

User Guide: Applicant Tracking System

Introduction

Welcome to the new Applicant Tracking System (ATS) on the Hiredly Employer Dashboard! With a cleaner, sleeker interface, managing candidates is now faster and more intuitive.

How to use this user guide

This guide will help you get the most out of the ATS on the Hiredly Employer Dashboard. Here's a quick overview of what we'll cover:

1. Navigating the ATS Layout

Get familiar with the main interface

2. Applicant Cards

Learn how to screen applicants at a glance

3. Filters & Smart Rank Feature

Let AI surface your best matches. Matching candidates against the job description

4. Managing the Pipeline

Efficiently advance applicants through your hiring pipeline

5. Applicant Profile

Deep dive into candidate details, view resumes, and collaborate with your team by leaving internal notes and feedback

6. Scheduling an Interview

Set up interviews in a few clicks

7. Switching Between Jobs

Easily navigate between different active job postings to manage applicants without leaving the main dashboard

8. FAQs

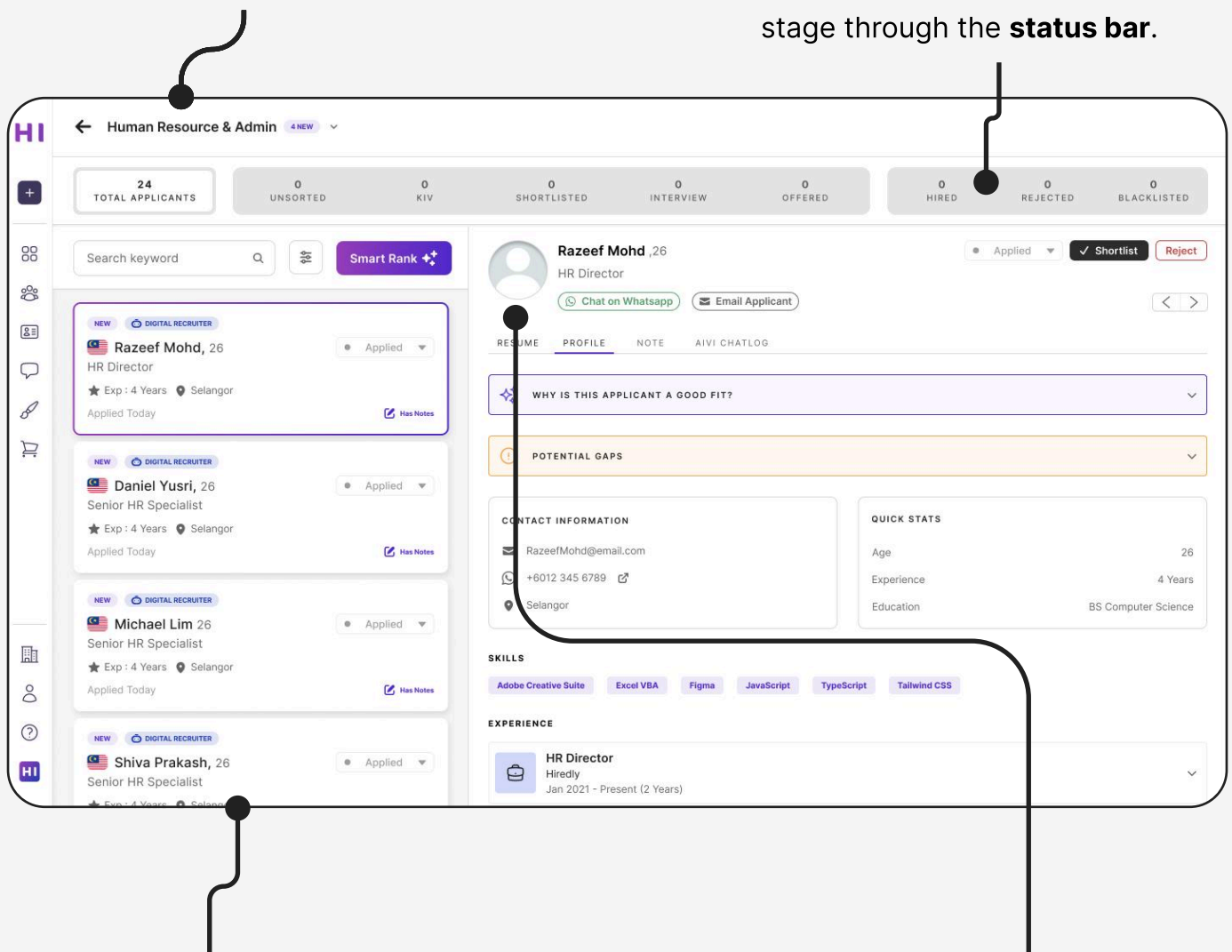
Quick answers to common questions

Navigating the ATS Layout

Get familiar with the **main interface** to manage your applicants with ease.

