



Office of
Human Resources

www.atlantapublicschools.us

Frequently Asked Questions- Recruiting

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Hiring Process Overview

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SearchSoft Application Issues

What does the "Not Authorized to Apply" message mean?

You have added the incorrect "Applicant Type" to your application. The Applicant Type does not match the Job Type for the job position in which you are interested. Applicant Types: Certified, Support Staff, Administrative, Substitute

Can I change my Applicant Type?

Yes. Please log into your application and click on "My Application" in the upper left-hand corner. Scroll to the area entitled, "Account Information" and look for the blue hyperlinked words, "Change Type."

- For Employees, it looks like this:
 - Application Type: Internal Application [Change Type](#)
- For External Applicants, it looks like this:
 - Account Information
 - Applicant Type: Support Staff, Administrative [Change Type](#)
 - Click on "Change Type" and add the appropriate "Applicant Type."

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SearchSoft Login Issues

I cannot login, how do I reset my password?

Password Reset: Go to: www.apsrecruits.us and click on the “New and Returning Applicant” button. Click on the blue hyperlinked words, “having trouble logging in?” To reset your password.

I Forgot my Username and/or Password.

Go to: www.apsrecruits.us and click on the “New and Returning Applicant” button. Click on the blue hyperlinked words, “having trouble logging in?” To retrieve your username and/or password.

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Technical Issues

What does it mean when I have a Black Screen?

- You may be experiencing internet issues on your end. Please check your connectivity strength and provider. Or
- You may be using an unsupported web browser. Please try using the Google Chrome browser to access your account.

What does it mean when I have missing fields on my screen or profile?

You may be using an unsupported web browser. Please try using the Google Chrome browser to access your account.

What does it mean when I can no longer see SearchSoft screen anymore?

- You may be experiencing internet issues on your end. Please check your connectivity strength and provider. OR
- You may be using an unsupported web browser. Please try using the Google Chrome browser to access your account.

I continue to get a message that my application is incomplete and I do not see the incomplete items. How do I find the incomplete items? How do I know my application is complete?

Complete the following steps:

1. Access your application
2. Click on “MY Application”
3. Click on the “**check mark with a circle**” icon.
4. If your application is complete, you will receive the following message:

Your minimum data entry requirements have been met. Your application is now available for review by hiring personnel. Atlanta Public Schools hiring procedure may require additional steps to ensure eligibility depending on the educational and/or certification requirements of the position. Please refer to the actual job announcement on the Job Board for further instructions.

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Application Issues

What is the status of my application?

Due to the volume of calls and emails within the Recruitment office, we are unable to provide Application Status. However, you can check your application status by reviewing your SearchSoft application. To check your status, please log into your account and go to the Jobs tab and drop-down. Click on Applied Jobs. There will be a status message next to each job in which you have applied.

My status reads: “Considering other Candidates.” What does that mean?

Your application and credentials have been reviewed, however the hiring manager is currently considering other candidates. Your credentials may not fully align with the requirements of the job position.

I tried to apply through Indeed.com and I received the following error message:

- [All required fields should be completed before applying for the job.]
 - [Or, I complete the Questions and I still cannot apply for the job.]
1. Go to: www.apsrecruits.us
 2. Press the blue “**New and Returning Applicant**” button on the right side of the screen- to create an account. This will take you to the log-in page.
 3. Press the “**Create Account**” button. You will then be prompted to select your account type; Select Standard.

4. Next, for the **“Add Applicant”** page: Select **Support Staff or Certified or Substitute or Administrative** as Applicant Type; and proceed to enter your general information, username and password. **Click SAVE AND NEXT.**
5. You have successfully created an account. (Account Recovery Questions are optional-but recommended)
6. After completing this stage, read and **ACCEPT the Disclaimer**, in order to proceed to **“My Application”** on the next page.
7. Click on **“My Application”** in the **upper left-hand** corner to complete all tabs before applying for the job.
8. After completing all tabs, you are now ready to **click on “Jobs”** and Apply for jobs of your interest.
 - a. You will then be allowed to complete the Questions associated with the job of your interest.

