

ReferenceExpert

Choosing your referees



User Guide & FAQ



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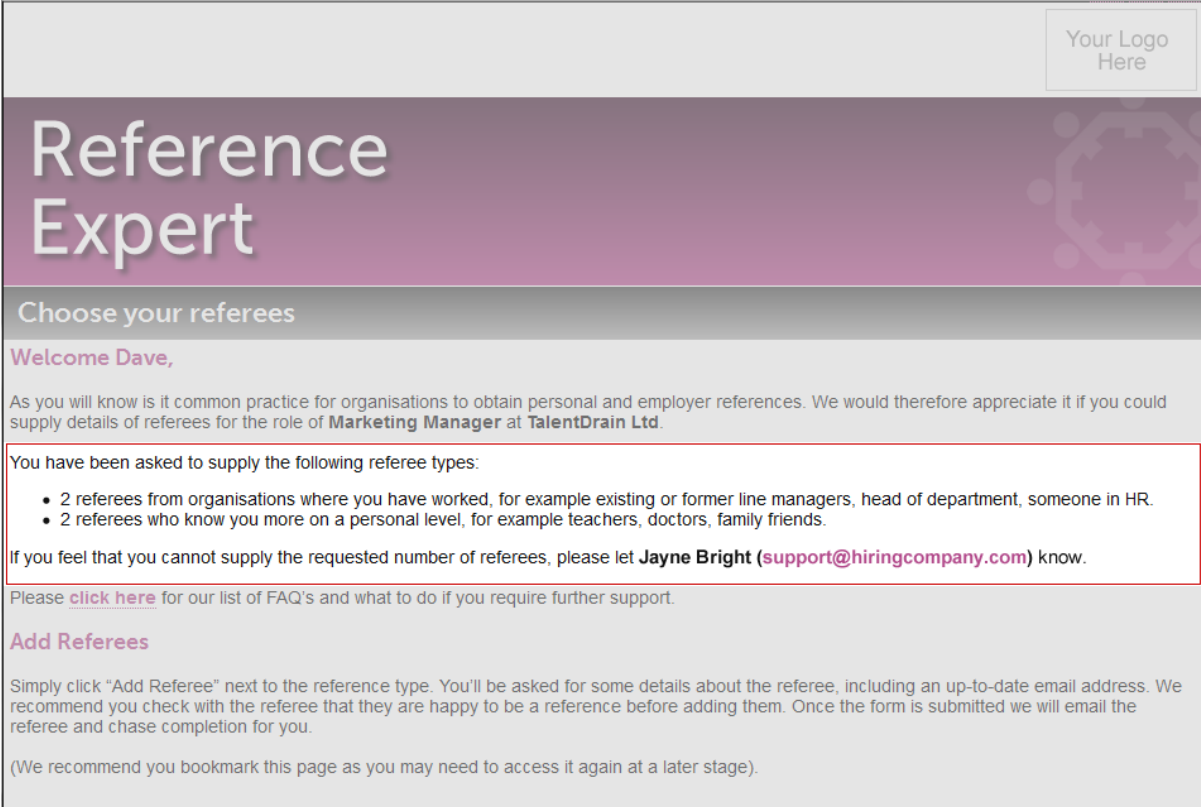
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ReferenceExpert: Choosing your referees

The organisation to which you have applied would like you to provide some references to support your application using the ReferenceExpert service and this document aims to provide you with the necessary information in order to complete this process.

How do I use the system to choose my referees?

The organisation has selected the numbers of each type of reference they require and this information is listed on the 'Choose your referees' page, for instance:



Your Logo Here

Reference Expert

Choose your referees

Welcome Dave,

As you will know it is common practice for organisations to obtain personal and employer references. We would therefore appreciate it if you could supply details of referees for the role of **Marketing Manager** at **TalentDrain Ltd.**

You have been asked to supply the following referee types:

- 2 referees from organisations where you have worked, for example existing or former line managers, head of department, someone in HR.
- 2 referees who know you more on a personal level, for example teachers, doctors, family friends.

If you feel that you cannot supply the requested number of referees, please let **Jayne Bright** (support@hiringcompany.com) know.

Please [click here](#) for our list of FAQ's and what to do if you require further support.

Add Referees

Simply click "Add Referee" next to the reference type. You'll be asked for some details about the referee, including an up-to-date email address. We recommend you check with the referee that they are happy to be a reference before adding them. Once the form is submitted we will email the referee and chase completion for you.

(We recommend you bookmark this page as you may need to access it again at a later stage).

In order to add a referee, you will need the following information:

- Their name
- Their email address
- Their job title (if an employment reference, not required for personal references)
- The company that they work for (if an employment reference, not required for personal references)

Once you have this information, simply click on 'Add referee' against the type of reference that you will be entering (Employment or Personal) and enter the details into the pop-up window.


Upon clicking 'Add Referee' the details will be saved, the referee contacted on your behalf and you will be returned to the main screen. Should you wish to exit the 'Add referee' form without saving, please click the 'Cancel' button.

Repeat the process until all of the required referees have been added. If you are unable to identify enough referees to satisfy the organisation's requirements, please use the contact listed in the introductory section of the 'Choose your referees' page.

What happens next?

Once added, a referee is sent a reference request email asking them to complete the reference for you. Our system automatically sends reminders to all referees who have not yet completed their reference.




What if I make a mistake?

If you make a spelling mistake or use an incorrect email address, you can delete the referee by clicking the delete icon () and re-entering their details by selecting 'Add referee' again.

What do the buttons do?

Status

This shows you whether your referee has completed the reference yet or not using the following icons:

-  The reference has not been started
-  The reference has been partially completed
-  The reference has been completed

Only incomplete references can be deleted and have reminders sent.

Delete

This enables you to delete an incomplete reference (for instance, if you find that the email address that you have used is incorrect)

☑ **Email**

This enables you to send the referee a reminder to complete their reference. Please note; great{with}talent automatically sends reminders twice a week (Monday & Thursday) to your referees so you do not need to manually send reminders unless it is specifically necessary.

Why do I see an error page when trying to access the page?

The page has expired

An organisation creates a task for you to add your referees in a certain timeframe (usually tied in with the job application process and its associated timings). Should you try to access this page after this time, the error page will be shown with a message explaining that this task has now expired. If you feel that you need more time to complete this task, please contact the name listed in the introductory section of the '[Choose your referees](#)' page.

Your task has been 'archived' by the organisation

A user in the company that you are applying to may archive your record once they have received the necessary references from your referees. This is usually something done at the end of the recruitment process, but if you think that this may have been done in error, or if you have not yet added your referees, it is worth contacting the name listed in the introductory section of the '[Choose your referees](#)' page.

Further Support

The '[Choose your referees](#)' page shows details of who to contact should you have further questions or concerns.