

Use isolved Hire Onboarding Integration

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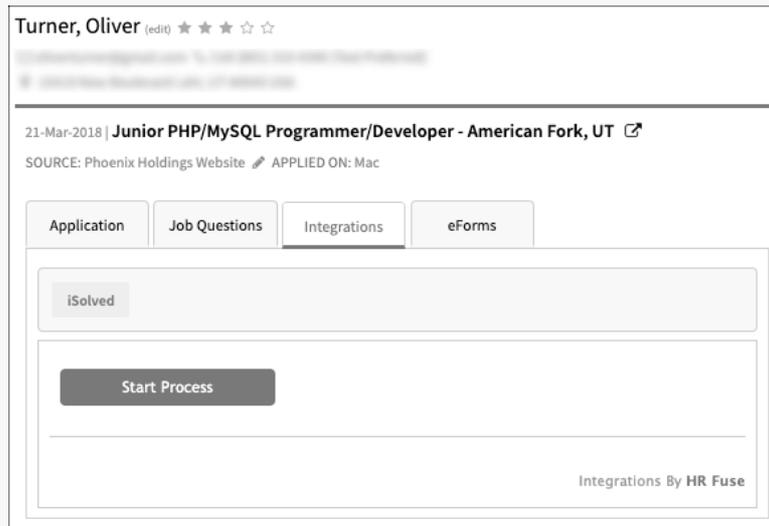
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Introduction

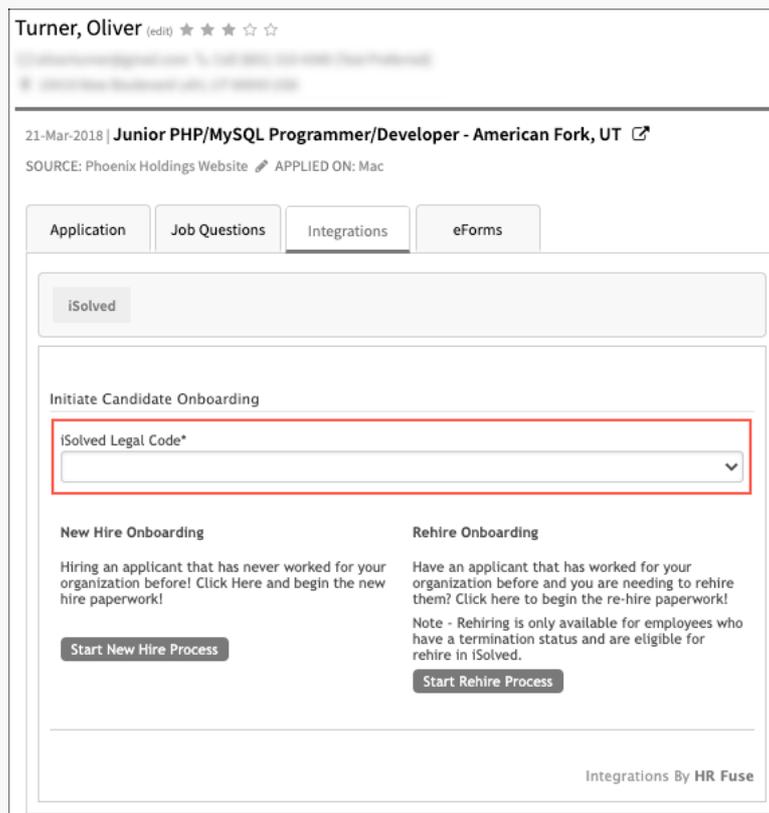
This user guide explains how to push applicant information for a new hire from isolved Hire to isolved. Be sure to enable the [Single Sign On \(SSO\) feature](#) to easily move from isolved to isolved Hire without having to log in separately.

Using the Integration

A tab labeled **isolved** will appear under the **Integrations > HR Fuse** Tab on the application record. Click **Start Process** to begin the process of sending the new hire candidate to **isolved**.



Select the desired **isolved Legal Code** from the drop-down menu. The information displayed in the drop-down is based on your settings in **isolved**.