Switch Jobs instantly from this tab

See and manage applicants in each stage through the **status bar**.



Applicant Cards

This is your list of applications received.

Applicant Profile

Click on an Applicant Card to view the full profile.

Applicant Card & Screening

Each Applicant Card shows **key applicant details** at a glance for quick screening.

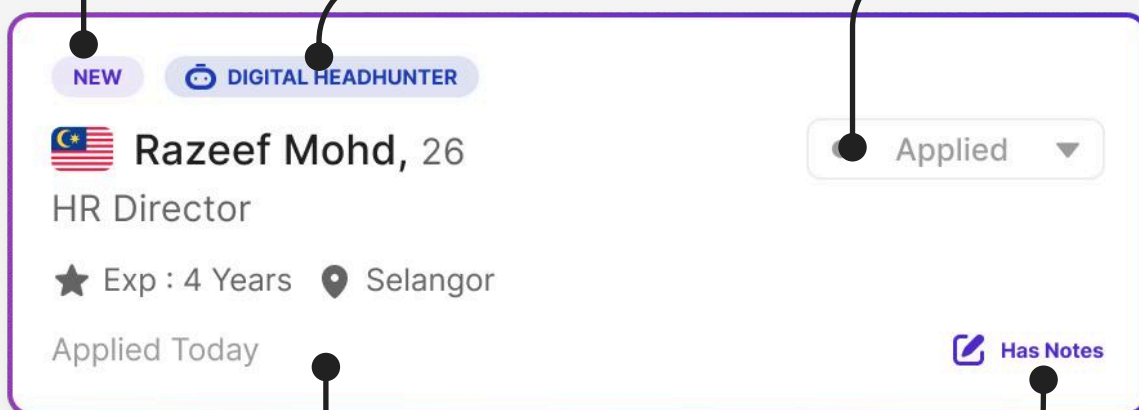
“NEW” label

Appears on applications you haven't viewed yet

“DIGITAL HEADHUNTER” label

Spotlight applicants who were invited to apply through the Digital Headhunter feature

Stage dropdown to instantly move applicants



An indicator to show that notes have been added to this profile

Key info such as:

