

Database Email Templates

These email templates are nearly all sent automatically to users based on different interactions within the system. Usually from actions like internal staff members such as screening an applicant or booking an interview with someone. It is important for recruiters to know what the " Options " that they send select for applicants/staff actually send in their email contents. You can see the basic versions of each, and creating specific company emails is completely optional but can be a great value added prospect for your business.

IMPORTANT NOTE: Especially do not remove **any ****, #### or < >** seen in the emails, these represent where coding is automatically pulling information. Removing or changing the structure of these will cause errors which can be hard to find. This includes any text on the same line as the *******. However everything else is fair game to edit! Please keep in notepad .txt format!

Links **can** be included in these emails, however **formatting of text and images/logos cannot**.

Please note these are different to the emails templates you create directly in the masters (designed for shifts, these have much more editing options).

Entire Emails

These emails are usually created by internal staff changing statuses of applicants/Members particularly relating to recruitment. These are the **most** important emails to update first.

1. Applicants Accepted

When a recruiter finally accepts an applicant into the company. Usually done after the face to face interview, phone screening and reference checks have been performed. At the stage the applicant is nearly a full member, awaiting only creation of their employee ID and login details for the Apps. Sometimes there may be a wait in paperwork or 48 hour requirement for companies before making a new person an active member (or they may simply be busy). So this email lets the applicant know that their interview went well without officially enrolling them as a staff member yet (see number 16 'member active' for this).

2. Applicants Decline

For applicants who you do not wish to pursue either now or in the future at all, this email can be sent at any stage of the application process. These applicants sit in the "Declined" inbox.

3. Applicants Deferred

For applicants you may wish to look at a later date, would like more experience or have a qualification you are currently not requiring right now (but maybe will later if you pick up a new contract or a busier time of year). As such they are perhaps quite good candidates however you just can't place them yet – which is when you would send this email. These applicants will appear in the "Deferred" inbox **AFTER** they reach their deferred date (in the recruitment dashboard).

4. Applicants Interview Alert

This is a "reminder" alert, for when a recruiter resends an applicant their interview/login details of their booked interview (see below, generally has similar information). Can be done from viewing an Applicants Login Credentials or from the calendar/booked appointment screen.

5. Applicants Mail Body

Once an applicant has been initially screened either by phone call or by viewing their CV and basic information in the "New" inbox, they can be "screened & booked for interview and send login details to applicant. This will which will send out this email with the date, time and location of their interview automatically.

6. Applicants ReApply

For applicants that may just be missing 1 or 2 key criteria requirements for your company, but who otherwise present a strong application. For example they may be lacking working experience or any recent references etc. These applicants will appear in the "Reapply " inbox after 6 months. Additionally when they reapply through the website after 6 months their application will move to the new inbox again (with a time and date of their original application as well).

7. Applicant Submit

If you create permanent positions or advertise for a specific position off your company website. Applicants who apply directly for that position will be sent through to one of your Recruitment team member emails. **NOTE: This is an additional extra feature**, where entire software create a job board page on your website that integrates directly into entireHR. Note that unfortunately this feature may not be compatible with all company websites (i.e. Wix or other ' template ' platforms).

8. Applicants Login

Used when recruiters want to continue with an application but don't want to confirm an interview with the applicant yet. This may be used if you have strict recruitment requirements, want to gauge the applicant's willingness to use the portals if you strictly do not take on an applicant if they have 1 poor reference etc.

9. Candidates Mail Body

When accepting a permanent candidate's initial application from the permanent placement page, this email is sent to them providing them a login to complete the rest of their information and further instructions.

10. Candidates Registration

This email is sending permanent job candidates login details when they register for a specific position on the website

11. Change Pwd Rqt

This is sent to users (internal and external) when they reset their password, (requires some security information first).

12. Client Restrictions Mail Body

When a client creates a restriction against one of your staff members using their client login or the professionals Mobile App, this email is sent to the relationship manager (your staff) of that client.

13. Clients Mail Body

When accessing the " clients login details " emails sent from this page will contain instructions for the client to use their portal, as well as list the benefits of using their login (rather than just calling

your office and sending emails for staff). Additionally when you secure a new client for your company (Well Done!) upon creating them you would also send this email.

14. Communication Mail Body

This is related to the communications module for your internal staff. Messages can be sent, left and read in the system but there is also the option to send the message as an email.

15. Forgot Pwd

This is sent to users (internal and external) when they forget their password.

16. Member Active

This email is the final email sent to applicants when they transform from an applicant to a new member. It is sent after the " Application Accepted " email, and is also sent automatically when Recruiters create the applicants new employee ID and assign them a priority level. It contains all the important information about how to make themselves available to work, expectations upon them as a staff member and how to begin immediately logging into their Apps and Portals.

17. Professionals Mail Body

When accessing the " professionals login details " emails sent from this page will contain instructions for the client to use their portal, as well as list the benefits of using their login (rather than just calling your office and sending emails for staff). Additionally when you add a new professional to an existing client, you would send them this email to download the App and start booking in your staff.

18. Response Appraisal

When HR Managers respond to a staff Appraisal lodged by a client in the system > under reports and appraisals, this is the email that is generated and sent to the client email who lodged the appraisal.

