How to Communicate with Candidates using ATS Email Templates

The following guide is intended for Hiring Managers using the PeopleFluent Applicant Tracking System (ATS) who would like to create custom email templates.

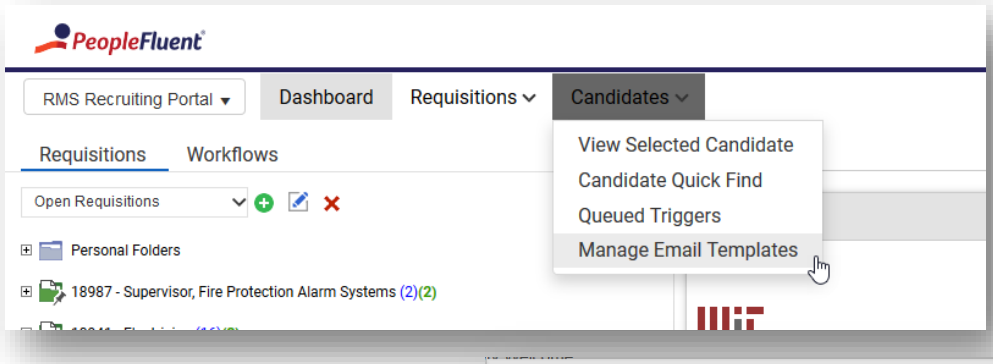
ATS users can create email templates for sending routine messages to candidate(s). Commonly used fields, such as *Req ID* and *Candidate Name*, can be dynamically included into the email.

NOTE: This feature should not be used if the sender wishes to correspond anonymously. Emails sent from personal email templates, outlined below, will be sent from your MIT email address.

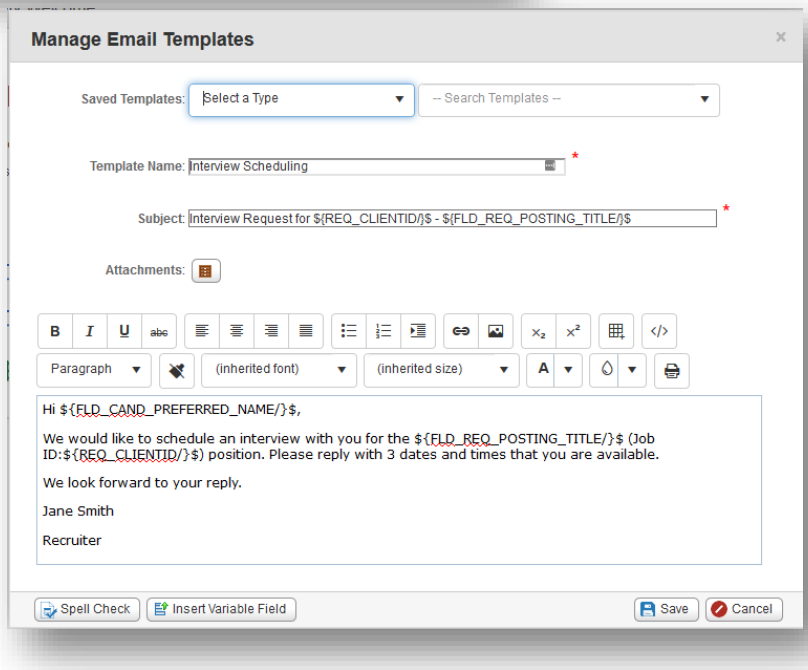
If you are looking to anonymously notify a candidate that they were not chosen for a position, the "Not Selected" and "Position Filled" email templates used in the "Applicant Communication" ATS folder are sent from "MIT Talent Acquisition (noreply@mit.edu)". More information can be found in the *6 - How to Notify Dispositioned Candidates* guide at https://hr.mit.edu/managers/hiring/ats.

