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## **Texting FAQs**

SkillSurvey, Inc.

May 31, 2023

# Texting Frequently Asked Questions

## Do my Recruiters need to use their cell phones to enable the texting feature in SkillSurvey?

All texting is managed through the SkillSurvey platform. Recruiters will not need to use their cell phones for this process.

## Is there an additional cost for clients to use the texting feature?

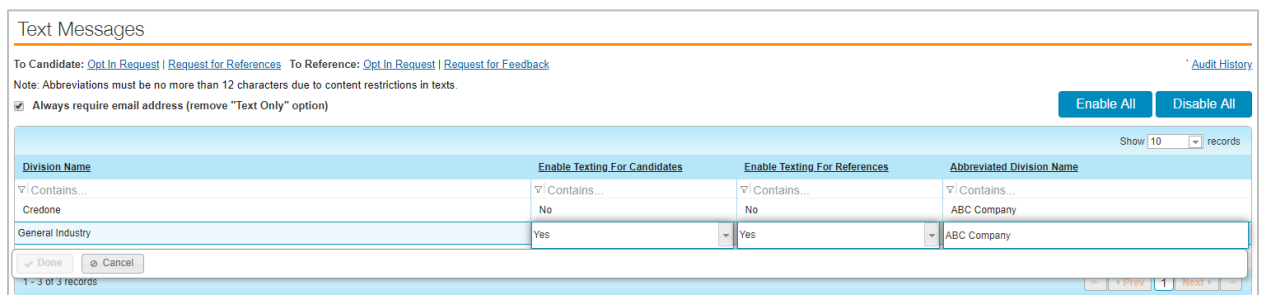
No. There is no additional cost to use the texting feature in SkillSurvey Reference.

## How do I change my abbreviated company name?

Admins can enable texting for Candidates and References at the division level in a new settings menu called **Text Messages**. Each division will have an **Abbreviated Company Name** field that is required, even if SkillSurvey is integrated with an ATS (Applicant Tracking System). To enable all divisions at once and send texts to Candidates and References in each division, go to **Settings** → **Text Messages** and click the **Enable All** button. You will be prompted to enter an abbreviated company name that will be applied to each division.

To enable an individual division and/or send texts to Candidates and/or References:

- Click the division line to open the editor
- Click in the column you wish to edit and make a selection
- Click **Done**.



Text Messages

To Candidate: [Opt In Request](#) | [Request for References](#) To Reference: [Opt In Request](#) | [Request for Feedback](#) Audit History

Note: Abbreviations must be no more than 12 characters due to content restrictions in texts.

Always require email address (remove "Text Only" option) Enable All Disable All

Division Name	Enable Texting For Candidates	Enable Texting For References	Abbreviated Division Name
Credone	No	No	ABC Company
General Industry	Yes	Yes	ABC Company

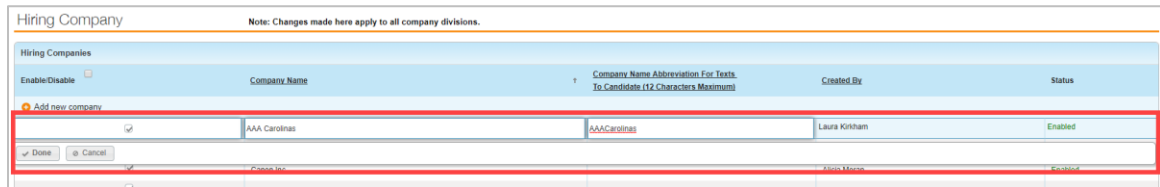
1 - 3 of 3 records Show 10 records

- Note: Abbreviations must be no more than 12 characters due to content restriction in texts.

## My company uses the Hiring Company Name feature. Can I use the texting feature?

Yes. Admins can configure an abbreviated hiring company name in that setting. Go to **Settings-->Hiring Company**:

- Click the **Company Name Abbreviation for Texts to Candidate** column in the row you wish to update
- Enter the abbreviated name (12 characters maximum including spaces) and click **Done**.



## Why is the company name abbreviated in the text to the Candidate?

We have limited character space in texts, so we need to limit the length of the company name displayed in texts only. Admins can update company names at the division level at **Settings->Text Messages**.