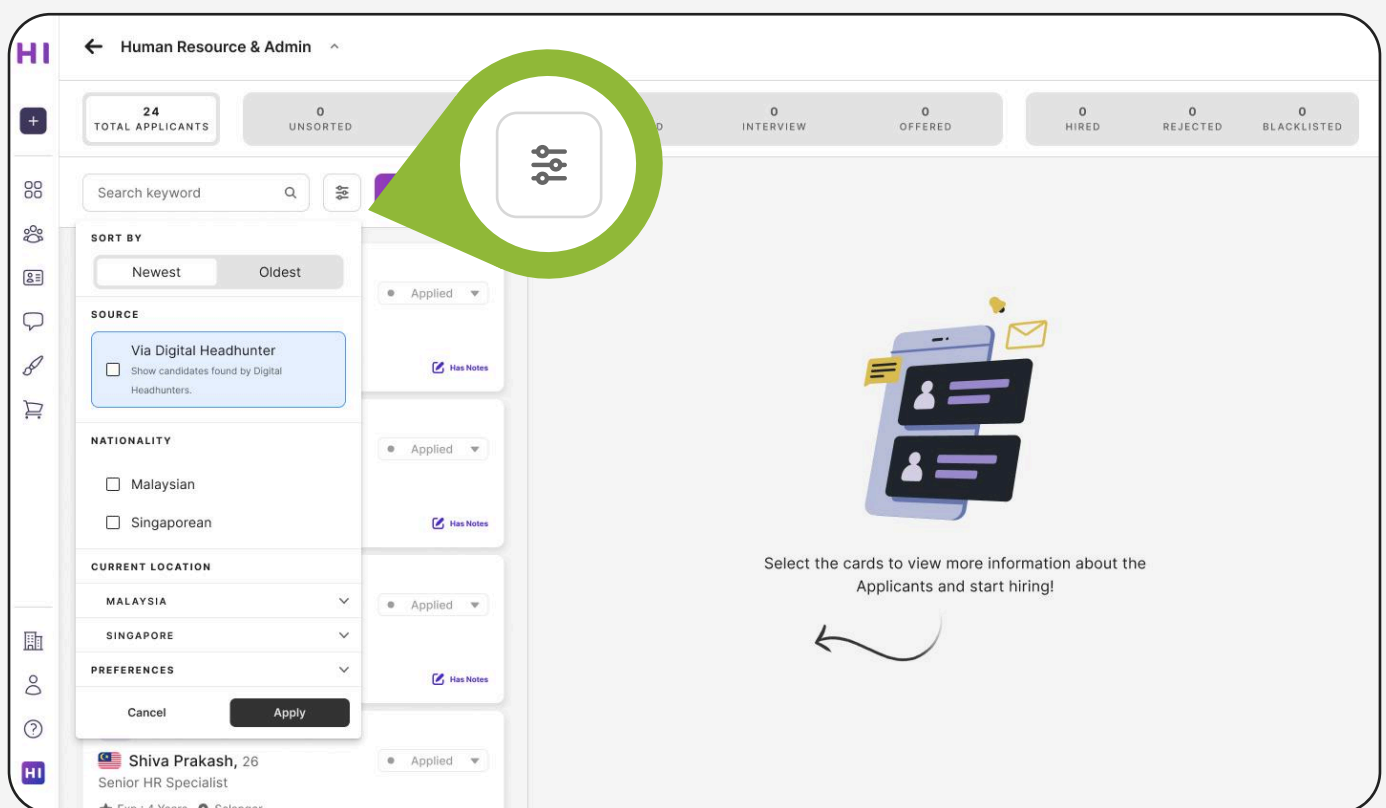
1. Nationality, name & age
2. Current job title, experience & current location
3. Application Date

Filters

Narrow down your applicant list to find the right candidates faster.

Where to find it

Click the filter icon next to the search bar to open the filters panel.



Filters rely on the information provided by applicants in their profiles or resumes. If the relevant details are missing or incomplete, those candidates may not appear in your filtered results.

For further enquiries, please email employer@hiredly.com or call +603 2771 0141.

Filters

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Filter Name	Definition
Sort By	Sort applicants by Newest or Oldest application date.
Source	Show candidates from specific sources. For example, selecting "via Digital Headhunter" will display only candidates found by Digital Headhunters.
Nationality	Filter by the applicant's nationality, such as Malaysian or Singaporean.
Current Location	Filter by the applicant's current location based on state or region. Locations are grouped by Malaysia and Singapore.
Preferences	Filter by work preferences such as Remote or Willing to Relocate.

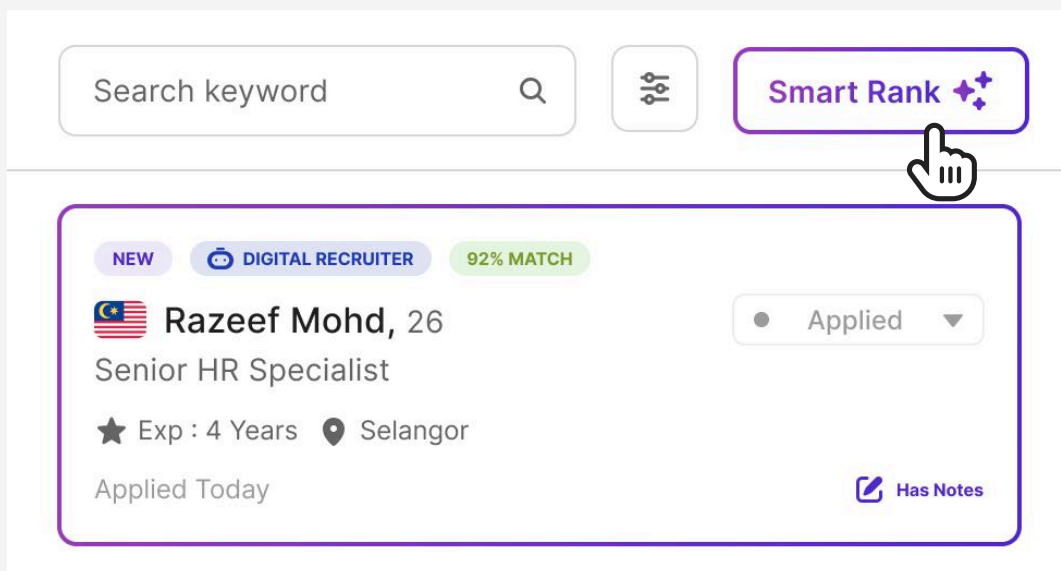
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Smart Rank

Let AI help you find the **best-matched candidates** faster.

