

Learning Hub

Admin Guides

User Guides

General

[Resume Parsing FAQ](#)

[Unified Tasks List & Contextual Task Management on Records](#)

[Protecting yourself from phishing attempts](#)

[What is CAPTCHA?](#)

[SEEK Questionnaire Panel](#)

[JobAdder's Security Features](#)

[Getting support in JobAdder](#)

[Enabling third-party cookies for JobAdder compatibility](#)

[Minimum System Requirements](#)

[New Job Dashboard A-Z](#)

[Shortcuts A-Z](#)

[Phishing emails](#)

[Creating Cover Pages in Microsoft Word \(Windows users\)](#)

[Social Profiles](#)

[Attach resumes from Outlook](#)

[Closing and reopening requisitions](#)

[Automated Candidate Matching](#)

CareerUpdate

[Clearing your cache](#)

[Single Sign-On \(SSO\)](#)

[Quick Create popups](#)

- [Preview and Update your Signature](#)
- [User Groups vs Quota Groups vs Offices](#)
- [Preview and Update your Office Details](#)
- [Submitting Candidates Online versus via Email](#)
- [JobAdder Feedback](#)
- [Quick View updates](#)
- [Quick Search](#)
- [Recent Records](#)
- [Placement Fee and Forecast](#)
- [Set Default Home Page](#)
- [Job Record Update - Improved Header](#)
- [Boolean Searching](#)
- [Rejected Candidates in HiringManager Portal](#)
- [Accessing the Applicant Dashboard](#)
- [Email subscription status for Candidate and Contact records](#)
- [SEEK enhanced job posting](#)
- [Indeed - source attribution tracking](#)
- [Refreshing the Create a Job form](#)
- [Create a Task](#)
- [Customise Grids](#)
- [Apps and Add Ons](#)
- [Autocomplete on new Job Applications](#)
- [Set your Time Zone](#)
- [Retained Invoice Scheduling](#)
- [Events & Tasks](#)
- [Email Formatting](#)
- [Document Management](#)
- [WorkPro Integration](#)

[Sharing documents to and from Hiring Managers](#)

['Social Profiles' column and emoji support](#)

[Link Email Templates with Statuses](#)

[New Candidate Details](#)

[Add Social Media Accounts](#)

[Update Settings and Profile](#)

[Candidate Suitability](#)

[Your JobAdder Password](#)

[Upload Photo](#)

[Master Edit Candidate Records](#)

[Create a Personal Email or SMS Template](#)

[Making a call with Zoom \(Mobile Update\)](#)

[Working with Folders / Talent Pools](#)

['Sticky' Candidate details drawer](#)

[Changing your email address](#)

[Multitasking Full Candidate Details](#)

[Dashboards A-Z](#)

[REED Integration update](#)

[Upload Documents via Camera \(Mobile Update\)](#)

[JobAdder API](#)

[Tracking Consultant Activities](#)

[Name changes for in-house recruiters](#)

[Documents Filter & Personal Video + Calendar Links](#)

[JobAdder Mobile - New Job Detail Page & Interactions](#)

[New 'Job Create' UI & Mandatory Job Fields](#)

[Locate your best candidates with filters](#)

[AI Matches](#)

[Save time and taps with the latest mobile release](#)

[Setting an alias in the JobAdder Community](#)

[Improvements to the applicant review process](#)

[Adding Candidates to Multiple Jobs \(Mobile Release\)](#)

[Jobs Filter on the New Job Dashboard](#)

[New Job creation flow](#)

[Automatically Match Candidates using Job Skills](#)

[Add, View & Manage Documents in Quick View](#)

[Multi-Factor Authentication \(MFA\)](#)

[New Efficiency Hack - Quick Bulk Submit via Email](#)

[User Permissions Settings](#)

[New Jobs Dashboard Card View & Unread Applications](#)

[Filtering by recruiter, fees & forecasting options and multiple Contacts on a Job](#)

[Keyboard shortcuts](#)

[JobAdder Community Guidelines](#)

[New look navigation - Just one click!](#)

[New Job Dashboard](#)

[Duplicate Prevention](#)

[CareerUpdate Documents](#)

