Sending Correspondences to Candidates
Taleo version 22C

Saskatchewan

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Communication with candidates, ideally, should be done through Taleo, for tracking purposes. It also allows those who have access to your requisition to see what correspondences have been sent, without cc or bcc'ing them.

This instruction guide describes how to send the following correspondences to candidates:
- o Cancelled competition
- o Competition on hold
- o Competition reactivated
- o Blank correspondence (you provide the desired content)

For instructions on these commonly-used correspondences, refer to the instruction guides for their related activities:
- o Invitation To Assessment/Interview
- o Regret Letters (In Screening Or Assessment Step)
- o Salary Calculation Request
- o Commencement

Competition Cancelled, On Hold, or Reactivated
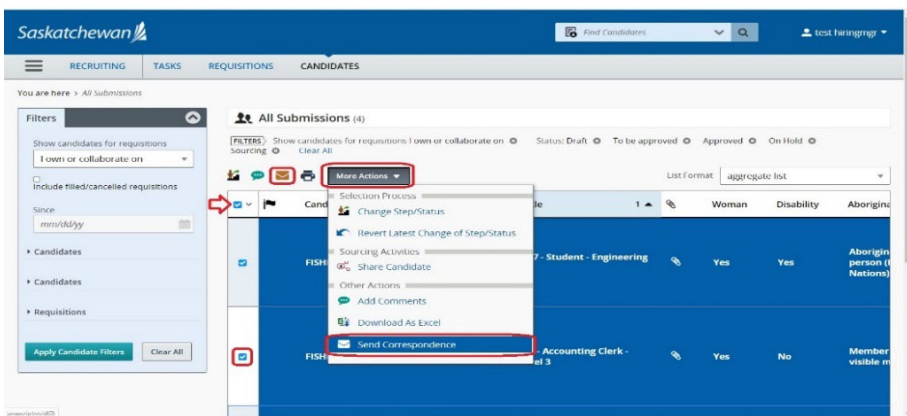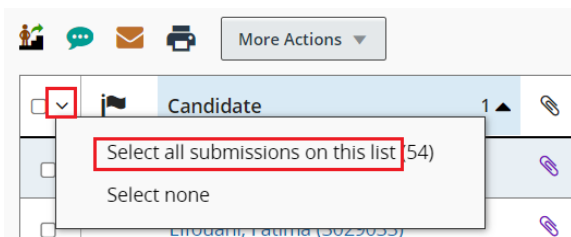
When a competition has been cancelled, placed on hold, or reactivated, it is good practice to notify applicants so that they aren't left wondering what is happening with the competition.

You can send a correspondence to more than one candidate at a time (maximum 150 candidates at a time), as long as the correspondence will be identical for each recipient.

To select all candidates, click the drop-down in the box in the title bar of the candidate list. Click **Select all submissions on the list**. Ensure that fewer than 150 candidates are selected at a time.

To select individual candidate(s), place a checkmark in the box to the left of their name in the candidate list.

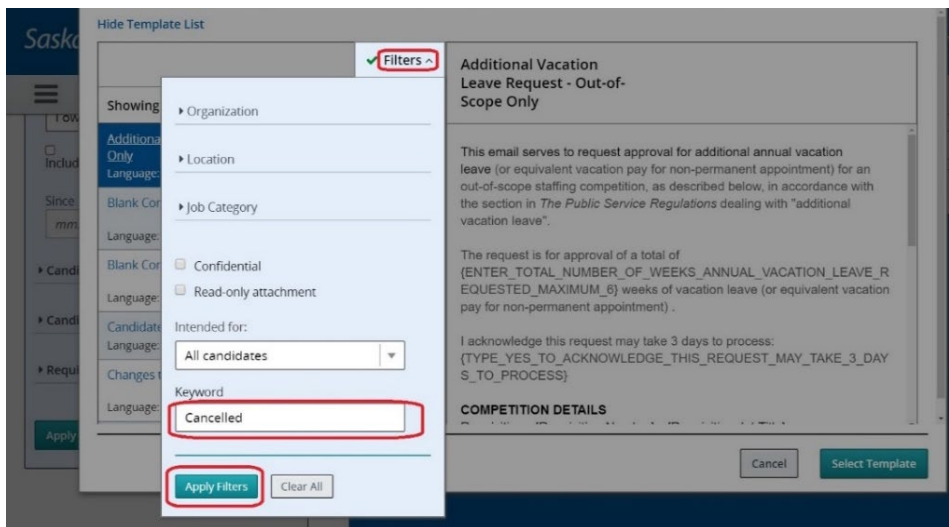From the **More Actions** drop-down, select **Send Correspondence.**