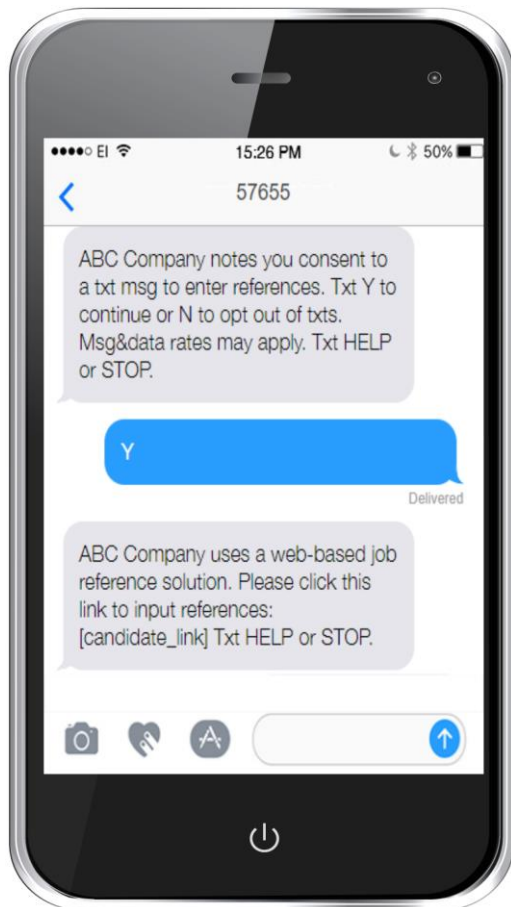
## Do we still check for duplicate Candidates if they only enter a mobile phone number?

Once texting is enabled, a duplicate check will be performed on both email address and mobile phone number. The matching Candidates will be shown in the standard popup.

## What is the texting process for a Candidate?

A Candidate will receive two (2) texts. The first text asks them if they wish to continue the process via text. If they say "Yes" or "Y", they will receive a second text that will provide them a link to enter their References via the mobile site.

## What do the Candidate texts say?



## How do I resend a text to a Candidate or Reference?

Recruiters may resend unlimited texts to a Candidate.

- From the **Candidate Details** page

Candidate Details for Candace Candidate

File candidate: In Progress [Why Should I File?](#)

**Candidate Information**

Candidate ID : N/A	Company: ABC Company - AM
Name: Candace Candidate	Division: General Industry
Contact Method: Both Email and Text	Workforce Segment: Salaried
Email: <a href="mailto:candace@mailinator.com">candace@mailinator.com</a>	Managed by: Alicia Moran
Mobile Phone Number: [REDACTED]	Location: Region 1
Position: Sales	Hiring company name: N/A
Pre-Hire 360 Survey: Sales - Field	File Candidate: In Progress
Position Type: N/A	Reference to be added by: Candidate
Currently an employee: No	
Created Date: Feb 27, 2020 - 4:25PM	

[Edit](#)

**Candidate Communication Events** Communication link clicked: No

Date Sent	Sent By	Communication Type
Feb 27, 2020 - 4:24PM	Alicia Moran	Email Sent
Feb 27, 2020 - 4:24PM	Alicia Moran	Consent Text Sent to Candidate

[Resend Candidate Email](#) [Resend Candidate Text](#)

- From Bulk Actions in the **Waiting for Candidate** section

My Candidates | All Candidates | **Bulk Actions**

▼ Waiting for Candidate 1 !

[Resend Email](#) [Resend Text](#)

Show 10 records

	Reports	First Name	Last Name	Recruiter	Division	Workforce Segment	Position	Survey	Created Date	Last Email Sent	References			Candidate Status
											Entered	Sent	Rec'd	
<input type="checkbox"/>		▼ Contains...	▼ Contains...	▼ Contains...	▼ Contains...	▼ Contains...	▼ Contains...	▼ Contains...	▼ On...	▼ On...	▼ Equals	▼ Equals	▼ Equals	No refs entered <span style="color: orange;">✖</span>
		Candace	Candidate	Moran, Alicia	General Industry	Salaried	Sales	Sales - Field	02/27/2020	2/27/2020	0	0	0	






1 - 1 of 1 records ← Prev 1 Next →

Recruiters may resend up to 2 texts to References.

