

# **Handshake Training Guide**

This job aid will walk you through the various processes performed by the Handshake Support Team.

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Tip: Handshake works best with Chrome and Firefox

## **Approving Employers**

**Employer Vetting** 

**Tips**: Vetting Employers on Handshake: <a href="https://support.joinhandshake.com/hc/en-">https://support.joinhandshake.com/hc/en-</a> us/articles/360000725107

- 1. Select Employers on the left navigation bar > click on employer's name
  - Review the Trust score About Employer Trust Score: https://support.joinhandshake.com/hc/en-us/articles/219132717
  - Over 70—good. However, the additional vetting is necessary before the employer can be approved.
  - Under 70—not so good (low activity level, flagged or declined by others). **Note:** Some organizations may have a low trust score. Vet them to ensure the validity of their information as listed below. If the decision is to approve them, create a note explaining the approval (e.g. although the trust score is low their XYZ is verified.

### a. Is this a Flagged Employer?

- A caution flag 46% will be shown above the trust score for any employer that has been flagged within Handshake). If no flags you are good to go, if flagged use this as evidence to whether or not you approve/decline. **Note:** Students also have the ability to flag an employer.
- How to Flag an Employer: <a href="https://support.joinhandshake.com/hc/en-">https://support.joinhandshake.com/hc/en-</a> us/articles/218692798. Note: You are not able to see why another company was declined, you can only see why they were flagged.

#### b. Search the organization's website, email address, and address

- Do they match the entry that is listed within Handshake?
  - Some companies are start-ups and do not some of the information below. In these instances, you must exercise your own judgement.
- Search the internet for the website.



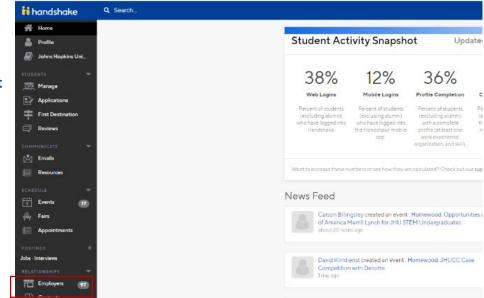
- Be careful, there can be subtle differences in the spelling of a company name in its URL (ex. Deloitte.com can be Deloite.com. This entry would be an illegitimate web address.
- Search the internet to see if the address matches;
  - Is it a building? Is it abandoned? Is it an open lot? Does it look legit?
- Is the email address a company domain? If not, where does that domain go? (type in the word after "@" and see if it is legitimately affiliated)

#### c. Search LinkedIn

- Is there a company profile?
- Is the staff or contact person actually affiliated with this employer?
- How many followers does it have? (If thousands, it's probably a fairly established company; if only a handful, likely it's a fresh startup)
- d. Search the registered business database within the employers state
- e. Search Crunchbase for tech startups / organizations / app developers
- f. Determine if this is a third party vendor

A third party Request is received within Handshake

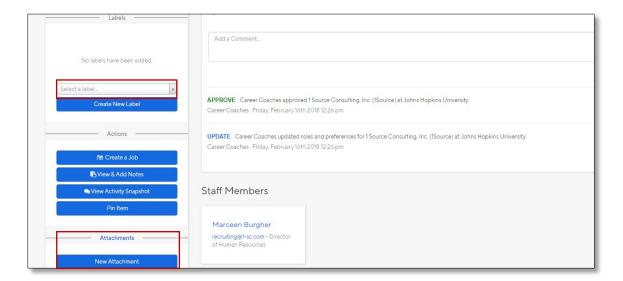
- Search for the employer in Handshake
- 2. Once you select the employer's name, on the



employer's **Overview** page **attach** the <u>Johns Hopkins University Statement of</u> <u>Understanding agreement.</u>

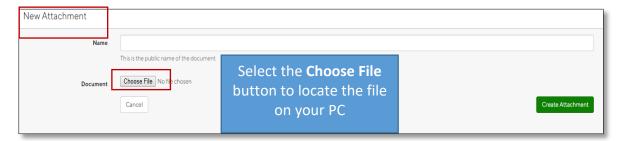


Select **New Attachment** button, located on the left navigation bar of the employer's Overview page



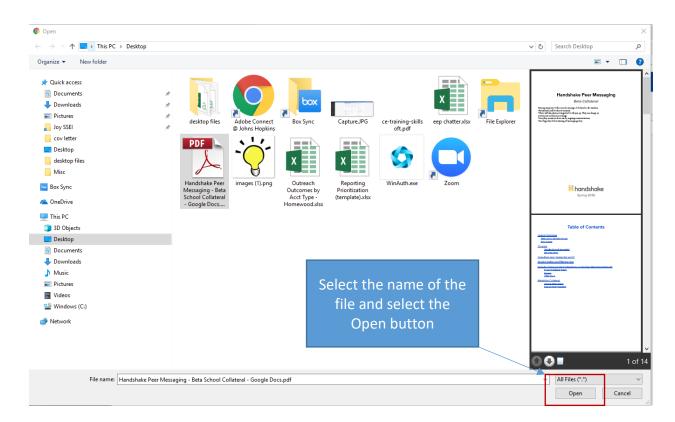
The New Attachment box will pop up and allow you to add the agreement and type the name of the attachment. Click this link to save the document to your PC - JHU Statement of Understanding.