[SEEK Video Cover Letters](#)

[@mentions \(Mobile Release\)](#)

[Simplify the candidate rejection process](#)

[Job Ad expiry emails](#)

[Speech to Text in Chrome](#)

[Document Management Updates](#)

[Job Application & Task Notifications \(Mobile Update\)](#)

[Documents tab](#)

[eSignature updates](#)

[Hide inactive records in Quick Search & New fields for screening](#)

[Candidate Availability, Advanced Search & Workplace Location](#)

[Password-less Login and Candidate Photos \(Mobile Update\)](#)

[iPad Document Split View \(Mobile Update\)](#)

[Speech to Text \(Mobile Update\)](#)

[Introducing Video Cover Letters!](#)

[Data Import Tool & Quick View updates](#)

[Adder Intelligence Overview](#)

Analytics

Opportunities

Jobs

Job Ads

Job Applications

Candidates

Placements

Contacts

Companies

Job Boards

Job Board FAQ

Reports

Temp Express

Activities and Notes

JobAdder Videos

Integrations & Add-Ons

JobAdder Updates

CareerUpdate



Esme F

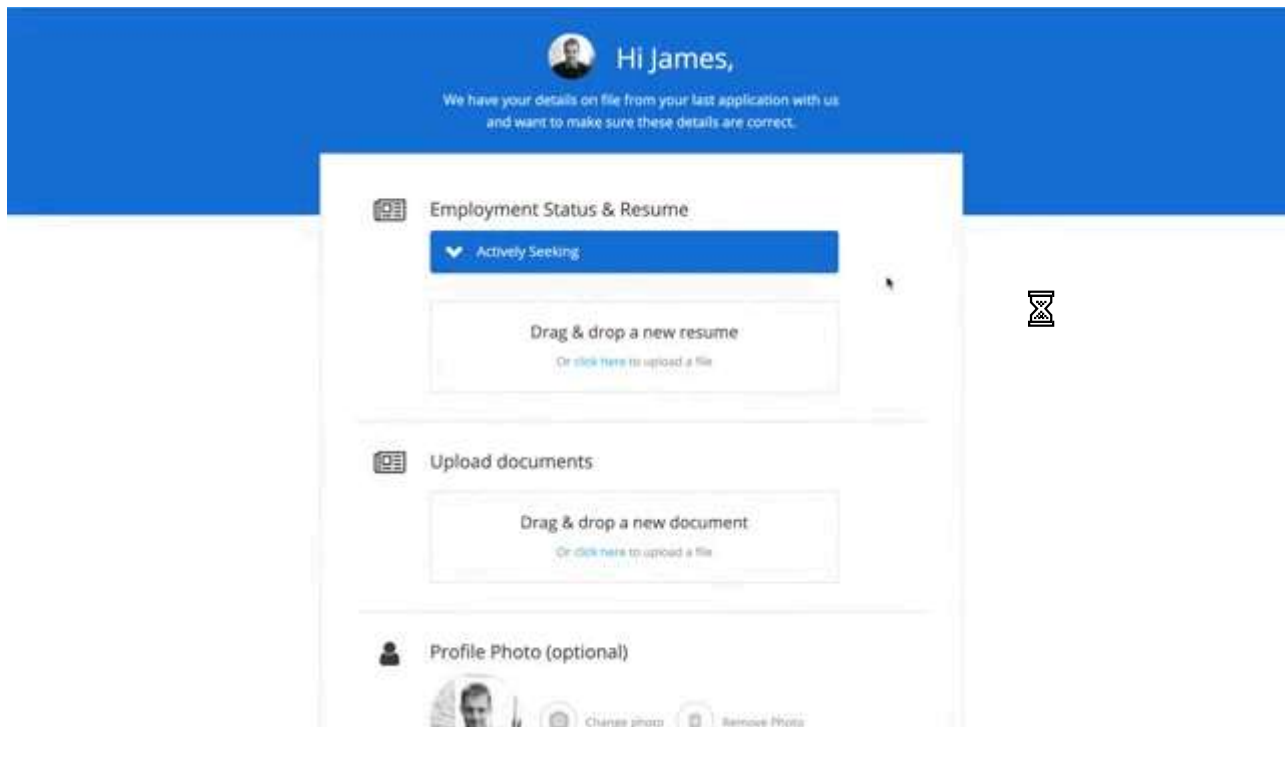
Updated 7 months ago

6 minute read

Making sure that your candidate database is up to date can be a struggle. As you may know from your freshness report (JobAdder > Reports > Candidates - Freshness), sometimes your data might be two, three, or more years old. That's not good for you or the potential candidates!