- From the **Candidate Details Page**

References | Reference Details | Reference input date: Feb 28, 2020 - 1:36PM | Candidate Consent

Waiting For Reference | Total Reference(s) required: 2 | Manager(s) required: 2

Name	Email	Mobile Phone Number	Relationship	Most Recent Communication	Link Clicked	Survey Completed	Action
<a href="#">Robert Reference</a>	robert@mailinator.com	+16173089204	Manager (Supervisor, Boss)	<a href="#">Feb 28, 2020 - 1:36PM</a>	No	No	  
<a href="#">Larry Reference</a>	larry@mailinator.com	NA	Manager (Supervisor, Boss)	<a href="#">Feb 28, 2020 - 1:36PM</a>	No	No	 

Request Additional Reference | Add Reference | Preview Message | Send Link to Reference(s)

- From Bulk Actions in the **References with No Response** section

▼ References with no Response 0

Resend Reference Email | Resend Text

Only show References with no remaining auto-reminders

0 Reference(s) selected | Show 10 records

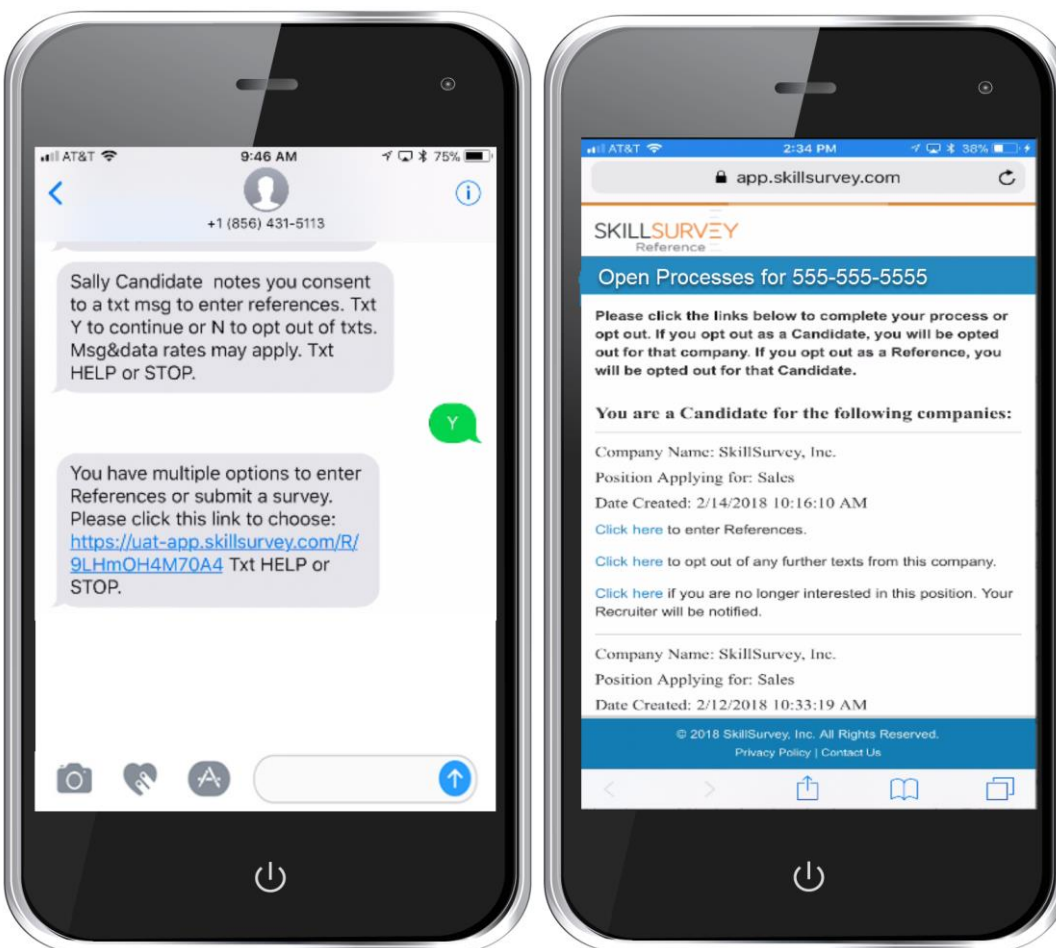
<input type="checkbox"/>	Reference First Name	Reference Last Name	Reference Relationship	Reference Created Date	Last Communication Sent Date	Total Communication Sent	Candidate Name	Candidate Status	Division	Recruiter	Workforce Segment	Position	Survey
	▽ Contains...	▽ Contains...	▽ Contains...	▽ On...	▽ On...	▽ Equals...	▽ Contains...		▽ Contains...	▽ Contains...	▽ Contains...	▽ Contains...	▽ Contains...