How do I Apply for a Job on your site? Or How do I Create an Online Application Profile?

Complete the following steps:

1. Go to: www.apsrecruits.us
2. Press the blue **“New and Returning Applicant”** button on the right side of the screen-to create an account. This will take you to the log-in page.
3. Press the **“Create Account”** button. You will then be prompted to select your account type; Select Standard.
4. Next, for the **“Add Applicant”** page: Select **Support Staff or Certified or Substitute or Administrative** as Applicant Type; and proceed to enter your general information, username and password. **Click SAVE AND NEXT.**
5. You have successfully created an account. (Account Recovery Questions are optional-but recommended)
6. After completing this stage, read and **ACCEPT the Disclaimer**, in order to proceed to **“My Application”** on the next page.
7. Click on **“My Application”** in the **upper left-hand** corner to complete all tabs before applying for the job.
8. After *completing all tabs*, you are now ready to **click on “Jobs”** and Apply for jobs of your interest.

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APS Hiring/Interview Process

What is the Hiring Process or how long does it take to hear back from someone after applying?

Once you apply to a position, Human Resources will do the following:

1. Review applications to ensure that you meet minimum qualifications.
2. Directly following, hiring managers will review the application submitted.
3. If the hiring managers are interested in scheduling an interview, you will be contacted via email or telephone.
4. If you are recommended for a position, Human Resources will request the required hiring credentials.
5. Human Resources discloses the NEXT STEPS to the candidate-in order to complete the hiring process.

I can no longer see a job listed, does that mean that the job is closed or has been filled?

Yes. The job has been filled.

I checked my status online and it has not been updated or I have not heard from anyone about the job in which I have applied.

Please check your email address and telephone number to ensure that all contact information is correct in the system. Normally, our hiring managers will send an email to inform you that the job has been filled.

Are you currently interviewing for or concluded the interview process for a particular position?

The Recruitment Office does not schedule interviews. We are not privy to the interview timeline of our various hiring managers. If a hiring manager is interested in your credentials, they will contact you via email and/or phone to schedule an interview.

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Certification Pathways Inquiries

I am a Career Changer. How do I become a teacher?

We are glad your interested in APS. Go to:

<https://www.atlantapublicschools.us/Page/44645> for more information.

I took the GACE and do not have my scores. Can I still apply for a teaching job?

Yes. Also, please refer to the following Certification page for more details.

<https://www.atlantapublicschools.us/Page/44645>

I have not taken any Teaching Certification Assessments. Can I apply for teaching jobs?

Yes. However, please refer to the following web page for details surrounding your inquiry:

<https://www.atlantapublicschools.us/Page/44645>

What are the Certification Pathways?

This is an exciting to become a teacher. **Go to:**

<https://www.atlantapublicschools.us/Page/44645> for more information.

What is the Certification Pathway process?

There a several ways to become a teacher in our district. **Go to:**

<https://www.atlantapublicschools.us/Page/44645>

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Online Interviewing and Assessments

What is HireVue?

Atlanta Public Schools utilizes HireVue. It is an online, digital interview used by Hiring Managers and Recruiters to conduct live or On-Demand interviews over the internet. Go to: <https://www.hirevue.com/>

What is Gallup Insights?

Atlanta Public Schools utilizes the Gallup Teacher and Principal Insight Assessments for external and internal applicants throughout the district. Please refer to the following Gallup FAQ page: <https://qx.gallup.com/teacherinsight.qx/vEQ->

JzMqWmwCZKT_KMNN2A5MSZYwZtIJ~hZY~fMfrxwqlsfsYO5e_EscTX6ELzve7jBjASYQIYz_o655jg3HUw00/gprod2b.gallup.com

I cannot find my HireVue and/or Gallup Insight Assessment invitation email, what should I do?

Please check your email Gallup Insights.

If you are unable to locate the Gallup Insights email, Click here to have another one resent.

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Substitute Services Hiring

How do I become a Substitute Teacher?