How it works

1. Smart Rank **compares each applicant's profile against your job description** and assigns a match score. Applicants with higher scores appear at the top of your list.
2. To activate, **click the Smart Rank button** on your dashboard.



Once activated:

A match score will appear on each applicant card (e.g., 92% MATCH). The higher the score, the closer the match to your job requirements.

Relevance (Most relevant first)

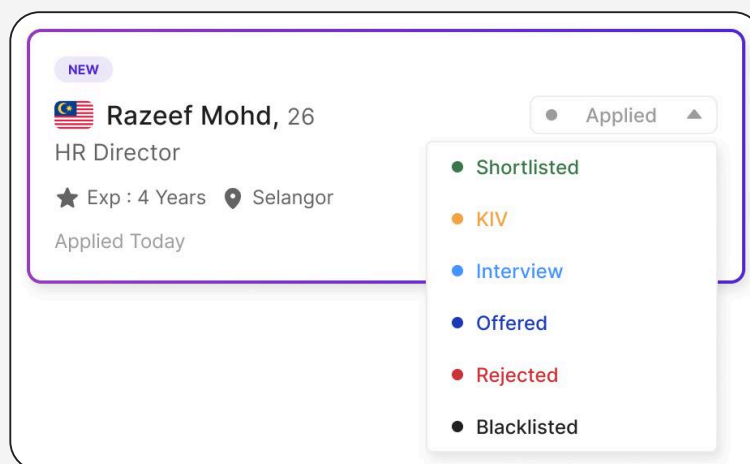
- Sorts applicants based on how closely they match the job description.
- Ideal for ensuring the most relevant applicants appear at the top.

Managing the Pipeline

Easily move applicants through your hiring pipeline using the stage dropdown.

How to move an applicant

- 1. From the applicant card:** Use the dropdown on the right side of any the card
- 2. From the applicant profile:** Use the dropdown at the top of the applicant's profile



Organised Recruitment

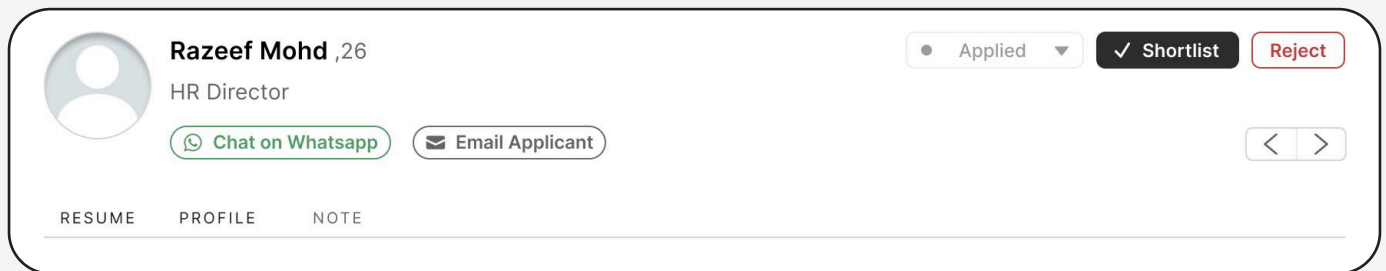
You can move applicants through your hiring pipeline to keep your recruitment process organised by choosing from the following stages above.

Important Notes:

- ⚠ Rejected applicants cannot be moved back to any other stage.
- ⚠ Blacklisted applicants can still apply to other jobs but will only appear under the Blacklisted stage. To unblacklist, contact customer support.

Applicant Profile

Click on any applicant card to view the applicant's full profile on the right panel.



