

# OHC Candidate Text Messaging – Guidance for HR

## How Candidates Opt to Receive Text Messages

Candidates have the ability to opt into receiving text messages as part of the application process.

### Certify

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Fields marked with an asterisk (\*) are required

**Are you interested in receiving text message notifications from this organization?** OFF  ON

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Phone Number \*

+1

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By selecting "on," you may receive text message for the following.

- Follow-up text messages from potential employers regarding applications you submitted and additional steps in the application process (including, but not limited to, scheduling interviews or assessment tests).
- Notification text messages about your applicant status, assessment score, and other progress notifications.

Please refer to our [Terms of Use](#) for more information.

Candidates can also manage their preferences for text messaging notification in their account settings and enter/update their mobile phone number.

**Text Messaging**

Fields marked with an asterisk (\*) are required

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Phone Number \*  
+1

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### Verify Candidates Opted to Receive Text Messages

From the referred list, there is an additional column entitled "Subscribed to" that indicates if candidates have opted to receive text messages. If there is a mobile icon under this column, it indicates that candidates opted to receive text messages.

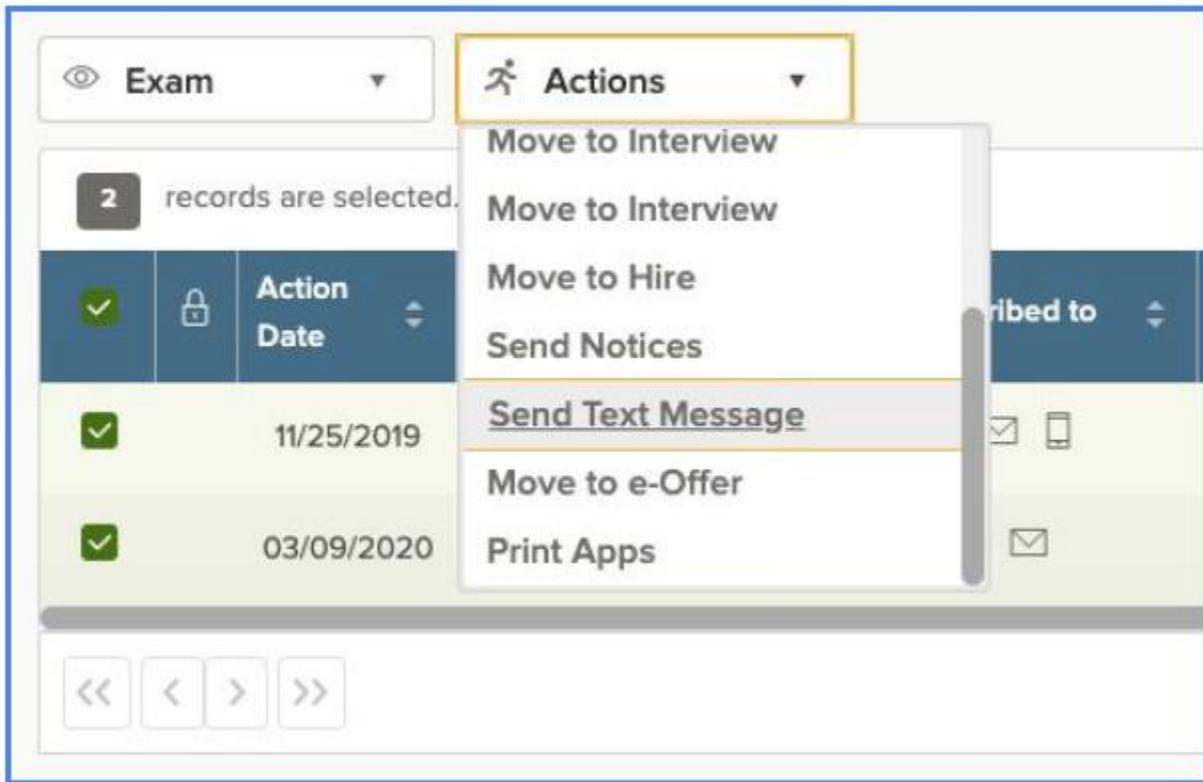
Exam	Action Date	Name	PII Status	Subscribed to	Notices	Master Profile	Phone	Person ID	Status	Rating	Offer
	11/25/2019	Koli, Sush	Shared					39641642	<a href="#">Exam</a> Scheduled for 11/27/2019 9:05...	No Rating	
	03/09/2020	Roddy, Abhir	Shared		-			39641845	<a href="#">Exam</a> Scheduled for 11/28/2019 5:0...	No Rating	

Showing 1 - 2 of 2 items

## Send Candidates Text Message

At this time, text messaging is being used to notify candidates when using **self-scheduling** interview functionality. The text message will instruct them to self-schedule their interview and will include a hyperlink to detailed instructions on how they should use self-scheduling to select their interview date and time.

1. From the referred list, select only the candidates who have opted to receive text messages. Then, from the Select Actions dropdown, select the option for Send Text Message.



2. This will display a flyout to select the message template. The following two new templates have been uploaded for this purpose:

- "Candidate Will Need to Self-Schedule an Interview"
- "Candidate Needs to Self-Schedule an Interview – Final Reminder"

3. After selecting the appropriate text message template, the system provides a preview of what the text message will look like. You will have the ability to override this template and make any necessary edits.

The screenshot shows a web interface titled "Send Text Message" with a "Cancel" button and a green "Send" button. Below the title, it lists recipients: "Koli, Sush (Person ID : 39641642) , Reddy, Abhi r (Person ID : 39641845)".

The main section is titled "Text Message Details" and includes a note: "\* required fields are marked with asterisk".

Under "Text Message \*", there is a dropdown menu showing "1 - Exam Notification - Water Dept" with a search icon.

Below that is a "Text Message Preview" section with an "Override" button. It contains two tabs: "Template" (selected) and "Sample Candidate".

The preview text is: "Hi <User\_FirstName>," followed by "Your Exam has been scheduled for <ReferredExam\_DateExamStart> at <ReferredExam\_LocationTitle>."

4. Click Send when you are ready for the text message to be delivered.

**Please Note:** Text messages will not be sent to candidates who have not opted to receive text messages. Candidates can opt-in to receive text messages from their Career Pages profile under their Text Messaging preferences.

5. If there were candidates who did not opt to receive text messages, you must send the corresponding email notice template.