- Attachment Name: <u>JHU Statement of Understanding</u>
- File Name: Johns Hopkins University Statement of Understanding

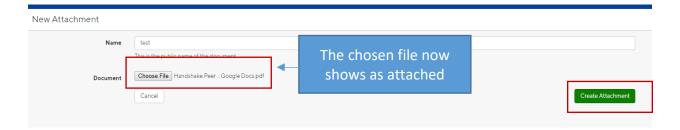




The Open box will pop up to allow you to choose the location of the file on your PC



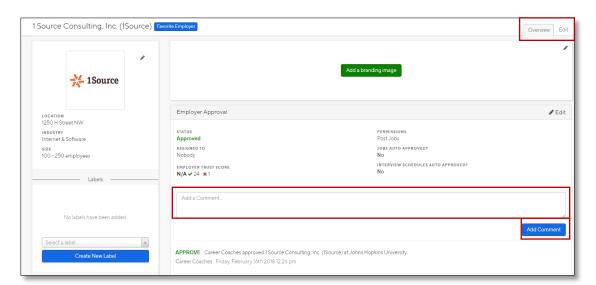
#### Select the Create Attachment button



3. On the employer's **Overview** page cut and paste the below comment in the **Comment section** and select the **Add Comment button** 

**Third-party comment template**: Thank you for your interest in recruiting at Johns Hopkins University. We have a new Statement of Understanding for third party employers (attached- find in Company Profile section). If you agree to these policies, please sign and date and return to recruit@jhu.edu. Failure to respond within 15 days will result in the rejection of your Handshake request.

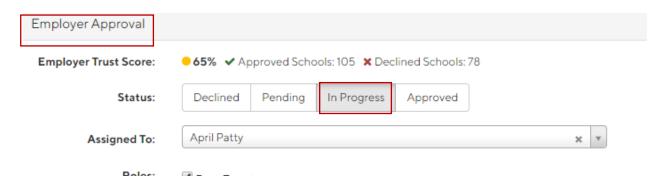






Tip: The comment field will automatically send a notification/email to the employer

4. On the employer's Overview page, update the Employer Approval to "In Progress"



If the signed Johns Hopkins University Statement of Understanding is not received within 15 days of sending the request, the Employer Approval status must be updated to "Declined.

## To Approve

- 1. Select Employers on the left navigation bar > click on employer's name (**Note:** Before approving, complete the <u>employer vetting process</u>).
- 2. Select the Approved button > click the "Save approved" button.
  - a. If an employer has a low trust score and the decision is to approve them after vetting. Create a note explaining the reason for the approval (e.g. although the trust score is low their XYZ is verified.
    - i. Adding a Note in Handshake:

**Tips**: Do not add a note in the comment box. Using this function will send an email/notification to the employer

1. Click the View and add a note button



- 2. Type the reason for declining the employer, ("declined b/c address appeared fraudulent... XYZ") in the text box
- 3. Select the [Add Note] button
- 4. Be sure the "Share with staff" button is selected in the drop-down listing

#### To Decline

- 1. Select Employers on the left navigation bar > click on employer's name (**Note:** Before declining the employer, complete the <u>employer vetting process</u>).
- Select the "Declined" radio button > Click the Save Declined " button
   If an employer is declined after vetting, create a note explaining the reason for the declined decision (e.g. Unable to verify the employers address).
  - a. Adding a Note in Handshake:

**Tips**: Do not add a note in the comment box. Using this function will send an email/notification to the employer.

i. Click the View and add a note button





ii. Type the reason for declining the employer, ("declined b/c address appeared fraudulent... XYZ") in the text box



iv. Be sure the "Share with staff" button is selected in the drop-down listing

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## Additional Questions - Employer Vetting

#### What do I do if additional vetting is needed?

Select the **In Progress** radio button (e.g. Third party recruiter) and Add a note about what you have researched and what is still outstanding that we need considered/found.