Quick Actions

- Start a quick WhatsApp conversation or send an email to the applicant
- Move the applicant to the next stage instantly (*changes depending on current stage)
- Schedule an interview with the applicant
- Move between applicant profiles

Understanding The Tabs in the Applicant Profile

Resume

- View the applicant's uploaded resume.

Profile

- All summaries, contact info, quick stats, skills, experience, and education, all in one place.

Notes

- Add internal notes about the applicant for your team.

Resume Tab

View the applicant's uploaded resume directly within the profile.

The screenshot shows the Hiredly applicant profile for Razeef Mohd, 26, HR Director. The profile includes a profile picture, name, title, and contact information. There are buttons for 'Chat on Whatsapp' and 'Email Applicant'. The 'RESUME' tab is selected, showing a PDF viewer with the following content:

Your Name Here
123.555.6789 | yourname5@ncsu.edu | [linkedin.com/in/yourname](https://www.linkedin.com/in/yourname) | myportfolio.wordpress.ncsu.edu

Summary
Collaborative, ambitious problem-solver with inclusive leadership qualities, seeking internship position in Communication, Marketing, or Media. Prioritizes attention to detail, thoroughness, and aesthetic appeal. Energized by forming connections, learning from others, and embracing creativity.

Education
North Carolina State University, Raleigh, NC | Anticipated May 20XX
Bachelor of Arts in Communication, Media Concentration | GPA 3.528 | Dean's List 20XX

Skills and Coursework

- Communication Theory	- Creative Thinking	- Canva
- Newsletter Writing and Production	- Relationship Building	- Adobe Illustrator
- Academic Writing and Research	- Psychology	- iMovie

Experience

Social Media Chair, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Managed social media accounts across various platforms such as Instagram, Tik Tok, and Facebook, while curating content that catered to each respective audience
- Edited and uploaded photos and videos to produce content that accurately reflected the values stated in Delta Zeta National By-Laws and upheld the standards of the Panhellenic Association
- Designed and distributed engaging infographics to clearly communicate information to sorority members, alumni, and potential new members
- Promoted fundraising events that benefited the Starkey Hearing Foundation and the American Society for Deaf Children, which amassed 193% of the previously stated monetary goal
- Collaborated extensively with the Vice Presidents of Recruitment and Philanthropy to maintain consistency throughout posts and brainstorm new ways to boost engagement and gain support

Standards Delegate, Delta Zeta Sorority | Raleigh, NC | December 20XX-Present

- Applied communication tactics to facilitate productive discussions with chapter members who have violated Delta Zeta policies
- Collaborated with the Vice President of Risk, Standards President, and fellow committee members to develop effective plans of action to aid chapter members in accessing any resources that may help them, and minimize the risk of repeat occurrences

Fitness Assistant, NC State Wellness and Recreation Center | Raleigh, NC | April 20XX-January 20XX

- Enthusiastically greeted patrons and provided accurate information about programs, services, and facilities.
- Ensured safety of fitness space users by demonstrating proper use of equipment, maintaining cleanliness of the facility, and enforcing facility policies and guidelines

Lifeguard, JCC Bridgewater | Bridgewater, NJ | June 20XX-Present

The resume is displayed in a built-in viewer, so you can review it without downloading. Use the controls to zoom, navigate pages, or download the file if needed.

For further enquiries, please email employer@hiredly.com or call +603 2771 0141.

Profile Tab

Get a complete overview of the applicant — from AI insights to their background.

The screenshot displays the profile tab for an applicant named Razeef Mohd, 26, who is an HR Director. The interface includes a header with a profile picture, name, and job title, along with buttons for 'Applied', 'Shortlist', and 'Reject'. Below the header are buttons for 'Chat on Whatsapp' and 'Email Applicant'. The main content area is divided into several sections: 'RESUME', 'PROFILE' (selected), 'NOTE', and 'AIVI CHATLOG'. The 'PROFILE' section contains two AI-generated insights: 'WHY IS THIS APPLICANT A GOOD FIT?' and 'POTENTIAL GAPS'. Below these are two columns of information: 'CONTACT INFORMATION' (email: RazeefMohd@email.com, phone: +6012 345 6789, location: Selangor) and 'QUICK STATS' (Age: 26, Experience: 4 Years, Education: BS Computer Science). The 'SKILLS' section lists Adobe Creative Suite, Excel VBA, Figma, JavaScript, TypeScript, and Tailwind CSS. The 'EXPERIENCE' section shows a role of UX/UI Designer at Hiredly from Jan 2021 to Present (2 Years). The 'EDUCATION' section shows Accounting and Finance at Hiredly from Jan 2021 to Present (2 Years).