**Alternatively,** click the **Send Correspondence** icon ✉ by the left side of **More Actions** button.
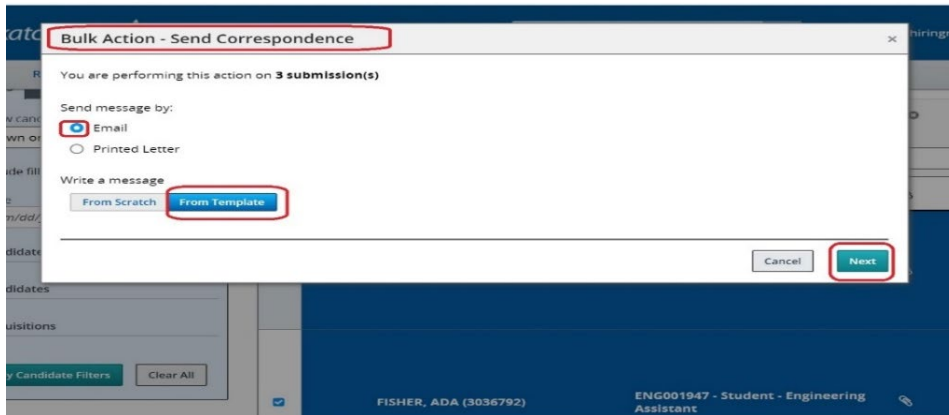
The Send Correspondence window (Bulk Action window if multiple candidates selected) pops up.

Email and **From Template** are selected by default**.**

Click **Next**.

Click **Filters** to open the filter window. Type the following keywords, as appropriate: cancelled, on hold, or re-activated, in the Keyword field and click **Apply Filters**.
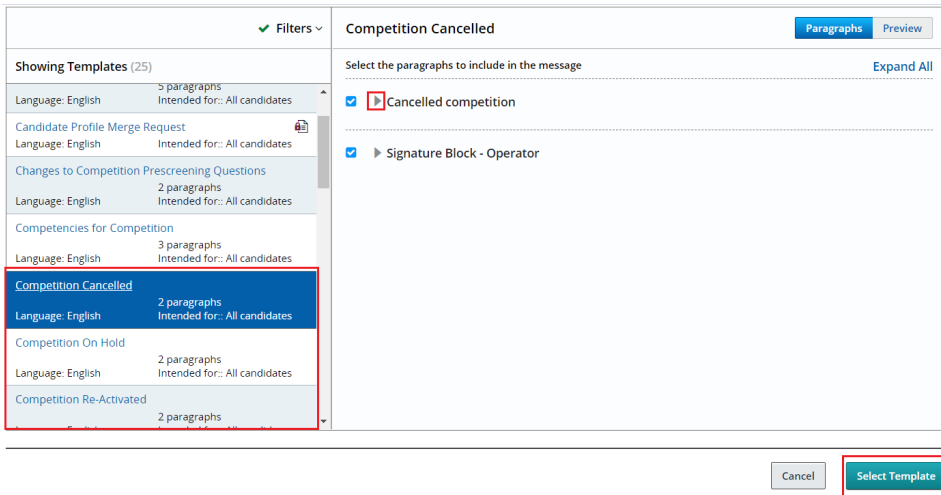
Select the appropriate template from the list that appears.