0 - 0 of 0 records | < Prev 1 Next >

## What if the phone number being entered is associated to someone who is a Candidate for one company and a Reference for another Candidate?

If we see a phone number that is associated to multiple profiles in our system (as either Candidates or References), we will recognize whether the process for that profile is still active or open. If there are multiple open processes for a mobile phone number, we will send a text with a link to a mobile web page that shows the recipient the open processes and gives them a chance to complete any of those processes from that page.

- A process for a Candidate is considered open until they are finalized.
- A process for a Reference is considered open until they have submitted their survey.



## Will reminders go out to Candidates and References via text?

Reminders will go out via text if the client enables the feature in Division Settings in the **Notifications** section. Client Admins can also determine the interval to send the reminders. Text reminders are in addition to email reminders.

**To Candidate** ⓘ

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**Confirmation Notifications**

Email confirmation after Candidate enters References:  Yes  No [Preview](#)

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**Reminder Notifications**

First email if no References have been entered:  Yes  No After  days [Preview](#)

Second email if no References have been entered:  Yes  No After  days [Preview](#)

**First text if no References have been entered:**  Yes  No After  days [Preview](#)

**Second text if no References have been entered:**  Yes  No After  days [Preview](#)

**To Reference** ⓘ

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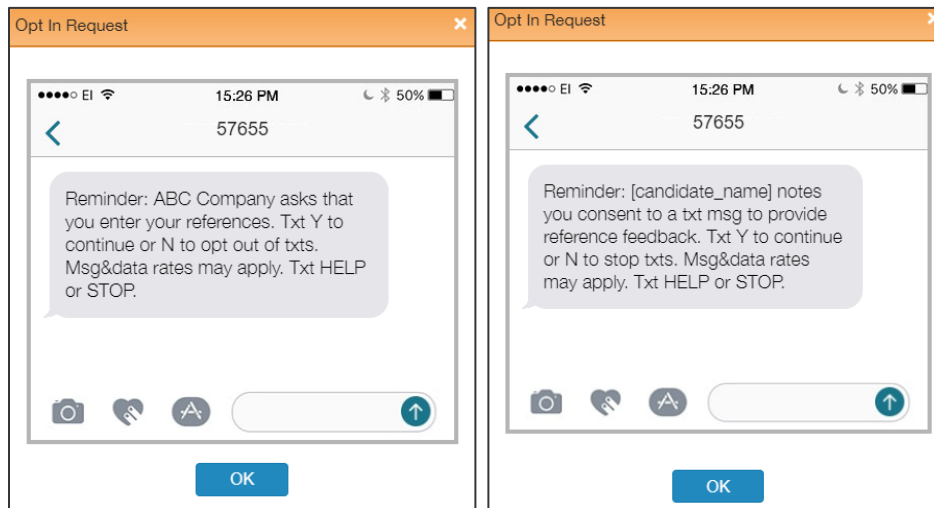
First email if Reference has not responded:  Yes  No After  days [Preview](#)

Second email if Reference has not responded:  Yes  No After  days [Preview](#)

**First text if Reference has not responded:**  Yes  No After  days [Preview](#)

**Second text if Reference has not responded:**  Yes  No After  days [Preview](#)

## Reminder Text Preview to Candidate & Reference





## My Candidate or Reference received duplicate texts. Why?

Users of all types of phones do occasionally receive duplicate messages, typically as the result of a safeguard carriers implement when they suspect there may have been a service disruption. Duplicate messages may also occur when the recipient is roaming.

## Why does the Recruiter need to get permission before sending a text if we allow recipients to opt out?

It is our understanding that you need express permission to text anyone. We do not recommend checking the box if the Recruiter has not received permission. We do recommend clients should seek guidance on about the risks involved if their Recruiters do not get permission.

## What happens if a Candidate opts out of texting?

A Candidate can opt out of texting by replying via text with N, No, S or Stop. The Candidate will then be put on that company's Do Not Text List. Opting out of texting does NOT change their Candidate status to Cancelled. The opt out is only for texting.

The Candidate may opt back in by texting **SUBSCRIBE** to our short code (our texting phone number) 57655.