What you'll find

- **AI Summaries:** The AI lets you know why the applicant is good fit, and what they might be lacking
- **Contact Information:** Email, phone, and current location
- **Quick Stats:** Age, experience, and education
- **Skills**
- **Experience**
- **Education**

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Notes Tab

Keep track of your thoughts by adding internal notes about the applicant.

The screenshot shows the 'Notes Tab' for an applicant named Razeef Mohd, 26, HR Director. The interface includes a profile card with a status dropdown set to 'Applied', and buttons for 'Shortlist' and 'Reject'. Below the profile are buttons for 'Chat on Whatsapp' and 'Email Applicant'. A navigation bar shows 'RESUME', 'PROFILE', 'NOTE' (selected), and 'ACTIVITY'. A lock icon and text indicate that notes are only visible to the user and their team. A '+ Add Note' button is prominently displayed. Two existing notes are shown: one by 'CELINE' stating 'Candidate performs well during the cultural fit round' and one by 'YOU' stating 'Candidate has a strong foundation of the required skillset'. Each note has edit and delete icons and an 'Edited' timestamp.

How the notes feature work

- You and your team members can add notes.
- You can only edit or delete your own notes.
- Notes are only visible to your team and won't be shared with the applicant.

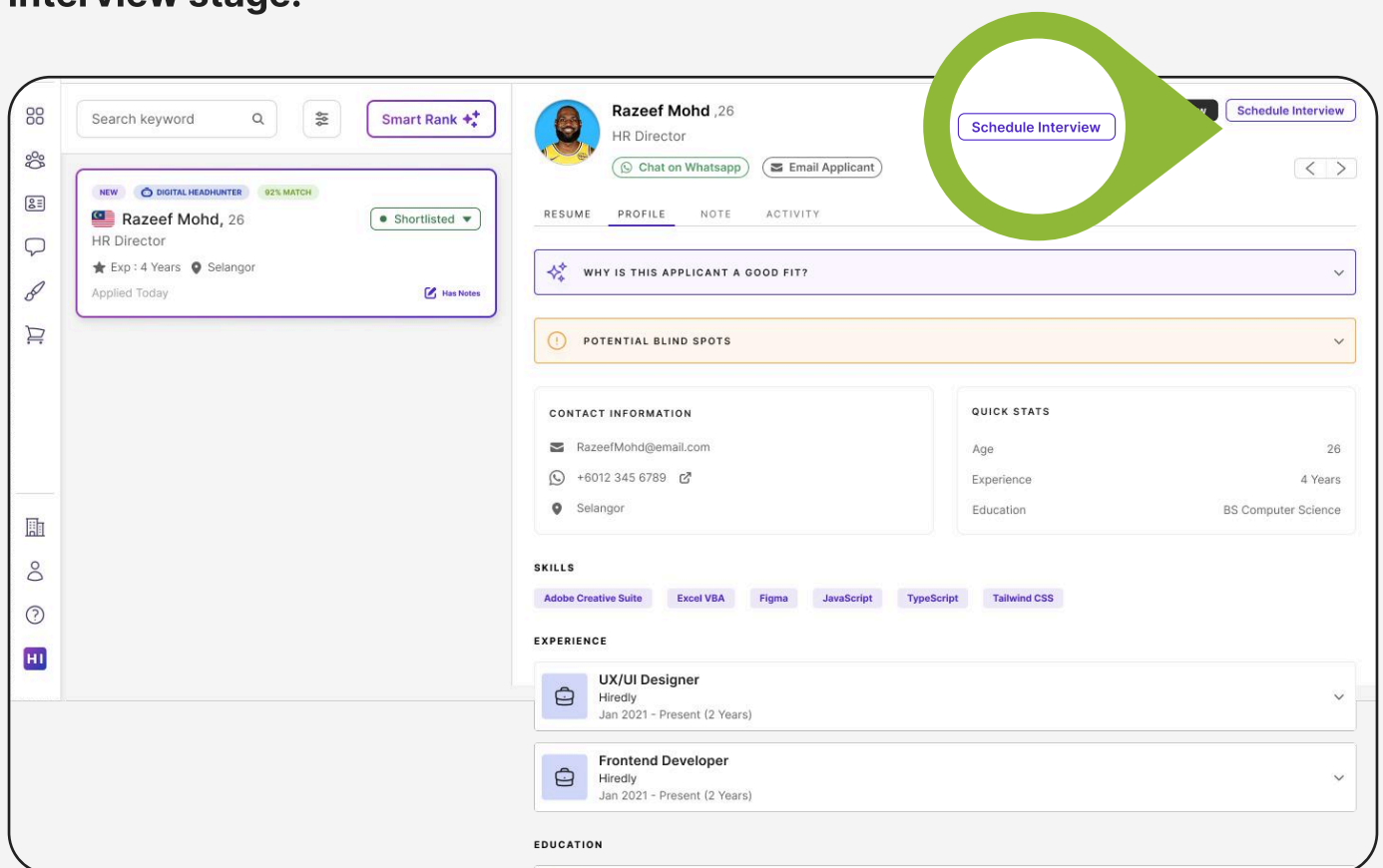
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Scheduling an Interview