Finally, choose the corresponding button to indicate if this is a **New Hire** or a **Rehire**.

- New Hire Onboarding - Use this option if you're onboarding an applicant that has never worked for your organization before.
- Rehire Onboarding - Use this option if you're onboarding an applicant that has worked for your organization before and you are initiating re-hire paperwork. *Rehiring is only available for employees who have a termination date and status in **isolved** and are marked as being eligible for rehire.*

Note Employees must be rehired under the same Legal Code under which they were originally hired. If the employee is being hired under a different Legal Code, onboard the employee as a new hire.

Initiate Candidate Onboarding

iSolved Legal Code*

iSolvedHire - iHire1

New Hire Onboarding

Hiring an applicant that has never worked for your organization before! Click Here and begin the new hire paperwork!

Start New Hire Process

Rehire Onboarding

Have an applicant that has worked for your organization before and you are needing to rehire them? Click here to begin the re-hire paperwork!

Note - Rehiring is only available for employees who have a termination status in iSolved.

Start Rehire Process

Integrations By HR Fuse

New Hire Onboarding

Use the **New Hire** option if you're onboarding an applicant that has never worked for your organization before.

Click **Start New Hire Process**.

Initiate Candidate Onboarding

iSolved Legal Code*

iSolvedHire - iHire1

New Hire Onboarding

Hiring an applicant that has never worked for your organization before! Click Here and begin the new hire paperwork!

Start New Hire Process

Rehire Onboarding

Have an applicant that has worked for your organization before and you are needing to rehire them? Click here to begin the re-hire paperwork!

Note - Rehiring is only available for employees who have a termination status in iSolved.

Start Rehire Process

Integrations By HR Fuse

Select the **Onboarding Template** from the drop-down. The available templates are pulled from your settings in iSolved.

Initiate Candidate Onboarding

isolved Legal Code*

iSolvedHire - iHire1

Onboarding Template*

- ✓ Manager Template
- Quick Hire Manager Template
- Quick Hire S&M Template
- Quick Hire Supervisor Template
- Supervisor and Managers Template
- Supervisor Template

Additional drop-down options are displayed based on the Onboarding Template selected. These may take a moment to populate since this information is pulled from your settings in isolated.

Assigned Manager OR Supervisor OR both will be displayed.

Choose the desired **Assigned Manager and/or Supervisor** from their corresponding drop-down lists.

Initiate Candidate Onboarding

isolved Legal Code*

iSolvedHire - iHire1

Onboarding Template*

Supervisor and Managers Template

Assigned Manager

None

Assigned Supervisor

None

Continue filling in the form.

Select the **Work Location, Division, Department, and Job Title** from the corresponding drop-down lists.

The **First Name, Last Name, and Phone** will auto-fill, and the **Middle Name** (or Middle Initial) should be added if it's desired before clicking **Send**. Information from the application will auto-populate the form but should be updated if needed. For example, if someone applied as "Billy Jensen" but the applicant's full name is "William F. Jensen III", this information should be corrected first. Not all fields are required, but since this information is being sent to isolated, we recommend that you complete the fields as best you can.

Select the new employee's **Start Date** from the calendar.

Select the **Pay Frequency** from the drop-down list and add a **Pay per Period** (salaried employees) OR **Hourly Pay** (hourly employees).

Add the new hire **Start Date** into the corresponding field.

Initiate Candidate Onboarding

Work Location*

Division

Department

Job Title

First Name* Middle Name Last Name*

Phone Start Date*

Pay Frequency Pay Per Period Hourly Pay

New hires may have multiple pay rates. (e.g. different shifts, on-call, etc.)
 Hourly Rate and Pay Per Period are different. isolved uses Pay Per Period.

Pay Frequency Pay Per Period Hourly Pay

Alternate Pay Rates

Pay Rate Name	Pay Rate Value
Rate 2	<input type="text"/>
Rate 3	<input type="text"/>
Rate 4	<input type="text"/>

When the applicant data is transferred to isolved, the new employee record will appear on the **Pending Employee** dashboard. Once the new hire has been successfully hired and moved out of the Pending status, we are able to provide more data, if available, from the **Additional Included Fields** area to complete the employee record.