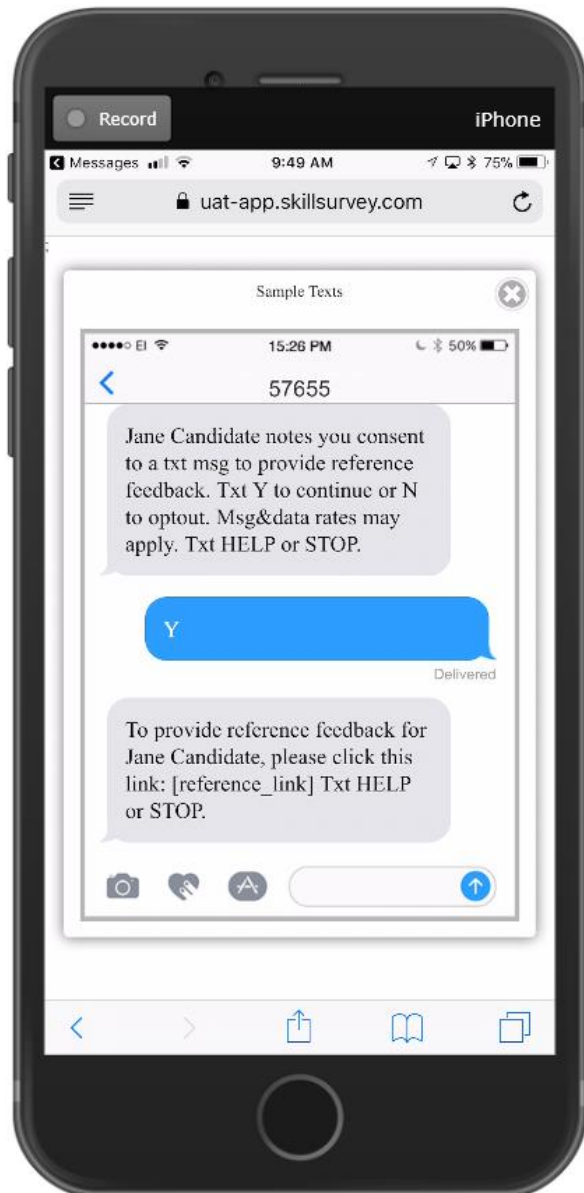
## What happens if a Recruiter creates a Candidate with a mobile phone number that is on their company's Do Not Text list?

The Recruiter will see a notice on screen advising that the mobile phone number is on their Do Not Text list. It also tells them that if the Candidate would like to receive a text, the Candidate must text **SUBSCRIBE** to 57655 (SkillSurvey's mobile number). The Recruiter may still create the Candidate if the mobile phone number is on the Do Not Text list if they check the checkbox that the Candidate has given them consent. Once we receive **SUBSCRIBE** from that mobile number, we will send the 2nd text to the Candidate.

## What is the texting process for a Reference?

A Reference will receive two (2) texts. The first text asks them if they wish to continue the process via text. If they say "Yes" or "Y", they will receive a second text that will provide them a link to complete the survey via the mobile site.

## What do the Reference texts say?



## What happens if a Reference opts out of texting?

The Reference will be placed on a Reference Do Not Text list. If they are entered again as a Reference by any Candidate, the Candidate will see a notice on their page that the Reference's phone number is on a Do No Text list with instructions to either get the Reference's email address or ask the Reference to send **SUBSCRIBE** to 57655.

The Recruiter or Candidate may also update the Reference's contact information with an email address to send the link.

## Does anyone get notified when the Reference or Candidate opts out?

When the Candidate opts out of receiving texts, the system will send an email to the Recruiter assigned to the Candidate:

Dear [recruiter\_name],

This is to notify you that [candidate full name] has opted out of text communications for the reference checking process. If this was done in error, please ask [candidate first name] to text SUBSCRIBE to 57655 to opt-in. They will receive the appropriate text to continue the process.

If you entered [candidate first name]'s email when you created them in the system, they will have also received an email to complete the process.

Please let us know if you have any questions. Thank you for using SkillSurvey Reference™.

When the Reference opts out of receiving texts, the system will also send an email to the Recruiter assigned to the Candidate.