Each correspondence consists of several paragraphs. Each paragraph is listed on the right-hand side. Click ▶ to the left of the paragraph title to open and review the paragraph, ensure those that are selected are appropriate.
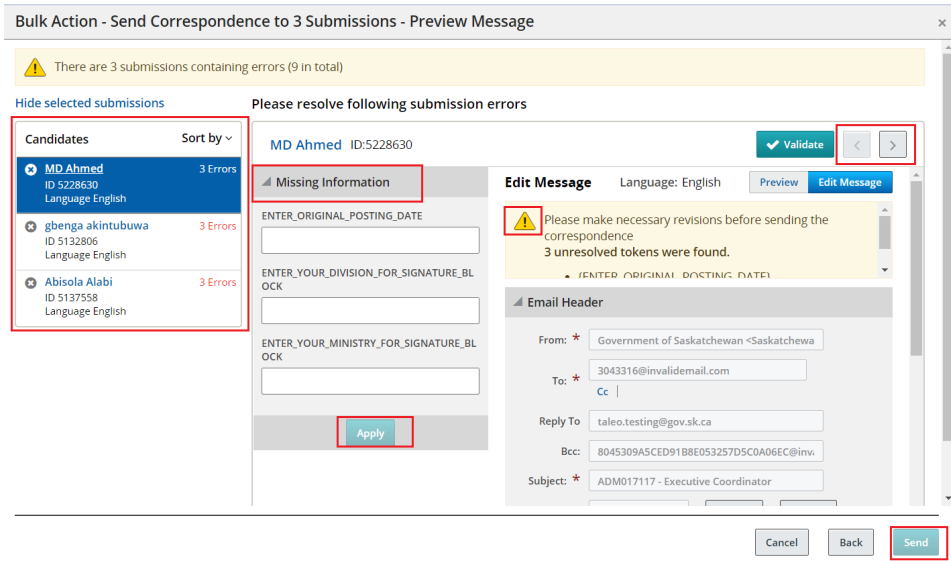
Click **Select Template**.
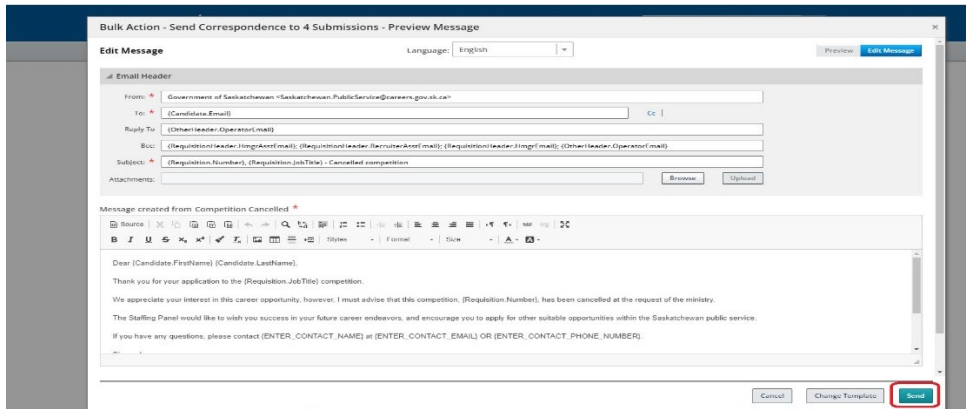
The **Preview Message** screen pops up. Any changes made in this screen will apply to the correspondence send to all selected candidates.

Click **Send**.
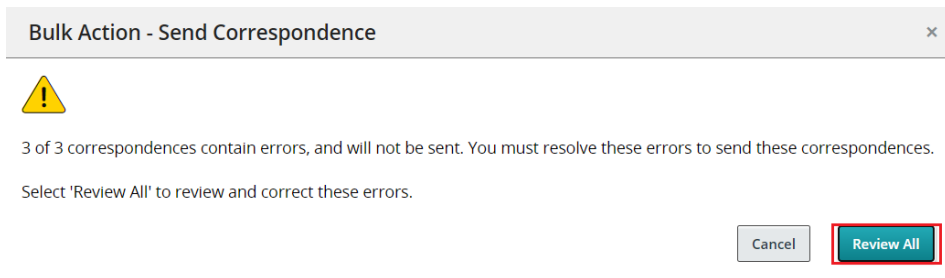
You will get a warning message if the template contains any missing information. This is normal when the template inlude the prompts (tokens).