The list of data options displayed in the **Additional Included Fields** section is based on information gathered for this applicant. For example, if eForms is enabled on your account, but the applicant hasn't completed an eForm, this option will not be available to select.

Select the corresponding box for the data (e.g. Documents, Employment History, Education History, etc.) you wish to include on the employee record. eForms and Documents will be added as individual .pdf files.

Additional Included Fields

When this new employee is passed over to iSolved, they will appear in the Pending Employee Dashboard. Once they have successfully been hired and moved out of the Pending status, we are able to provide more data to complete the employee record. Please select which data you would like to be included below:

- eForms
- Documents
- Employment History
- Education History

In order to pass over education history, you must select an education type. All of the education history will be passed over with this type. However, the type can be changed from within iSolved at any time.

Education Type*

▼

In the **Application Status Update** section, review the pre-selected application status. Choose an alternate application status, if desired, from the **Update Application Status To** list. Click **Send**.

Application Status Update

In order to ensure that your reporting is accurate, it is a crucial part of this step to make sure that the Application status get updated. When you click "Send" below, the status of this application, will automatically be updated to whatever is selected below. [Click here to configure Default Status](#)

Update Application Status To*

↑ ↓

Hired

Send

After clicking **Send**, the candidate information is sent to iSolved via the integration. You will be redirected back to the **Start Process** screen with a new log entry displayed below. The **Employee ID** will be updated when a response is received from iSolved on the submission.

iSolved

Start Process

Sent to iSolved

Employee ID	Date Requested
[Redacted]	18-Oct-2018
Request Sent By	
Camijo Al [Redacted]	

Integrations By HR Fuse

New hires initiated through the integration appear on the Pending EE Dashboard>New Hires tab in iSolved HCM.

Pending EE Dashboard iSolved | University | Help

New Hires (258) **Rehires (1)**

1. Select employee(s)
2. Select an action

Onboarding Status Step: ▼

Quick Hire New Hire Wizard Delete

Rehire Onboarding

Use the **Rehire Onboarding** option if you're onboarding an applicant that has worked for your organization before and you are initiating re-hire paperwork.

Rehiring is only available for employees who have a **Termination Date and Termination Reason** (status) in isolated and have been marked as being **Eligible for Rehire**.

iSolved Human Capital Management

Brandon Anderson Employee ID: 17 Status: Active Pay Group: P10Group1 Hourly: 8,000 Work Location: A Eagle Mountain Office Division: 100 Department: 100 Client: Wiley's JobCandidate Company: StateHire

General Save Cancel Back

Employee Termination

Termination Date: 6/11/2020

Termination Reason: Relocation

Termination Type: Eligible for Rehire

Delete Future Absences

Active Benefits Plans

Benefits COBRA Eligible Stop Date *

Termination Report

The Termination Report displays all active earnings, deductions, memo calculations, and garnishments that have scheduled amounts. Open Date: a stop date will be added to these reports. Leave annual balance and company assets, not yet returned, are also displayed.

*When applying a stop date to an active plan, the benefit plan will use the benefit and reason specified in the termination table.

Click **Start Rehire Process**.

Initiate Candidate Onboarding

iSolved Legal Code* iSolvedHire - iHire1

New Hire Onboarding

Hiring an applicant that has never worked for your organization before! Click Here and begin the new hire paperwork!

Start New Hire Process

Rehire Onboarding

Have an applicant that has worked for your organization before and you are needing to rehire them? Click here to begin the re-hire paperwork!

Note - Rehiring is only available for employees who have a termination status in iSolved.

Start Rehire Process

Integrations By HR Fuse

The system will search isolated employee records for a match to the applicant record by comparing:

1. Employee and Applicant First and Last Name
2. Employee and Applicant Email
3. Employee and Applicant Phone Number

Results are returned based on how closely a match is made between the employee record and the applicant record.

Click the **Manual Search** link at any time to open the list of employees available for rehire.

An **Applicant Match Found** message is displayed if an employee record name, email and phone number, fully matches the applicant record.