## How do identify whether the employer is a contact or a user?

To identify Handshake's Contact vs Users read this article - <a href="https://support.joinhandshake.com/hc/en-us/articles/218692748-Contacts-vs-Users">https://support.joinhandshake.com/hc/en-us/articles/218692748-Contacts-vs-Users</a>

- For an employer, staff members = Users = means they have access to Handshake—we cannot do anything on behalf of the company ("Could you add staff for me...?"
   NO!)
- Contact = people associated with company, but haven't signed up for a handshake account.

#### How do I invite a contact to become a user?

To learn more about the employer invite process, read this articlehttps://support.joinhandshake.com/hc/en-us/articles/218692768-How-to-Invite-Contacts-to-Become-Users-Employer-Invite-Process-

How do I manually add an employer to Handshake?

Read this article to learn more about the employer invite process.

#### How do I view the owner of an employer account?

- a. Select the Employers' link on the left navigation bar
- b. Type the employer name in the Search Box
- c. Click the blue Search Button
- d. Once the company is displayed, click the 3 dashes (hamburgers) on the right side of the web page
- e. Select Edit Employer from the listing
- f. Select Staff Management located on the left side of the webpage.



- g. Under the Contact without User Accounts section, select the "Send Invitation Email" button. Note: this will trigger an invitation email to the contact to Join Handshake with the associated employer link.
- h. Once the employer has registered using the invitation link, they will receive a notice they are in a pending status
- i. Request that they send you a follow up email with the email address they used for registration. Note the employer must use the same address to register as listed in the contact
- j. On the Staff Management page (see instructions above), paste the email address used for registration in the Add existing user by email box
- k. Click the Add user button
- 2. What is the process if the employer is found to be fraudulent in Handshake?
  - Add the" shared: do not engage" label on the employer's overview page
  - Create a note on the employer's overview page with the reason provided you determined the employer is fraudulent.
- Tips: About Fraudulent Employers: <a href="https://support.joinhandshake.com/hc/en-us/articles/115008792387">https://support.joinhandshake.com/hc/en-us/articles/115008792387</a>
- Fraudulent Employer Quick Tips: <a href="https://support.joinhandshake.com/hc/en-us/articles/115008792627">https://support.joinhandshake.com/hc/en-us/articles/115008792627</a>

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## Job Approval

## Job Vetting

- Select Jobs on the left navigation bar > click on the name of the job (Note: Before
  approving, it is best practice to complete the steps in the employer vetting process
  again).
  - a. <u>Set up a Saved Search</u> to review only those jobs that are entered by employers

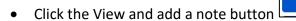
#### Search filters:

- Status is Pending
- Not Labels are "shared: career center entered", each [school\_name] (ex. cbs, soe, som, etc.)
- 2. Review the employer website to see if the career/job opening is listed on their site.
- 3. Review the job description to ensure it is legitimate:
  - a. Is the job description complete? Example: duration, qualifications, job objective, job functions, etc.
  - b. No fees are being charged
  - c. The job aligns with the skills that JHU students/alumni would want to apply for.
  - d. The job includes a degree preference

### To Approve

- 1. Select Jobs on the left navigation bar > click on the name of the job (Note: Before approving the job, it is best practice to complete the steps in the employer vetting process again).
  - a. After vetting the job, select the Approve radio button click the "Save approved" button.
    - i. A call for papers/ abstracts and fellowships are acceptable. Note: Some fellowships have fees involved and can be approved.
    - ii. Select the "Save approved" button. **Note:** If the decision is to approve the job, create a note **explaining** the decision to approve the job (e.g. although the job description is incomplete, the information has been verified.)
      - 1. Adding a Note in Handshake:

Tips: Do not add a note in the comment box. Using this function will send an email/notification to the employer





- Type the reason for declining the employer, ("declined b/c address appeared fraudulent... XYZ") in the text box
- Select the [Add Note] button



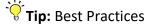
#### Interest in on campus interviewing

listing

2. Located at the top of the job approval webpage, an employer may indicate their interest to interview a student on campus (see image below)

may click here to Create an Interview Schedule





 Notify the members of the Employer Relations group by posting a message on the EEP Best Practices Chatter feed - <a href="https://jhu-levering.lightning.force.com/lightning/page/chatter/record/0F96A000000RUMF">https://jhu-levering.lightning.force.com/lightning/page/chatter/record/0F96A000000RUMF</a>

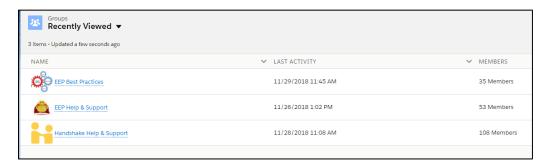
1. On the EEP Navigation bar, select the Chatter tab



2. On the left navigation bar select the "Recent Groups" link to add the EEP Best Practices feed.



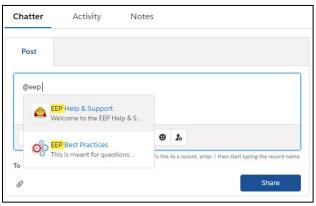
3. Select the EEP Best Practices link under the Groups listing. (Note: Prior permission to access the group are required. For access, send an email to Handshake@jhu.edu.