Click **Review All**.

Read the warning message in this window for more information. Fill in all of the missing information in the middle section. Click **Apply**. Review the message.

You can use these navigation ◁ ▷ buttons by the top right to move from one candidate to another. Alternatively, you can click on each candidate names displayed by the left of the screen. Review and update the missing informaiton for each candidate if required. Click **Apply** for each candidate. Review the message.

The correspondence will insert what you type, exactly as you type it; so ensure you use correct formatting, spelling, and grammar.

The **Send** (X) button will be available when the messages are ready to send. X is the correspondence number to be sent. Click **Send**.

Note: Candidates will stay being selected until manually deselected.

# Blank Correspondence (You Supply The Content)
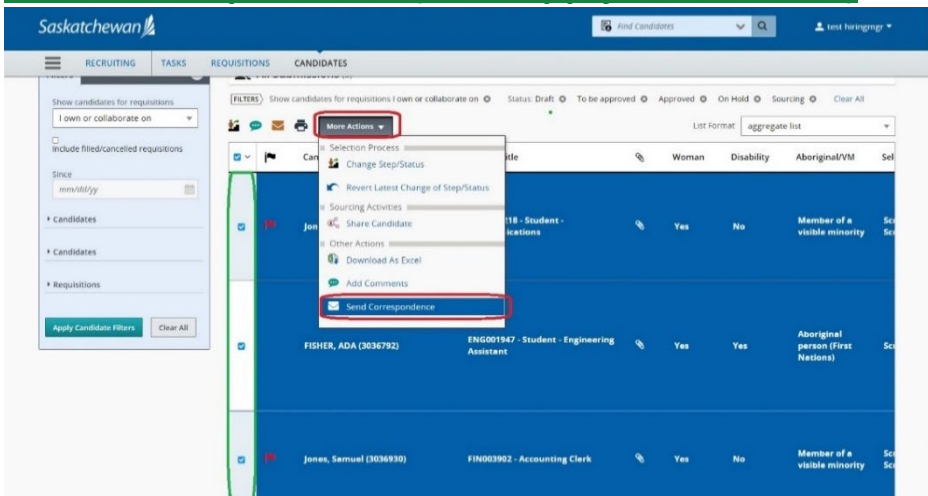
From the candidate list, place a checkmark to the left of the name(s) of the candidates to whom you wish to send the correspondence.

To select all candidates, click the drop-down in the box in the title bar of the candidate list. Click **Select all submissions on the list**. Ensure that fewer than 150 candidates are selected at a time.