Click **Select & Continue** to open the onboarding form and auto-fill available fields.

Initiate Candidate Onboarding

No Matches Found

It appears we can't find a matching record for this applicant. You can start the new hire process or manually search your records for the correct applicant.

Manual Search

New Hire Onboarding

[Start New Hire Process](#)

Integrations By HR Fuse

Click the **Manual Search** link to open the list of employees available for rehire.

Use the **Search field** and/or **Job Title drop-down** list to narrow results.

Select an applicant from the list by clicking the corresponding radio button.

Click **Continue** to open the onboarding form and auto-fill select fields, or, click **Cancel** to exit without saving.

Initiate Candidate Onboarding

Employee Search

Search Job Title

Showing 7 of 7 Records

Name	Email	Phone	Solved Id	Emp No	Job Title
<input type="radio"/> Judy Hopps				9	Supervisor
<input type="radio"/> Brandon Anderson				17	
<input type="radio"/> Mary Poppins				27	Manager
<input type="radio"/> Terry Local				44	
<input type="radio"/> Elsa Arendelle				45	
<input type="radio"/> BoJack Horseman				46	
<input type="radio"/> Blake Bohacek				49	

[Cancel](#) [Continue](#)

Once a selection has been made, the onboarding form will open and available fields will auto-fill, if applicable. The process is the same from this point forward as described above for a New Hire.

Initiate Candidate Onboarding

Solved Legal Code*

Onboarding Template*

Assigned Manager

Work Location*

Division

Department

Job Title

First Name*

Middle Name

Last Name*

Phone

Start Date*

Pay Frequency

Pay Per Period

Hourly Pay ?

Additional Included Fields

When this new employee is passed over to isolved, they will appear in the Pending Employee Dashboard. Once they have successfully been hired and moved out of the Pending status, we are able to provide more data to complete the employee record. Please select which data you would like to be included below:

Documents
 Employment History
 Education History

In order to pass over education history, you must select an education type. All of the education history will be passed over with this type. However, the type can be changed from within isolved at any time.

Education Type*

Application Status Update

In order to ensure that your reporting is accurate, it is a crucial part of this step to make sure that the Application status get updated. When you click 'Send' below, the status of this application, will automatically be updated to whatever is selected below. Click here to configure Default Status

Update Application Status To*

Send

Integrations By HR Fuse

Rehires initiated through the integration appear on the Pending EE Dashboard>Rehires tab in isolved HCM.

Pending EE Dashboard

New Hires (0) Rehires (3)

1. Select employee(s)
 2. Select an action

Rehire Wizard Delete

Onboarding Status Step:

<input type="checkbox"/>	Applicants	Employee Name	Legal	Org Values	OB Initiation Date	Onboarding Status Step	Onboarding Template	ESS Account
<input type="checkbox"/>		Horsman, Bogack	ISolvedHire		6/17/2020	New Hire Wizard	Test	Resend Activation Link
<input type="checkbox"/>		Hoggs, Judy	ISolvedHire		6/18/2020	Not Started	Test	Resend Activation Link
<input type="checkbox"/>		Bhacck, Dale	ISolvedHire		6/29/2020	Not Started	Test Template	Resend Activation Link

Click on the employee name in blue to open a new tab displaying the employee's completed reboarding information.

Viewing Results

Applicants who have been invited to start onboarding will have an application tag that reads **isolved** next to their name.

Once the applicant has completed onboarding, a checkmark will appear on the tag.

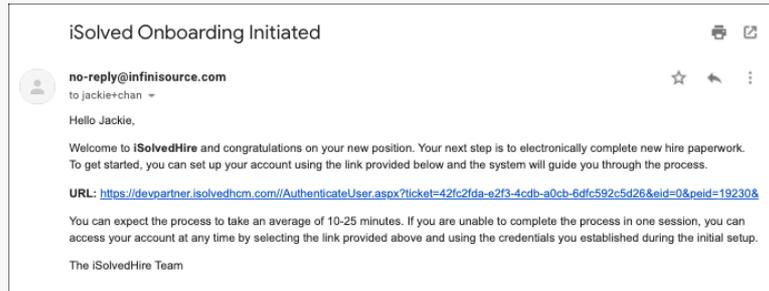
Hover over the tag to see the current status of the new hire's onboarding **In Progress** or **Complete**.