## What are the messages the recipients get if they opt out?

If a Candidate opts out, they will receive the following confirmation text:

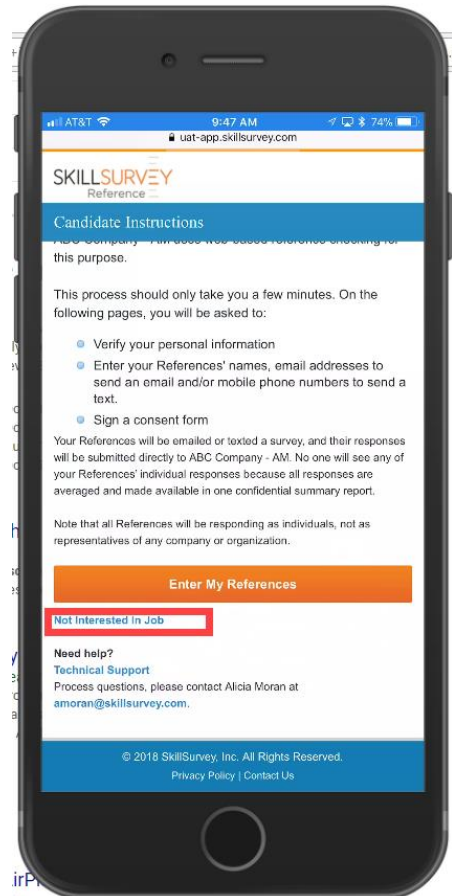
You have successfully opted out from receiving txt msgs from Company Name. No more msgs will be sent. Reply H for help or email support@skillsurvey.com

If a Reference opts out, they will receive the following confirmation text:

You have opted out from SkillSurvey reference checking txt msgs. Txt SUBSCRIBE to opt back in. Reply H for help or email support@skillsurvey.com.

## Can the Candidate decline the job via text?

No. The Candidate will need to click on the link in the text to get to our mobile web page. They can click the "Not Interested in Job" link there to decline or cancel the job.



## What message do they get if text HELP?

If a Candidate or References texts "H" or "Help", they will get the following message:  
 For assistance, please contact customer support at [support@skillsurvey.com](mailto:support@skillsurvey.com).

## Did we update the Candidate Consent with any texting language?

Yes. We updated the general Candidate Consent to include texting language. This language has changed across the board for all clients regardless of whether texting is enabled or not. The new Candidate Consent text is shown below with the texting language highlighted in yellow:

I hereby authorize the company with whom I have applied for employment ("Company") to obtain and verify information about my qualifications, background, prior employment and other information about me (collectively "Information") from my designated business and professional job references ("My References") in connection with its decision whether to offer employment or hire me for the position for which I am applying.

I acknowledge, authorize, and consent to Company's use of the SkillSurvey, Inc. ("SkillSurvey") software system to gather Information from My References and consider that Information along with other Information available to Company through the SkillSurvey software system database, such as how my reference ratings compare to those for other candidates for a similar position. I understand that SkillSurvey does not assemble or evaluate Information and will not make any recommendation in connection with Company's decision on my application for employment. I further authorize Company to contact My References for the purposes stated above, which includes generating an email through the SkillSurvey software system on my behalf to My References to the email addresses provided by me and any other new or corrected email that becomes known to Company independently or through the SkillSurvey software system in the process of Company's efforts to gather Information.

If I select text as the preferred method of contact for My References and enter their mobile number(s), I represent and warrant that each of My References for whom I have provided a mobile number has expressly consented to receive texts from me and to receive texts from me through SkillSurvey at the number provided and for the purpose of job reference feedback. I understand that anyone can stop receiving text messages by replying N, No, S or Stop to the SkillSurvey short code (57655). I agree to indemnify, defend, and hold harmless SkillSurvey with respect to any demand, claim, or lawsuit by My References with respect to the text messages.

In consideration of Company considering my application for employment, I hereby release Company and SkillSurvey, and their respective officers, directors, managers, agents, and employees from any and all claims, actions, suits, causes of action or damages (collectively "Claims/Damages") that I may have arising out of or related to the obtaining and verification of Information or Company's use of the SkillSurvey software system. I also hereby release My References and any of their respective employers or related company/organization, and any affiliated officers, directors, agents, and employees from any and all Claims/Damages that I may have arising out of the disclosure of Information. I acknowledge that My References will be provided the option and opportunity to learn more about Company or other third parties through the SkillSurvey software system.