Overview

CareerUpdate from JobAdder helps to alleviate this problem. You can send candidates an email invitation asking them to update their details via an easy to complete form. This data then automatically populates their Candidate record in JobAdder with the freshest data.




How does CareerUpdate help me comply with GDPR?

Automatically respond to subject access requests by sending candidates a link to their

CareerUpdate profile - <https://gdpr-info.eu/art-15-gdpr/> 

Automate the data rectification process by allowing candidates to update their data in CareerUpdate - <https://gdpr-info.eu/art-16-gdpr/> 

Automate the 'right to be forgotten' process by allowing candidates to request to be removed from your database in CareerUpdate - <https://gdpr-info.eu/art-17-gdpr/> 

Automatically respond to the right to data portability requests by sending candidates a link to their CareerUpdate profile - <https://gdpr-info.eu/art-20-gdpr/> 

Inviting candidates to CareerUpdate

Important ! Candidates sourced from PeopleAdder cannot be invited to CareerUpdate.

1. Open a Candidate record
2. Click Actions
3. Select Invite to CareerUpdate



Abby Lee

ACTIVE

alee@umbrella.com

+18163774854

SMS

Sydney, Australia

Actions

Activity Documents (2) Resume (2) Applications (10) Placements Submissions Availab

Personal Details

Mobile (816) 377-4854
Phone (816) 738-8847
Email alee@umbrella.com
Address 798 West Road Sydney, Australia

Current Employment

Position Account Manager
Company Umbrella Corp
Work Type Full-Time
Salary Annual Salary / 90,000
Notice Period 4 Weeks
Availability 12/10/2020

Latest Resume and Cover letter

Resume View Latest
Formatted Resume View Latest
Update Format
Cover Letter Add Cover Lett
Candidate Rating Very Good
Skills View Skills

Summary

Add Details

Other Details

Source Client referral

Dropdown menu with options: Folders, Edit Candidate, Add to Job, Float, Schedule Interview, ACTIVITIES, Candidate Care, Visa / Work Rights, Add note, Follow, Invite to CareerUpdate, Export to Spreadsheet, Delete Candidate

Pro tips

- You can send invites in bulk from the Candidate grid screen
Try adding the subdomain URL (https://companyname.careerupdate.com/) to your Candidate auto-response emails and you won't have to paste the link each time!

Important ! Candidates can only be invited to CareerUpdate once every 3 months from a JobAdder account. Further invites within a 3 month period will not be delivered.

Invite Candidates to CareerUpdate Video

Invite Candidate

CareerUpdate

2:33

Candidate logs in to CareerUpdate

1. The candidate will receive an email with a link to click to log in
2. The Candidate will log in with their social network of choice (LinkedIn, Google or Facebook) or via a 'magic link' by clicking the envelope icon

JobAdder

CareerUpdate - Your Personal Career Portal

Sign-in with your social account or email:



3. When using the 'magic link', they'll receive an email from noreply@careerupdate.com containing a link which they can use to access CareerUpdate, no password required:

JobAdder

CareerUpdate - Your Personal Career Portal



Sign in without a password? Magic!

Enter your email address, and we'll send you a link to sign in instantly.

Send

Cancel

Important !

- The email address associated with the social account used to log in to CareerUpdate must match the email address against the record in JobAdder.
- If duplicate records exist, CareerUpdate will automatically load data from the most recently updated.

Candidate updates their details

Once logged in, the candidate will be asked to confirm their current status as 'Actively Seeking', 'Open to Opportunities' or 'Not Interested':

Hi James,

We have your details on file from your last application with us and want to make sure these details are correct.