	Name	Tags	Date	Job Title	Internal ID	Score	Met BQ	Avg Rating	Status
1.	Blue, Shelly - Manually Added	Notes isolved	15-May-2019	Accounting Clerk			Yes	☆☆☆☆	Hired
2.	McDonald, Amanda - Copil Application	Notes Messages isolved	1-Sep-2018	Host / Hostess	19438		Yes	☆☆☆☆	Hired

Select All - Select None

Process for New Employee

Once onboarding has been initiated using the integration, the new hire will receive an email prompting them to log into isolved.



Clicking the link in the email will direct the new hire to the isolved **New User Account** set-up page.

By completing the form and clicking **Continue**, the new hire will be directed into isolved's platform where they can complete their onboarding package. *No information is brought back into isolved Hire.*

iSolved Human Capital Management

New User Account Setup
To activate your new account please enter the following information into the fields below and click the Continue button.

Account Information

User Name:

Client Code:

Company Name:

Employee Name:

Setup Account Password

* New Password:

Choose a password for your new account. Please ensure that passwords are a minimum of 8 alphanumeric (at least one each of alpha [a-z] and numeric [0-9]) characters in length and contain at least 1 special characters [!@#%&*].

* Confirm New Password:

Re-enter your password to ensure it is correct.

* Challenge Question:

Choose a question only you would know the answer to. You will be prompted to answer this question if you need to reset your password.

* Challenge Answer:

Specify the answer to the challenge question you created above.

* Confirm Answer:

Re-enter the answer from above to ensure it is correct.

Contact Information

Mobile Phone:

Registering a cell phone number will give you the option to have login Authorization Codes texted to you.

Combined HireForms and isolved Integration

We have a special integration for clients who use BOTH HireForms and isolved. This integration bridges onboarding information from Hireforms to be passed to isolved during onboarding. For more information, please refer to the [Use HireForms/isolved Integration](#) user guide.

Common Questions

What is the cost of the integration?

isolved Hire does not charge a fee for the integration. We cannot speak to whether isolved charges any fees. Please contact your representative directly for that information.

What if the information in the drop-down menus is wrong?

This information is based on your settings in isolved. Please contact your isolved Representative if changes are needed.

What data is passed using the integration?

Please click the following link to see [what data is pushed from isolved Hire to isolved via the integration.](#)

What determines which application status is displayed in the Application Status Update section?

The system will default to show the status with a designated [Hired status type](#)*. If your organization has more than one hired status, it will default to display the first one from the list.

A different default status can be designated by clicking the [Click Here To Configure Default Status](#) hyperlink. Admin users can refer to the [Configure a Default Status for isolved Integration](#) user guide for more information.

*Statuses listed under the Hired Status header are based on the application status Type of "Hired" when Admin users create an Application Status.

Does this integration have an application tag?

Yes; applicants who have been invited to start onboarding will have an application tag that reads **isolved** next to their name. Once the applicant has [completed](#) onboarding, a checkmark will appear on the tag.

I have a question about what I see in isolved, who should I contact?

If the question is about isolved, please contact your isolved Representative. Our Support Team does not have access to your isolved account. If the question is about our software, or if you think the integration isn't working, please contact our Support Team.

I am seeing the following error when working on a "Rehire". "The request is not valid. AssignManager Employee is not permitted to be assigned as a manager." What should I do?

If you receive this error when doing a rehire, you will need to get in touch with isolved and either fix the Assigned Manager that is associated with the applicant, or you can bypass the "Assigned Manager" option altogether in the isolved onboarding template inside the Applicant Tracking System.

Related Articles

[Video - isolved Hire Single Sign On \(SSO\) to isolvedHire
isolved Hire Webinar \(January 2020\)](#)

[How do I handle a rehire with the ATS integration?](#)

[Bad Request Error in isolved](#)

[What data is pushed from isolved Hire to isolved via the integration?](#)

12/2021

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