FindingPotential

Supporting Candidates with Email Delivery

great{with}talent

Introduction

There are a huge variety of systems, software and personal preferences that are very effective at stopping our lovely emails from being delivered to your candidates. In addition, human error such as incorrect email addresses and the deletion of invite emails prevents access to our questionnaires. As well as emails not being delivered, some email software and hosted email (such as hotmail) play havoc with the content in our invite emails, usually rendering the very important links that access our assessments useless.

Unfortunately great{with}talent has no or very little influence over these external factors. However, what we can do is to provide you with various support options to enable you to support your candidates. This document has therefore been created to outline these options where email delivery is problematic.

Please Note
It is exceptionally rare for there to be an issue with the 'inner workings' of our platform preventing email from being sent.

Questionnaire Invite Emails

Below are a number of practical ways to get candidates to access the questionnaires if there are issues with email delivery.

1. Check & Re-Check the Candidate's Email Address

We receive a large number of undeliverable emails simply because there are errors in the formatting of the email address and spelling mistakes in the recipient's name. If a candidate does not receive the invite email, the first thing to check is their email address:

- Login to the Assessment Manager, find the candidate in 'Active Assessments' and click on the candidate's name to view their details. Check the email address.

  - If the email address is **correct** then you can try re-sending the invite email by clicking 'Send Invite Email' under 'Candidate Options' situated on the right of the page. If the candidate still does not receive the email please refer to Options 2, 3 and 4.

     o   If the email address is **wrong**, click the 'Edit Candidate' button. Update the email address and click 'Update Candidate'. On the resulting page re-send the invite email by clicking 'Send Invite Email' under 'Candidate Options' situated on the right of the page. If the candidate still does not receive the email please refer to Options 2, 3 and 4.

2. Copy Yourself on Invite Emails

One way to avoid issues with email delivery is to also enter your email address (as the user/administrator) into the Email Address field when adding a candidate. By doing this you will get a copy of the invite email which can then be forwarded on in the event of a delivery issue.
Simply separate multiple addresses with a comma, for example:

        CandidateEmailAddress.net,YourEmailAddress.com

If the candidate has multiple email addresses you also you use the same syntax to send multiple emails to the candidate:

        CandidateEmailAddress.net,CandidateEmailAddress2.com

Please Note
All users/administrators set-up within your FindingPotential account can be copied in on **all** candidate invite emails sent. This can be enabled under 'Account Settings' in the Assessment Manager by those with appropriate permissions.

3. Use 'Quick Link' Functionality

Quick Link is a simple way of you informing a candidate of their unique questionnaire link (URL). As well as being useful for non-delivery of emails, Quick Link is useful for candidates where email software has broken or corrupted the URLs in the body of the invite emails.

The Quick Link is a condensed and unique link that is easy to communicate to candidates. For example Quick Link turns one of our standard questionnaire links:

https://m.greatwithtalent.net/?ID=AJGSYPO6RJO1-0XBULZUH7S-6GOPGSG8-4BJ64U-E0OG-20100311101723&CAID=NoaAoBQfPqZRcTxIpiRuOwkX&L=EN

Into the following:

http://gwt.es/?aSYgk2

This can then be told to the candidate or sent for example, via SMS.

To obtain the Quick Link for a candidate:

- Login to the Assessment Manager, find the candidate in 'Active Assessments' and click on the candidate's name to view their details.

- Under 'Support' in the left hand column you will find their unique Quick Link.

Please Note

Each candidate has their own unique Quick Link, please therefore do not use a Quick Link for more than one candidate.

Help & Support

If you would like to speak to someone about this document please email support@greatwithtalent.com (this is the most effective way of making support contact with us) or call great{with}talent on +44 (0) 333 012 4649 and select Technical Helpdesk at the voice prompt.