Employment Status & Resume

▼ Actively Seeking

Actively Seeking

Open to Opportunities

Not Interested

The candidate will then be asked to add or update (if they wish):

- Profile picture
- Profile video
- Contact details
- Employment details
- Resumes
- Skills (up to ten)
- Qualifications
- Social media links
- Note/cover letter

Finally, the candidate will click 'Submit my updated details'.

Try it now  

Availability tab

The candidate can also submit their availability in the 'Availability' section of your CareerUpdate portal which will automatically transfer to their candidate record in JobAdder.

CareerUpdate ite Availability

1:57

My Profile Availability

Hi James,
We have your details on file from your last application with us and want to make sure these details are correct.

Employment Status & Resume

Actively Seeking

James Ford resume.pdf

Drag & drop a new resume
Or [click here](#) to upload a file

Profile Photo (optional)
Upload a photo

Quick Video Intro (optional)

Here they can enter or adjust their detailed availability:

The screenshot shows the 'Weekly Availability' form for the period 30/09/2018 - 06/10/2018. The form lists days from Sunday to Saturday. Wednesday (03/10) is selected with a blue checkmark. Below the date, there are two time selection fields: '9:00 AM' and '4:00 PM', with a 'Split hours' link between them. Other days (Sun, Mon, Tue, Fri, Sat) are unselected. A 'Copy times to all' button is at the bottom.

The candidate has the option to select the days, start times, and end times of their availability. They can also set split availability across a single day:

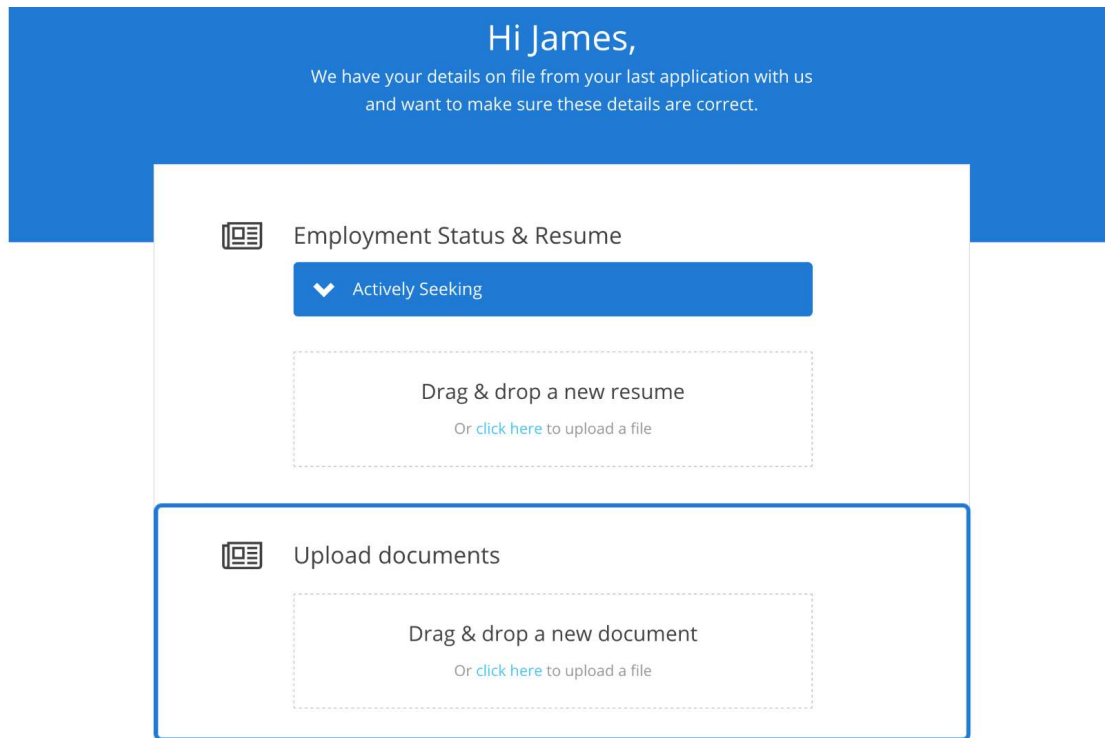
This screenshot shows the 'Weekly Availability' form with split availability for Wednesday (03/10). The day is selected with a blue checkmark. There are two time selection fields: the first is '9:00 AM' to '11:00 AM', and the second is '2:00 PM' to '6:00 PM'. A small 'x' icon is visible next to the second time slot. Other days are unselected. A 'Copy times to all' button is at the bottom.