Schedule interviews and send invitations to applicants in just a few clicks.

How to schedule an interview?

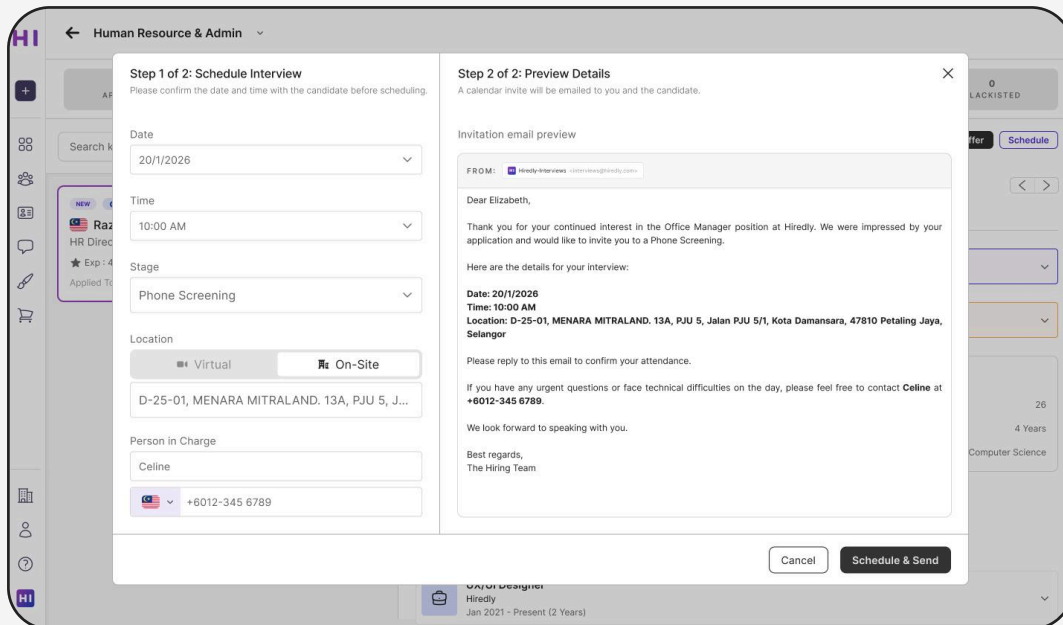
You can schedule an interview when the applicant is in the **Shortlisted or Interview stage**.



The screenshot displays the Hiredly applicant profile for Razeef Mohd, 26, HR Director. The profile is in the 'Shortlisted' stage. A green callout bubble highlights the 'Schedule Interview' button in the top right corner of the profile card. The profile card also includes a 'Smart Rank' button, a search bar, and a 'Has Notes' link. The main profile view shows tabs for RESUME, PROFILE, NOTE, and ACTIVITY. Below the tabs are sections for 'WHY IS THIS APPLICANT A GOOD FIT?', 'POTENTIAL BLIND SPOTS', 'CONTACT INFORMATION', 'QUICK STATS', 'SKILLS', 'EXPERIENCE', and 'EDUCATION'. The 'CONTACT INFORMATION' section lists the email RazeefMohd@email.com, phone number +6012 345 6789, and location Selangor. The 'QUICK STATS' section shows Age: 26, Experience: 4 Years, and Education: BS Computer Science. The 'SKILLS' section lists Adobe Creative Suite, Excel VBA, Figma, JavaScript, TypeScript, and Tailwind CSS. The 'EXPERIENCE' section lists UX/UI Designer and Frontend Developer, both at Hiredly from Jan 2021 to Present (2 Years).

