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Reference Requests

The CareerPortal reference request feature allows you to choose when to request an applicant's references. On the applicant side, an applicant is asked to provide the names and email addresses of a specified number of references when applying for a job. On the hiring side, you can choose when to request those references with the click of a button.

This feature comprises configuration settings, forms, and core questions. See forms and core questions to learn how forms and core questions work together. Before proceeding, ensure that you have the proper permission level to access the Configuration Settings page.

Edit reference requests

The configuration settings page is used to set up and customize the reference request feature.

- Go to the Configuration Settings page.

Field	Description
ReferenceRequestText	This allows you to customize the message that is sent to the applicant's references provided on the application. The message uses placeholders for values found in the applicant's application (e.g., [Recipient Name], [Applicant Name], and [Position Name]).

- Click **Edit** to edit the **ReferenceRequestText** configuration setting. The Edit Configuration Settings pop-up window is displayed.
- Type your edits in to the **Value** field.
- Click **Update** to update the configuration setting.
- Click **Cancel** to return to the previous screen.

Create a references form

The second step in setting up the reference request feature is to create at least one form titled References. You can create multiple reference forms for different job position classifications (e.g., References-Full-Time or References-Part-Time).

- Go to the Form Management page.

Notes: Type **References** in to the **Search** field to check whether your CareerPortal instance has a References form.

If your CareerPortal instance already has a References form, then proceed to adding core questions below.
If your CareerPortal instance does not have a References form, follow the instructions below.

- Click **Add New+** to add a new form. The **Add New Form** pop-up window is displayed.

Field	Description
Form Name	Type a name for the form. **Note**: You may have reference forms specific to particular jobs.
Form Description	Type a form description.

- Click **Save** to save your work.
- Click **Cancel** to return to the previous screen.

Add core questions

After adding at least one References form, the reference request feature can now be customized to ask a set of questions for each References form using Core Questions. The References form is associated with its Core Questions using the Add/Edit Core Questions pop-up window. The Add/Edit Core Questions also allows you to further customize the position(s) that a References form is associated with (e.g., an English References form that is specific to all English positions or to only a certain type of English position). See Add/Edit Core Questions for more information on how to add core questions.

Note: We recommend using Notepad or other text editor to format the **ReferenceRequestText Value**. Use HTML tags to create things like line breaks:

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<br />
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Add references form

After core questions are associated with the References form, you can add the form during the Post A Job process. See Post A Job for more information.

Send reference requests

The reference request feature allows you to choose when to ask for an applicant's references. Doing so streamlines your applicant search by allowing to you only ask for references for applicants who could fill job position.

- Go to the applicant's Applicant Detail page.
- Click **Request References** to send the applicant's references the email message generated by the **ReferenceRequestText** configuration setting. All core questions that are associated with the References form are sent to the applicant's references via an encrypted link that is rendered inoperable once the reference has submitted his or her responses.

  All reference responses are appended to the applicant's application and are viewable on the Applicant Detail page.

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