Interfolio Faculty Search

FREQUENTLY ASKED QUESTIONS

This list of frequently asked questions was designed to help you troubleshoot common issues users encounter when learning to use Faculty Search. Please visit our help site at **product-help.interfolio.com.**

1. MY EVALUATORS SAY THEY ARE UNABLE TO VIEW THE APPLICANTS AND THEIR MATERIALS. WHY CAN'T THEY SEE THIS LIST?

If Evaluators can't see the applications for a position, check to make sure:

a. They have been added to the search committee

b. The position status allows Evaluators to review applications

c. The position or application has not been archived

Click **here** to view our help article with screenshots and step-by-step instructions.

2. I WANT TO SEND AN EMAIL TO MULTIPLE APPLICANTS AT ONCE. CAN I DO THAT?

Yes, if you are a Committee Manager or Administrator in Interfolio Faculty Search. Here's how:

a. Check the box next to at least one applicant. A blue **Email** button will appear at the top of the list of applicants.

b. A window will appear with a blue question mark **(?)** icon at the top. Please click on that icon and view our email walkthrough tutorial which will tell you everything you need to know.

Click **here** to view our help article with screenshots and step-by-step instructions.

3. WHERE CAN I SEE A RECORD OF ALL THE EMAILS I'VE SENT TO MY APPLICANTS?

Users who have the role of Administrator or Committee Manager in Interfolio Faculty Search can view a record of emails sent through the system. If you have one of those roles and want to view a record of emails:

a. Go to **Reports** in the navigation bar on the left side of your screen.

b. Select the **Logs** tab at the top of the screen.

c. Click the **System Logs** button and select **Messages Sent** from the dropdown.

d. Search or type the ID number of the position you're looking for, and click **View Report**. You can click **Download (CSV)** for a spreadsheet that you can edit.

Click **here** to view our help article with screenshots and step-by-step instructions.

4. I CAN'T FIND MY POSITION, AND IT'S NOT ON MY POSITION LIST ANYMORE. DID I DELETE IT?

No, it's impossible to delete a position if applicants have applied to it. You've probably accidentally archived your position. Here's what to do:

a. Click on **Positions** in the navigation bar on the left side of your screen.

b. Click the **Filter** button near the top of the screen. Change the **Active or Closed** dropdown to "Closed" or "All."

c. Select the position that you're working on, and click the **Position Actions** button.

d. Click **Open Position** at the bottom of the dropdown; the position will appear on your main position list.

Click **here** to view our help article with screenshots and step-by-step instructions.

5. I NEED TO ADD SOMEONE AS A COMMITTEE MANAGER, BUT THEIR NAME DOESN'T APPEAR AS AN OPTION IN THE LIST OF NAMES. HOW DO I ADD THEM?

a. Make sure that person has been added to the program as a user. Click **Users & Groups** in the navigation bar. Search the list by first or last name.

b. If that person is listed, make sure they have been assigned the Committee Manager role for the same unit that you used to create your position.

c. If you've already added this person to your committee as an Evaluator, you need to remove them first, then you'll be able to add them as a manager.

d. Click the **+ Add Manager button**. A window will appear with a blue question mark **(?)** icon at the top. Please click that icon for additional information.

Click **here** to view our help article with screenshots and step-by-step instructions.