You can share the video below with your candidates using this link: <https://jobadder.wistia.com/medias/oein3hhzn>

CareerUpdate Documents


Candidates can upload copies of their driver's license, certifications and other qualifications within CareerUpdate.

Once logged in to the CareerUpdate portal, candidates will see a 'Upload documents' section. They can either drag and drop or click to browse their computer for files:



Candidates can then categorise the document, set its expiry date (if relevant) and finally submit them, which updates their candidate profiles in JobAdder:


Hi James,
We have your details on file from your last application with us and want to make sure these details are correct.

 **Employment Status & Resume**

▼
Actively Seeking


Drag & drop a new resume


Or [click here](#) to upload a file


 **Upload documents**

James Ford's driving license.pdf

- ✓ Other
- Resume
- Cover Letter
- Screening and Assessment
- Formatted Resume
- Check
- Reference
- License



 **Profile Photo (optional)**


Upload a photo

Pro tip 🇬🇧 Want to add extra categories? In JobAdder, navigate to Account tab > Admin > Candidates > Document Types, add a category at the bottom then make sure 'Show in Career Update' is ticked:

- ▶ General
- ▶ Jobs
- ▶ Job Ads
- ▶ Job Applications
- ▶ Hiring Manager
- ▶ CareerUpdate
- ▶ Interviews
- ▼ **Candidates**
 - Candidate Settings
 - Note Type
 - Status
 - Source
 - Candidate Rating
 - Contact Method
 - Salutation
 - Nationality
 - Visa Status
 - Certifications
 - Emails
 - SMS
 - Float Emails
 - Document Types
 - E-Signature Templates

Candidates - Document Types

Document Type	Document Group
Other	Other
Resume	Resume <input checked="" type="checkbox"/> Show in Career Update
Cover Letter	Cover Letter <input checked="" type="checkbox"/> Show in Career Update
Screening and Assessment	Screening and Assessment <input checked="" type="checkbox"/> Show in Career Update
Formatted Resume	Formatted Resume <input checked="" type="checkbox"/> Show in Career Update
Check	Check <input checked="" type="checkbox"/> Show in Career Update

You can review the submitted documents from their candidate profile in JobAdder.

Pro tip 🎨 You can easily manage your expired documents across candidate, job order, contact, company and placement records from the [expired documents report](#) in JobAdder.

Request to be removed

While logged into CareerUpdate, candidates have the option to scroll to the bottom of the page and click 'Request to be removed from this database' followed by a confirmation screen:

Submit my updated details 

Your privacy is important to us. Once you hit submit, your details will be updated on our database.

Request to be removed from this database

Once a removal request has been submitted, the candidate will no longer appear in search results or the candidate grid.

Admin users have the option to remove or restore the Candidate record. To learn more, check out the 'Remove requests (Admin)' section below.

CareerUpdate on the Candidate record

Once the candidate has submitted their current details, they will automatically populate in JobAdder, no manual data entry required!

You can quickly check which candidates have updated their information by looking at the 'Candidate Updated' column on your Candidates grid:



CANDIDATES/

All Candidates



Search resume keywords



Advanced Search

<input type="checkbox"/>		CANDIDATE NAME	CANDIDATE UPDATED	CURRENT JOB TITLE
<input type="checkbox"/>		James Ford	1/22/2019	Account Executive
<input type="checkbox"/>		Edward Starks	9/30/2018	Account Executive
<input type="checkbox"/>		Chandler Jones	12/30/2018	Sales Associate
<input type="checkbox"/>		Claire Lannister	12/15/2018	Account Executive
<input type="checkbox"/>		Kai Gabriel	12/25/2018	Outbound Sales Representative

A note on their candidate record will also track the data that has been changed so you can keep track.