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Scheduling an Interview



How to schedule an interview?

- **Fill the Fields:** Fill in the Date, Time, Stage, Location (Virtual or Physical), and the Person in Charge.
- **What happens next?** An email is sent from **interviews@hiredly.com** to both the you and the applicant with a templated email and a calendar invite link.
 - **Note:** The invite is not added directly to your calendars; you must open the link and add it manually.
- **Edits & Deletions:**
 - If you **edit** an interview, a new invite is sent. You must manually delete the old one from your calendar.
 - If you **delete** an interview in the ATS, it will not remove the entry from your personal calendar. You must delete it manually.

For further enquiries, please email employer@hiredly.com or call [+603 2771 0141](tel:+60327710141).

Scheduling an Interview

Where can I find the scheduled interview?

The interview details will appear on the applicant's profile and can be edited or deleted anytime.

The screenshot displays the 'Human Resource & Admin' interface. At the top, a green notification banner reads 'Interview Created'. Below this, a dashboard shows applicant counts: 24 Total Applicants, 0 Unsorted, 0 KIV, 0 Shortlisted, 1 Interview, 0 Offered, 0 Hired, 0 Rejected, and 0 Blacklisted. The main profile is for Razeef Mohd, 26, HR Director, with 4 years of experience in Selangor. A green box highlights the 'UPCOMING INTERVIEW' section, which lists: DATE: December 3, 2025; TIME: 09:00 AM; STAGE: Phone Screening; and LOCATION: Virtual. Below this are sections for 'WHY IS THIS APPLICANT A GOOD FIT?', 'POTENTIAL BLIND SPOTS', 'CONTACT INFORMATION' (RazeefMohd@email.com, +6012 345 6789, Selangor), and 'QUICK STATS' (Age: 26, Experience: 4 Years, Education: BS Computer Science). A 'SKILLS' section at the bottom lists Adobe Creative Suite, Excel VBA, Figma, JavaScript, TypeScript, and Tailwind CSS.

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Switching Between Jobs

Manage multiple hiring pipelines effortlessly. You can switch between your open roles and past listings instantly without leaving the dashboard.

How to switch between jobs

- 1. Locate the dropdown:** Click on the job title in the top-left corner of your ATS dashboard.
- 2. Select a role:** Choose the specific job you want to view from the list.
- 3. Instant Update:** The dashboard will immediately refresh to show the applicants and pipeline stages for that specific role.



Your jobs are organised into two categories:

- **Active Jobs** - roles you are currently hiring for. Select these to review new applicants and manage your current pipeline.
- **Inactive Jobs** - roles that have been closed or paused. You can still access these to view past applicant data.

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Frequently Asked Questions (FAQs)

Find answers to common questions related to using the ATS.

1. Will applicants know if I change their status or reject them?

No. Applicants will not be notified about any status changes you make on the ATS (such as moving them to Shortlisted, KIV, Rejected, or even Blacklisted).

However, as soon as you click on an Applicant Card to look at their profile, the applicant will be notified that the employer has viewed their application. This lets them know you have seen their profile, but all your later decisions stay private.

2. I accidentally clicked "Rejected" or "Hired." Can I change it back?

No. Once you move someone to Hired or Rejected, you cannot change it yourself. If you made a mistake and need to move the candidate back to a different stage, please contact our Customer Support team via customercare@hiredly.com, and we will help you fix it.

3. If I blacklist a candidate, can they apply for my other jobs?

Yes. We do not stop candidates from applying to your company again. However, if a blacklisted candidate applies for another one of your jobs, their application will not appear in your main list. It will go directly to the Blacklisted tab so you don't have to filter them manually.

Frequently Asked Questions (FAQs)

Find answers to common questions related **to using the ATS**.

4. Can I see if an applicant applied for my other jobs before?

Not at this time. The ATS currently shows you only the information for the specific job you are looking at. You will only see the details and history for the current role.

5. I found a mistake in the AI features (Smart Rank or Screening Companion).

We are very sorry about this. We are always working to make our AI features better for you. If you see an error, please report it to Customer Support via customercare@hiredly.com. Our team will investigate it to help improve the system.