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.

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

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.

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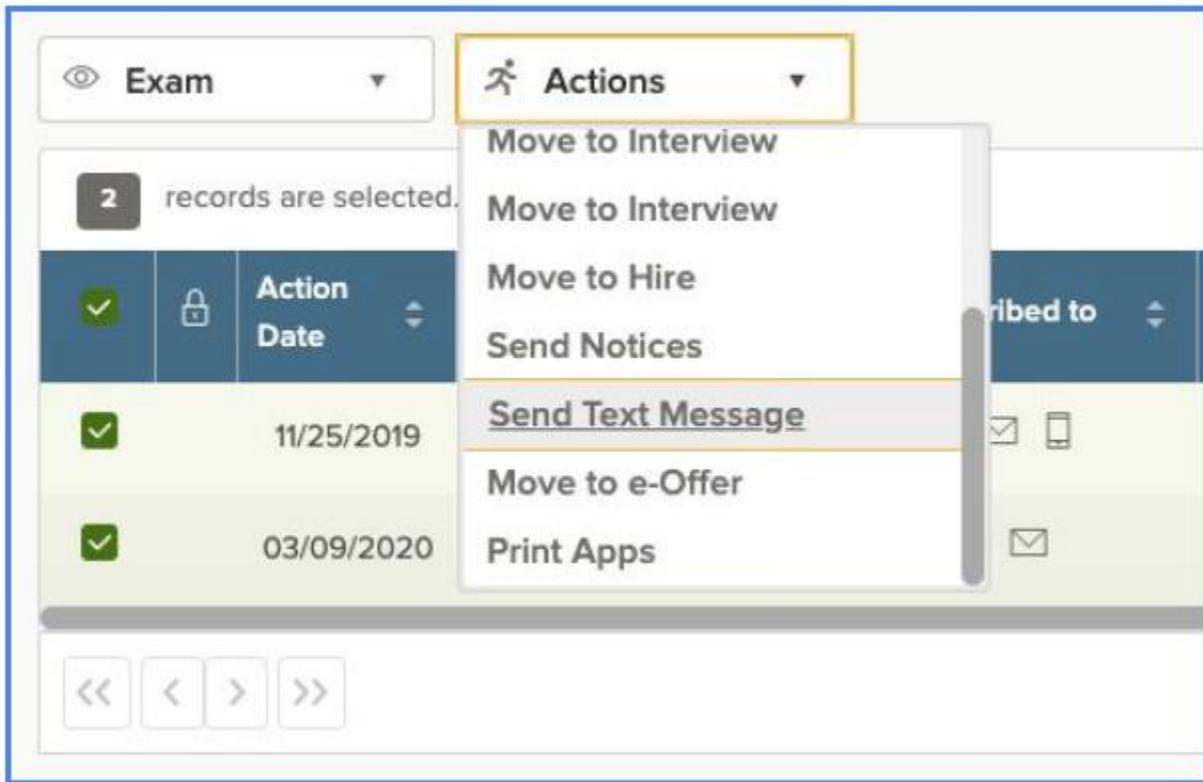
2. This will display a flyout to select the message template. The following two new templates have been uploaded for this purpose:

- "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.

4. Click Send when you are ready for the text message to be delivered.
<u>Please Note:</u> 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.