

### **1. Why can't I login?**

Taleo uses the same User ID and password you use to log in to your UHCL Computer. If you cannot access the system here are a couple of things to check:

- Have you been assigned a role for a requisition in Taleo? If you are unsure, please contact your Employment Coordinator to be setup with the necessary roles.
- Have you received a password error several times in a row? Your Taleo account will become locked after 5 failed attempts. Please contact your Employment Coordinator to unlock your account. But if your password continues to not work, you will need to contact the Support Center to have the issue resolved.

### **2. What's my role in TALEO?**

Every user with access to the Taleo system must be assigned a role. This role will come with a set of permissions and is based on your responsibilities in your department's hiring process.

- Hiring Managers may review and manage candidates, approve requisitions, and approve offers in their departments.
- Collaborators may only view requisitions they are assigned to. A typical Collaborator would be a member of a search committee.

### **3. Why can't I see a requisition in my department?**

There are two primary reasons why a requisition may not be visible.

1) No role assigned. Remember, anyone who needs to review a requisition must have an assigned role. If you are not listed as a Hiring Manager, Department Contact, Senior Business Coordinator, or Collaborator, you will not be able to see the requisition.

2) You need to change your view. See the Quick Filters menu on the left side. Expand the drop down menu and select All Requisitions. If you are listed on the requisition and still cannot see it, the requisition may be assigned to a department that you do not have permission to view. Contact your Employment Coordinator.

### **4. Why can't I make changes to the requisition?**

Only certain roles are able to make changes to a requisition. All changes must be made during the approval process and before the requisition is posted. If the requisition has already been approved or posted and you need to make changes, you will need to contact your Employment Coordinator.

### **5. Will I be timed out if I leave Taleo Recruitment Manager open?**

Yes, Taleo is set to log out users after 60 minutes of inactivity.

**6. I have a sufficient applicant pool. How do I stop receiving new applications?**

Contact your HR Employment Coordinator to discuss closing requisitions or other activities.

**7. How do I request a background check?**

Contact your HR Employment Coordinator to initiate the background check request process.