Please refer to the Substitute Services detailed pages here:

<https://www.atlantapublicschools.us/Page/44823>

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Application References

I have been asked to be a professional reference for one of your applicants; what are my next steps?

Choosing to be a professional reference is an important decision. APS esteems reference checks as one of the highest priorities in the hiring process. If your applicant is chosen to move to forward through the interview process, you will be contacted. Acting as someone reference in the APS hiring process includes:

1. Receiving an email invitation with a link to our reference form.
2. Open the email and proceed to answer all questions that are appropriate to the role in which you have been listed by the applicant.
3. Once finished, hit submit and you are done.
4. Some reference troubleshooting tips are:
 - Check your Spam or Junk folder for the following email address: SearchSoft <[no-reply@searchsoft.net](mailto:reply@searchsoft.net)>

- Also, add 'no-reply@searchsoft.net' to their e-mail contact list to avoid getting our e-mail as spam.

I have been asked to be someone's reference, whom I do not know. What should I do?

Delete the email, and no further action is required on your part.

An applicant for APS has listed me as a reference, but I cannot find my the reference email.

First, check your email client's spam/junk folder for the following email address: SearchSoft <no-reply@searchsoft.net>, with the subject line: 'Applicant X' listed you as a reference.

If you still cannot locate the email, contact the requesting applicant to have them resend the reference email.

My Professional References have not received their emails from your system. What should I do?

You can/should resend the reference request from your applicant profile. However, please advise your professional reference beforehand that they will receive a reference form from APS via e-mail to complete and return. You should also ask your reference(s) to add 'no-reply@searchsoft.net' to their e-mail contact list to avoid getting our e-mail as spam.

1. To resend the reference request form:
2. Access your online application profile.
3. Go to the Professional References tab.
4. Look for the pencil icon to edit the email address OR
5. Delete the reference, click on the "ADD" button and re-submit the correct Professional Reference information.

I still have Pending References, what does that mean?

It could mean several things:

1. Your Professional References listed may not have received the invitation due Spam or Junk Filters;
2. Your Professional References may refused to complete the reference form on your behalf. (Please alert anyone and ask their permission to be a reference for you); or
3. You may have inserted an incorrect email address.

I placed the wrong email for my Reference. How do I change a Professional Reference email?

Take the following action:

1. Access your online application profile.

2. Go to the Professional References tab.
3. Look for the pencil icon to edit the email address, OR
4. Delete the reference, click on the “ADD” button and re-submit the correct Professional Reference information.

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Hiring Process Overview

What are the APS Hiring Process?

- 1. Search Job Posting**
- 2. Apply for a position**
- 3. Applicant Review Process**
 - a. Applicant Screening
 - b. Phone Interview/HireVue Interview
- 4. Live Interviews**
 - a. Round 1- Usually includes:
 - i. A panel Interview team (2-6)
 - ii. Skill/Exercise demonstration Component
 - b. Round 2 – Rare, fewer candidates
 - i. Similar to the Round 1
 - ii. May includes Site Tour
- 5. Recommendations**
 - a. Hiring Manager makes a recommendation for hire.
 - i. Sends Candidate Recommendation to HR
 - b. HR reviews candidate recommendation
 - i. Candidate Screening
 - ii. Accepts or Reject Candidate
 1. Rejection: HR moves to Resubmission protocol
 2. Acceptance: HR moves to Offer protocol
- 6. Re-submission Protocol**
 - a. HR informs hiring manager that the candidate was rejected w/ objection criteria
 - i. Hiring manager Options:
 1. Work with candidate to overcome objections
 2. Submit next best candidate.
 3. Restart Interview Process
 4. Close Posting
- 7. Offer Protocol**
 - a. HR create offer based on (experience, requirements, and other factors)

- b. HR will contact the candidate directly to make the offer
 - i. If Candidate accepts.
 - 1. HR informs Hiring Manager
 - 2. Candidate is scheduled for onboarding
 - ii. If Candidate Rejects
 - 1. HR moves to resubmission protocol.

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