19. Reapplied Applicant

When an Applicant who was originally "Deferred" to a certain date or told to "Reapply" reapplies for another position, this email will be sent to internal staff to let them know to follow up. Please note that only Applicants who have moved past the deferred or reapplied date are able to do so. If they have not yet moved past the date their "Reapplication" will not be accepted, to save the time of the Recruiter.

20. Member Terminated

When a member is terminated by a member of internal staff, this email will go out to all internal staff making them aware of the termination in case that member calls the office asking for work.

21. Request Support Alert

When a member, applicant or client uses the request support function in their portals or Apps, this will generate an email here which goes to internal staff.

22. Appointment Mail

This is a reminder email sent out from the calendar/booked appointments module. It does not contain applicant login information and only sends out time, date and location of interview. Used for when appointment booking may be with a client or current staff member, rather than just a new applicant.

App Emails

These emails are created when a member or client uses the App to do something in entireHR.

1. Personal Document Alert

This email is sent to staff to alert them that a member has updated a specific document, it will also remind the internal staff if that document needs to be verified internally.

2. Shift Document Alert

This alerts internal staff that a member has uploaded documents related to a specific shift through their member app.

3. Timesheet Submit

When members submit a timesheet through their app this will generate an email to a generic office email (for a email history of submitted timesheets).

4. Professionals Mail Body

This email is sent out to professionals from the entireHR after activating a new professional from the logins screen. It gives instructions on where and how to download the app as well as the Professional login details.

5. Pay Slip Mail Body

When a member emails their own payslip to themselves using the app, this is the email they receive.

6. Member Contact Change Alert

When a member updates their contact details from the app this will be sent to internal staff, it will also let them know what details were updated.

7. Forgot Pwd

When a member forgets their password and uses the app to recover it, this email will send their password to their email.

8. Forgot Prfo Pwd

When a professional forgets their password and uses the app to recover it, this email will send their password to their email.

9. Clients Mail Body

This email is sent out to clients from the entireHR after activating a new professional from the logins screen. It gives instructions on where and how to download the app as well as the Professional login details.

10. Client Restrictions Mail Body

When a professional restricts a member through the professionals app, this email will be sent to internal staff.

11. Bank Alert

When a member updates their bank details from the app this email will be sent to internal staff. This information can include splitting of accounts or adding a new account entirely.

12. Timesheet Authorisation

When a professional requests from their app the ability to submit timesheets online for members (useful where the professional is always the manager of a worksite who has to sign off on rosters etc.). This email will then be sent to internal staff to give them access to that.

13. Feedback Mail Body

When a member or professional uses the app to provide feedback (on the app itself usually) this email will be sent to internal staff.

Application Emails

These emails are created in specific circumstances for recruitment applications.

1. Applicant Submit

This email is sent to internal staff when someone applies for one of the positions hosted on your online permanent positions job board, it will send the applicants name and email.

2. Candidates Registration

If you have the upgraded website enhancements that allow a permanent positions job board to be hosted from your website, this email will be sent to users who register on your site as being interested in permanent positions. It will create a login for them when you deem them if you move them on from the recruitment page.

3. Reapplied Applicant

This email is generated to recruit when an applicant reapplies for a position on your website. Applicant must already be in your database, and their "reapply or deferred date" must of already of passed for recruitment to receive this email (otherwise the applicant will simply be told they need to wait to reapply).

Member Emails

These emails are created when a member does something in entireHR.

14. Change Password Request

This is sent to the member after they reset their password, letting them know they were successful and the new details.

15. File Upload Alert

This alerts internal staff that a member has uploaded documents related to a specific shift through their member portal.

16. Forgot Pwd

When members forget their password they can use this function, which will send them their password.

17. Mbr Chg Details

This will send an email to the internal staff financial email letting them know the member has updated their personal information. This will also specify which section was updated.

18. Request Support Alert

Same purpose as the internal request support email, the same template can be used here.

19. Timesheet Submit

This email generated when a client authorises a timesheet directly themselves and submits the timesheet using the client app.

Client Emails

These emails are created when a client does something in entireHR.

1. Change Pwd Rqt

2. This is sent to the client after they reset their password, letting them know they were successful and the new details.

3. Client Restriction Mail Body

This alerts internal staff that a specific client has restricted a member, email is generated to the relationship manager of that client.

4. Forgot Pwd

When clients forget their password they can use this function, which will send them their password.

5. Response Appraisal

This email gets generated when a client submits an appraisal of one of your members who worked at the facility. Appraisals also go into the entireHR system for separate management, but the core body of their appraisal and the client details will also be fed into this email.

6. *Request Support Alert*

Same purpose as the internal request support email, the same template can be used here.

7. *Update Contact Details*

This email generated when a client requests to change their contact information, clients can not do these themselves for security reasons. You can then call them to confirm or simply update them in the system.

Applicant Emails

These emails are created when a client does something in entireHR.

1. *Change Pwd Rqt*

This is sent to the applicant after they reset their password, letting them know they were successful and the new details.

2. *Forgot Pwd*

When applicants forget their password they can use this function, which will send them their password.

3. *Request Support Alert*

Same purpose as the internal request support email, the same template can be used here.

Candidate Emails

These emails are created when a client does something in entireHR.

1. *Change Pwd Rqt*

This is sent to the candidate after they reset their password, letting them know they were successful and the new details.

2. *Forgot Pwd*

When candidates forget their password they can use this function, which will send them their password.

3. *Request Support Alert*

Same purpose as the internal request support email, the same template can be used here