Be sure to check out the Candidate Profile section of the Candidate record which will display their current status and any skills the candidate chose to add:

Add to Folder ▾

Send Message ▾

Actions ▾

Other Details

Resume [Add a formatted resume](#)

Recruiters **James Ford**

How did you hear about this role? Employee Referral

Referer

date of birth

IH Note

Candidate Profile

Actively Looking - Wednesday, November 21, 2018
04:48

Keywords

Updating CareerUpdate Settings (**Admin users only**)

The customisation options available include:

- Company name
- Portal subdomain (**Important !** Changing the subdomain will invalidate previously sent invite links)
- Welcome message (displayed when logging into the portal)
- Company logo
- Brand colour
- Enabling Manual Add Auto-response

To update the CareerUpdate Portal settings:

1. Account tab > Admin
2. In the CareerUpdate section, click 'Customise Portal'
3. Make your changes e.g. click on the dropdown list next to brand colour, use the colour picker or enter in a hex code to select a new colour
4. Save changes

Important ! Changing your subdomain will update the login page for candidates to use to sign in. Previous invite links will become invalid if you change your subdomain. Contact JobAdder Support if you have questions about this.

Admin: Custom

erUpdate Portal

1:03

Manual Add Auto-response

Pro tip 🎉 Activating 'Manual Add Auto-response' will enable CareerUpdate automated response emails.

Once activated, anytime a candidate is added to your JobAdder database, that candidate will automatically receive an email based on your Manual Add Auto-response email template (configured by navigating to: Admin tab > CareerUpdate > Email > Manual Add Auto-response).

Manual Add Auto-response is enabled by navigating to Admin tab > CareerUpdate > tick Manual Add Auto-response > Save Changes:

JobAdder

Search

+ New

Home

Opportunities

Jobs

Job Ads

Applications

Candidates

Placements

Contacts

Companies

Reports

Alerts

Help

Training

CareerUpdate

Activating this feature allows users to send candidates a link to your branded portal. Candidates will be able to update their details and record a video cover letter.

Company: 123 Recruiter

Subdomain: 123recruiter.careerupdate.com

Welcome Message: We have your details on file from your last application with us and want to make sure these details are correct.

Company Logo: [Image] [Remove this logo](#)

Brand Colour: [Color Picker]

Availability Module:

Manual Add Auto-response

Save Changes Cancel Changes

Configuring the availability module for CareerUpdate

The availability module grants the ability for candidates to update their own availability in the CareerUpdate portal, and for that data to automatically transfer to their Candidate record in JobAdder.

Important ! The option for Candidates to update their availability via the CareerUpdate portal is enabled by default.

If you'd like to turn off this feature, navigate to the Account tab > Admin > CareerUpdate > Customize Portal > Availability Module

Untick the box then click Save Changes.

Try it now [▶](#) [↗](#)

Customise emails

You can also edit the email sent to Candidate's requesting that they update details:

Processing removal requests (Admin)

Upon submitting a removal request, the corresponding Candidate record will no longer be accessible in JobAdder and will be moved to a holding area, accessible by navigating to: Admin > CareerUpdate > Remove Requests

CareerUpdate or Reactivate Candidate Removal Request

0:56

From the Actions menu, Admin users will have the option to 'Reactivate' which will restore the Candidate record or 'Delete Candidate':

- ▶ General
- ▶ Jobs
- ▶ Job Ads
- ▶ Job Applications
- ▶ Hiring Manager
- ▼ CareerUpdate
 - Customise Portal
 - Remove Requests
 - Emails
 - ▶ Interviews
 - ▶ Candidates
 - ▶ Placements

Remove Request

<input checked="" type="checkbox"/>	CANDIDATE NAME	EMAIL	MOBILE	
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<input checked="" type="checkbox"/>	James Ford	jamesford85@hotmail.com	07715707584	Sales Manager

Actions ▾

- Reactivate
- Delete Candidate

1 of 1 | Display 500 ▾

Delete Candidate:

