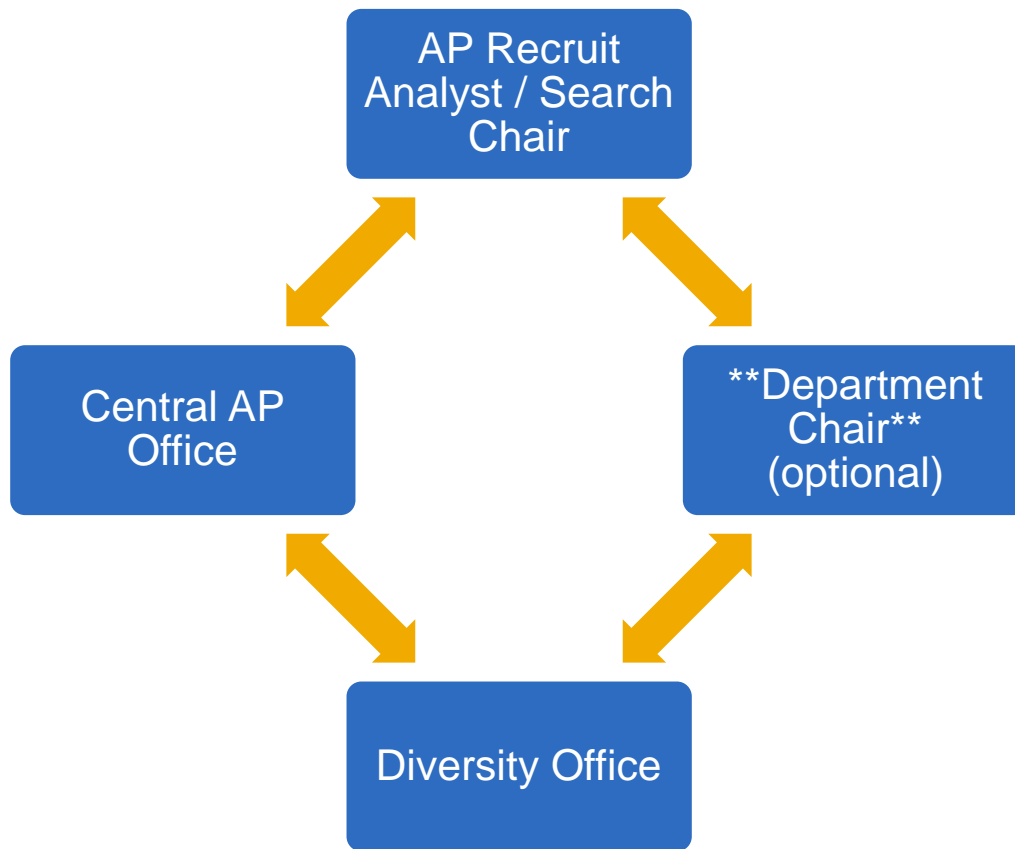
Documentation

- › Search Plan Documents
 - › Changes to search plan, ads, or committee members
- › Letters & Memos
 - › Appointment Letter
- › Interview Materials
 - › Interview questions and notes from the search committee

Search Report Approval Process

- › Search Report Review
 - › Reports Tab
 - › Create New Search Report
 - › Submit as new approval

Search Report Approval Process



- › Analyst initiates approval chain
- › EE/AA (Diversity Office) and APO (Central AP Office) are final approvers
- › **Inactivate the Recruitment**

RESOURCES

Resources

- › Levels of Support
- › Contact Information
- › Online Resources
- › AP Recruit Access

Resources

› Levels of Support

- › **First Level Support:** Peer User Group. Peer User Group within each College; the peer group will interact with one another and provide first line support.
- › **Second Level Support:** College Support. If the Peer User Group users cannot resolve an issue, it will be escalated to the College for resolution. The College will copy aprecruit@ucr.edu on any problems and resolution.
- › **Third Level Support:** UCR Core Project Team via aprecruit@ucr.edu. If the College cannot resolve the issue, it will be escalated to C&C for resolution.