From the **More Actions** drop-down, select **Send Correspondence.**
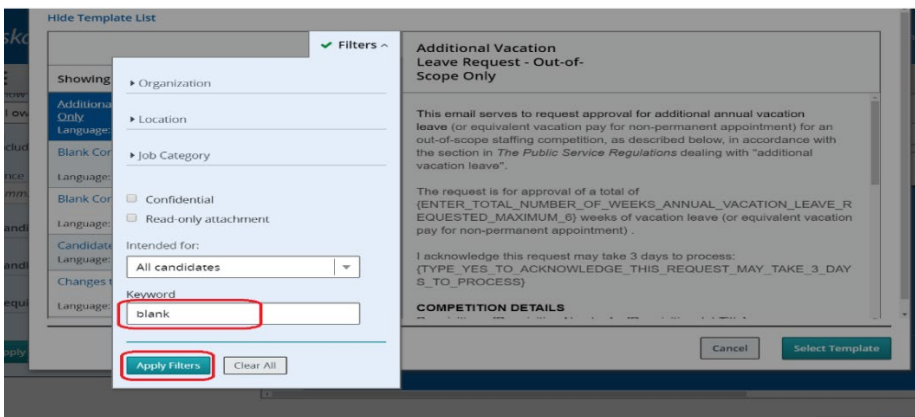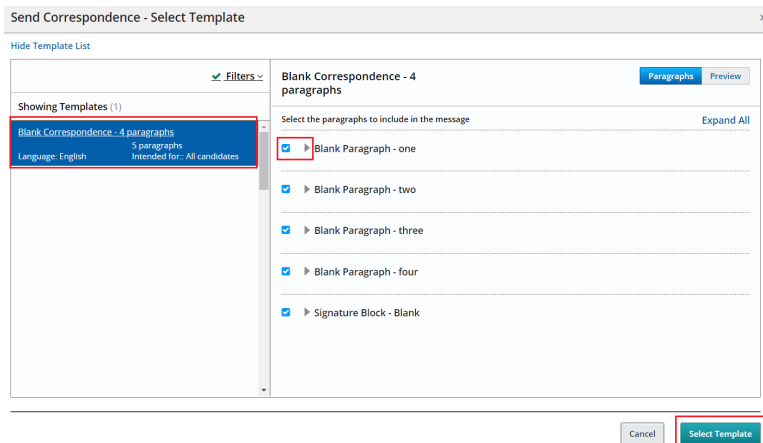**Alternatively,** click the **Send Correspondence** icon ✉ by the left side of **More Actions** button.
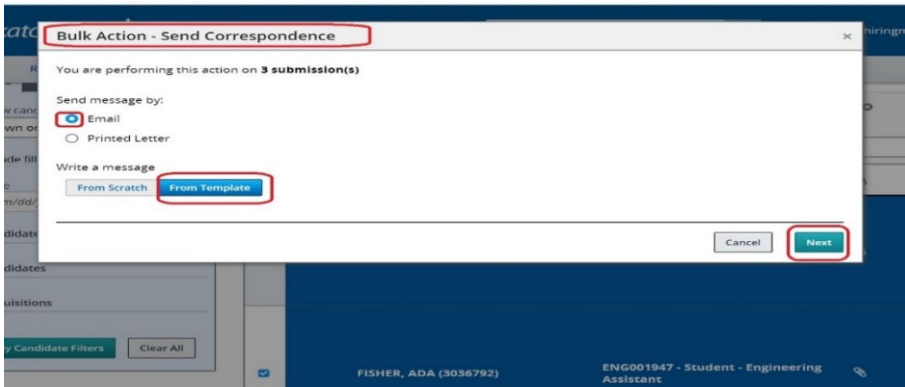
The Send Correspondence window (Bulk Action window if multiple candidates selected) pops up.

Email and **From Template** are selected by default**.**

Click **Next**.

Click **Filters** to open the filter window. Type the word "blank" in the Keyword field and click **Apply Filters**.

The correspondence is set up to be four paragraphs in length by default. If you don't need to use that many paragraphs, navigate to the right-hand panel and un-check the paragraphs that you do not need. For example, if you want to use three paragraphs, then you will un-check "Blank Paragraph – four."

Click **Select Template**.

The Send Correspondence window (Bulk Action window if multiple candidates selected) pops up.

Read the warning message in this window for more information.

Fill in all of the missing information in the left section. Click **Apply**. Fill in the Subject of the correspondence. Review the message.

While the boxes are small, you can type as much as you need to in the boxes. The sentences will wrap properly in the email.

Please be aware that the correspondence does not automatically reference the competition number or title, so you need to include that in the paragraphs that you provide here.

Review the content of the correspondence, checking for content, spelling, grammar, and punctuation.

Note the Subject line is empty. The system will not send the correspondence until that error is corrected. Click **Edit Message** to enter the subject line.
The **Send** button will be available when the messages is ready to send. Click **Send**.

You will get a message to notify the successfully process.

Resending Previously Sent Correspondence

In the **Submission View** page, click on **History** tab for candidate's submission.

Click on the correspondence that needs to be resent in the **Details/Comments** column.

The Send Correspondence window pops up.

Click on **Resend** button at the bottom of the screen to resend the correspondenec as it is.

Before resending the correspondence, you can change the recipient's email address, add additional email addresses, and edit the subject of the email.

Click on the **Edit Email Header** button on the top right corner. This will enable editing of the email adresses and the subject of the correspondence.