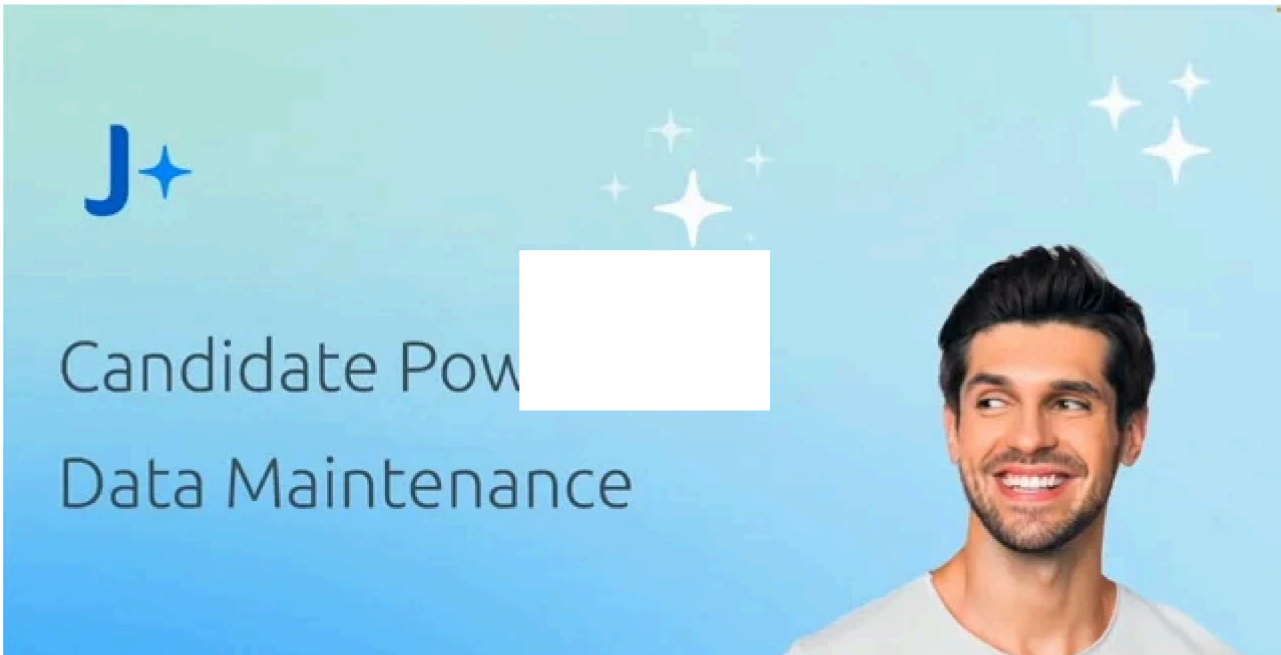
Try it now  

Reactivate Candidate:

Try it now  

Candidate Powered Data Maintenance Webinar

Watch this webinar to see how CareerUpdate can help with candidate powered data maintenance:




18:10

FAQs/Troubleshooting

How many invitations can I send out at once?

You are able to email 500 people at a time, however we don't recommend more than 100 at a time. Keep in mind candidates can only be invited to CareerUpdate once every 3 months from a JobAdder account. Further invites within a 3-month period will not be delivered.

Why do the CareerUpdate 'magic link' emails sometimes go to spam?

The 'magic link' emails are sent from noreply@careerupdate.com , some email servers mark noreply email addresses as spam. Candidates will need to move the email into their inbox and then click on the link in the email.

Can you manually update the CareerUpdate specific fields e.g Education and keywords?

No currently these fields can only be updated via CareerUpdate.

What is the best way to view when candidates last updated their information by CareerUpdate?

You can add in the "Candidate Updated" column to the grid. This will display when they last updated their information via CareerUpdate, or will be blank if they never have.

Can you add custom fields to CareerUpdate?

Unfortunately not, the fields available are standard, we cannot remove any standard fields or add in any custom ones.

Why hasn't the CareerUpdate invite been sent?

Invites will only be sent if a candidate has not been invited within a 3-month period.

Other reasons for emails not being sent are below. Check the Notes tab of the candidate record for the specific cause:

- The candidate does not have a valid email address
- The candidate has unsubscribed
- The candidate is also a contact
- The candidate source is from any social sources like ("Twitter", "Hiring Solved", "LinkedIn", "Facebook")

< PREV

Automated Candidate Matching

NEXT >

Clearing your cache