Resources

- › Contact Information
 - › **College/School/Organization:**
<http://cnc.ucr.edu/aprecruit/contacts.html>
 - › **Central Academic Personnel Office:**
Antonette Toney, Sara Umali, Theresa Wimbley
aprecruit@ucr.edu
 - › **Equal Employment and Affirmative Action (EE/AA)**
Brittnee Meitzenheimer, Lorena Velasquez, Nicole Butts, affirmativeaction@ucr.edu

Resources

› Online Resources

- › UCR AP Recruit Information Website:

<http://cnc.ucr.edu/aprecruit/>

- › AP Recruit User Guide:

http://cnc.ucr.edu/aprecruit/ucr_aprecruit_user_guide.pdf

- › Academic Hiring Toolkit:

http://cnc.ucr.edu/aprecruit/academic_hiring_toolkit.pdf

- › Affirmative Action Recruitment Guidelines

<http://affirmativeaction.ucr.edu/pracadademic/ucraarecruitguidelines.pdf>

Resources

- › AP Recruit Sites
 - › Production site <https://aprecruit.ucr.edu/>
 - › Training site <https://aprecruit.ucr.edu/training>
 - › Development/Quality Assurance (QA) site <https://aprecruit.ucr.edu:31040/>

QUESTION & ANSWER (Q&A)

Q & A

Q1: *Analyst:* My department posted our open position last month and the Chair would like to add another requirement. The system isn't letting me do that.

A1: After the first applicant has applied, requirements can not be changed. For that reason, it is a good idea to add a few optional, miscellaneous documents to the requirements list.

Q & A

Q2: *Applicant:* How can I delete the cover letter and replace it with an updated one?

A2: There is no need to delete the document. When the applicant uploads a newer version it will overwrite the previous one. Also note: *Close dates* mean that no more applicants may apply where *Last Mod Date* dates are the last day that existing applicants can modify their application. Use the footer information to verify this applicant is not beyond the last date of modification.

Q & A

Q3: *Applicant:* Can I apply for two positions or be considered for both positions?

A3: No. Apply page clearly states: “You may apply for multiple positions, however each position requires its own ApplicantID (unique username and password).”

Q & A

Q4: *Reference:* I cannot seem to login whether using the easy login or the separate URL.

A4: 1. Note the timestamp in the footer. If it has been several days since they wrote (due to weekends or holidays), check that they haven't already resolved their own problem. Locate the applicant's file and check that the letter hasn't been uploaded. It may be as simple as a quick note back, "We have received your letter...thank you...if you have further questions or concerns..."

2. If the inquirer included their notify letter and you can see the token, try logging in. Maybe they clicked the easy login link and didn't try the login/token combination workaround. If it works for you, write back and ask for specific information (browser version, error message, etc.).

3. Use the Find Reference Admin Tool to see if the applicant "pulled" the reference or changed the reference's email address. See next slide for response.

Q & A (continued Q & A-4)

Sample Support Response:

The system is preventing you from logging in because this email/token combination is no longer valid. It appears the applicant edited his/her list of references (or email addresses) after having notified you.

Please contact the applicant directly in this matter.

Recommended response to reference to indicate the applicant changed their reference's contact information.

Q & A

- Q5: *Referee's Assistant:* I need to upload the reference letter written by Prof. Reference for Dr. Applicant, but I don't know what the Token number is.
Could you please send the token number to me so that I can upload the recommendation letter for Dr. Applicant?
- A5: *Sample Support Response:* The tokens are encrypted to ensure security so it is not possible to provide it outside of the automatically generated email that is sent to the Reference.
Please contact the Reference and request that the email containing the token be forwarded to you.

Q & A

Q6: *Analyst:* My committee is having trouble accessing documents with the document viewer. It is a hit and miss if the viewer will upload the document or not.

A6: Constant updates to Web browsers are the problem with the viewer consistency.

The latest problem we're seeing is with Firefox 5 which won't display PDFs. For Firefox 5 users, we suggest using Chrome.

Also, Microsoft Office's newest file formats (.docx, etc.) are problematic for Recruit's viewer and will not display. The older .doc format will display fine.

Please suggest the bundle download (PDF).

AP Recruit supports the latest browsers for all modern operating systems. We recommend that users stay as up-to-date as possible, not just to ensure compatibility with UC Recruit, but maintain a secure computing environment.

Thank You

You have completed the training and information session for AP Recruit 2016-2017AY.