Create an Email Template in the ATS

1. Go to Candidates > Manage Email Templates. The **Manage Email Templates** dialog box appears.

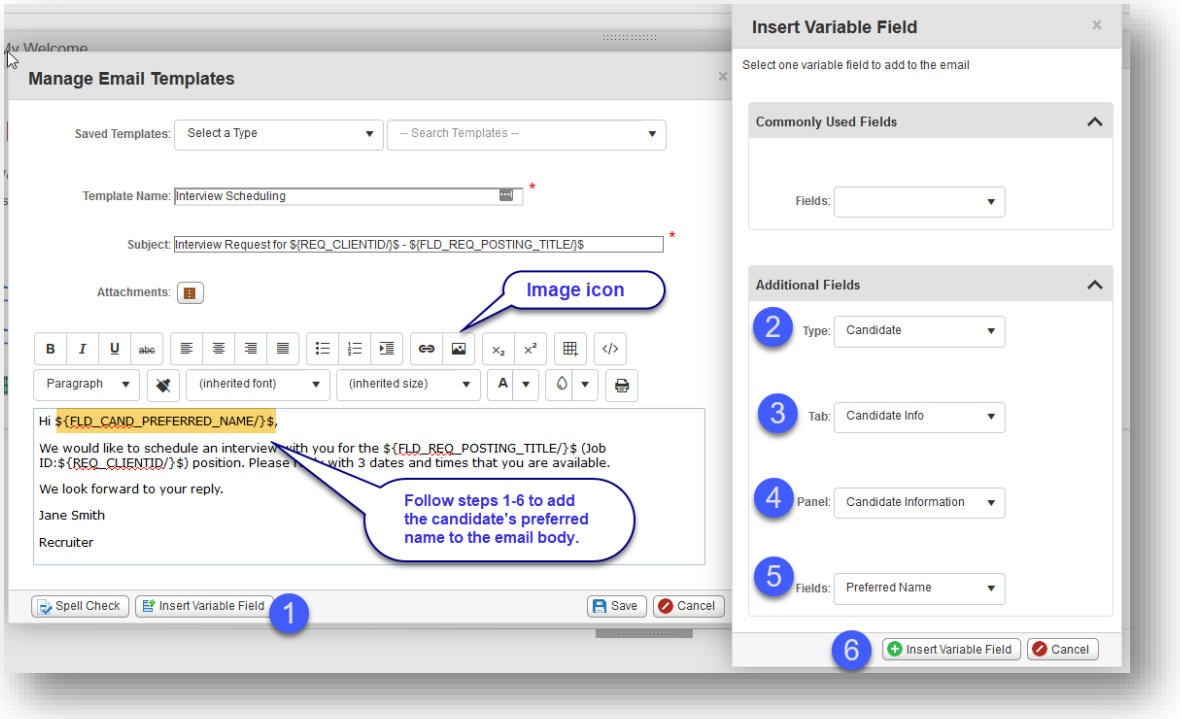


2. Enter an email template name.
3. Enter an email Subject and enter the text that will be displayed in the email message.



4. If you want specific data about a requisition or candidate to dynamically appear in the email template, do the following:
    a. Click Insert Variable Field.
    b. Select a variable field from the drop-down lists under Commonly Used Fields or Additional Fields.
    c. Click Insert Variable Field.

    (The numbered steps can be seen in the screenshot below)

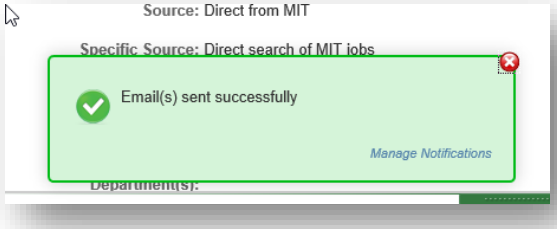


5. To add an image to the email template (e.g., MIT logo), click the **Insert Image** icon in the style formatting area (see screenshot above) and do the following:
    a. Click Upload to browse images in your local directory and upload the desired image. You cannot upload a file that is larger than 2MB.
    b. Select the image from the Insert Images dialog box. If desired, you can change the size of the image by entering values in the Width (px) and Height (px) fields.
    c. (Optional) In the Alternate Text field, enter text that appears when the image cannot be displayed (for example, some email applications disable images). The alternate text should be a description of the image.
    d. Click Insert. The image appears in the Manage Email Templates dialog box.

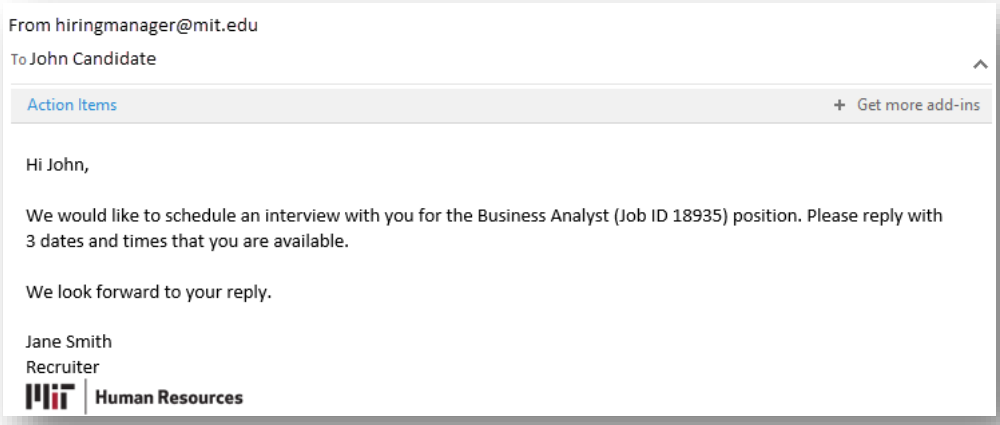
6. Click **Save**.

Using Email Templates in the ATS

1. Select a candidate to send an email message to by doing one of the following:
   a. Navigate to a requisition folder, right-click on the candidate name and select **Email Candidate**
   b. Navigate to a requisition folder to display the Candidate List. Select the check box next to the candidate, click **Actions**, and then select **Email Candidates** from the drop-down list
   c. From the Candidate Profile, click **Actions** and then select **Email Candidates** from the drop-down list
2. In the Email dialog box, the From field is automatically populated with the sender's email address. This is informational and cannot be changed or modified in any way.
3. When the email is sent to one candidate, the candidate's email address is visible in the **To** field. To add additional recipients the email message, click the **To, CC**, or **BCC** button.
4. Select an existing email template from the **Saved Templates** drop-down list. (See "Create an Email Template in the ATS" to learn how to create a Saved Template.) When a template is selected, the email subject and the email body are populated.
5. If desired, add an attachment.
6. Click **Spell Check** to confirm spelling in the text fields.
7. Click **Send Email** to send the message. The green text box shown to the right should now appear, confirming that the email was sent successfully.



8. The variable fields will be auto populated in the resulting email. If "Preferred Name" field was not used by the candidate, you can insert "First Name." NOTE: Templates can only be seen by the template creator.



Get Help

More information	https://hr.mit.edu/managers/hiring/ats
Applicant Tracking System Tech Support	ATS-Help@mit.edu
Staffing Assistance	talentacquisition@mit.edu