4. Under the Chatter "Post" section, type a message using the @EEP Best Practices tag (@EEP Best Practices ) > Click the blue "Share" button.

An email will be sent to all of the members.

**EXAMPLE**, @EEP Best Practices Hi all, when approving a job in Handshake the employer **[employer's name]** indicated they are interested in coming on campus for interviews. Please respond to this post if you plan to reach out to the employer.



#### To Decline

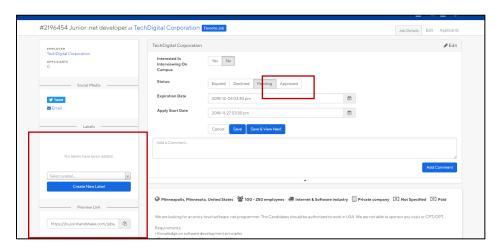
- Select Jobs on the left navigation bar > click on the name of the job (Note: Before
  declining the job, it is best practice to complete the steps in the employer vetting
  process again).
- Select the "Declined" radio button > Click the "Save Declined" button
   If the <u>job is declined after vetting</u>, create a note explaining the reason for the declined decision (e.g. Unable to verify the employers address).
  - a. Adding a Note in Handshake:
    - **Tips**: Do not add a note in the comment box. Using this function will send an email/notification to the employer
    - i. Click the View and add a note button
    - ii. Type the reason for declining the employer, ("position does not align with JHU talent") in the text box
    - iii. Select the [Add Note] button
    - iv. Be sure the "Share with staff" is selected in the dropdown listing

#### What to decline:

- Scholarship opportunity
- An Event:
  - If an employer lists an event as a job, type a "Comment" to the employer
     "Hello, we think this is great opportunity for our students and invite you to sign into Handshake and to create an event."
- The job does not seem to match talent (truck driver, would students / alums want to do this? Walmart greeter, babysitter; does not need a degree)
- Advertisement to pursue/continue a degree at another school
- Charges fees (**Note**: some fellowships have fees involved and can be approved. Otherwise, the job should be declined.)

## Additional Questions - Job Approval

- 1. What should I do with jobs that need additional information/vetting?
  - a. Add the "Jobs needs more information" label and leave the job in a "Pending" status
    - i. Adding a label to a job
      - 1. Select Jobs on the left navigation bar > click on the name of the job
      - 2. On the "Job Details" page, select the label drop down button



- 3. Select the "shared: job needs more information" label
- b. Add notes to the job of what you've researched, and what is still outstanding that you need considered/found.

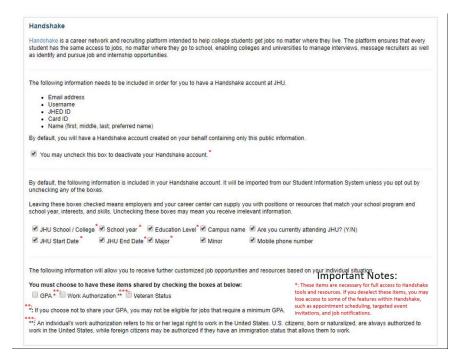
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## Handshake to SIS automated sync

Do not make changes to current student data (i.e. label in Handshake that represents current date-- temp 2019-04-02) Instead, Handshake Support team will review the request and create a Jira for UIS. Once the changes are done UIS notifies the Handshake support team to verify and approve the changes that will move into Handshake).



- SIS owns the data for current students within the automated sync.
- Current students are automatically changed to alumni upon graduation. To control the size of the import file, alumni will remain on the automated sync until one week after graduation.
- The consent form is located within SIS Self Service and allows students to indicate the information that is shared with Handshake



- <u>System gen labels</u> are imported into Handshake during the nightly import to indicate a student's affiliated school, if they are dual degree, the import date, the campus, if they are alumni, and the action taken on the consent form.
- For more information on the sync <u>click here</u> (Note: permissions may be needed to access the link)



## SIS Verification Process



SIS *must be* accessed through **Internet Explorer** – not Chrome or other browsers.

To verify a student/alumnus' identity and/or enrollment follow the below steps:

Log into the Student Information System (SIS) using JHED ID and Password. (Note: You
must use Internet Explorer and UIS must grant access to the application https://prod.isis.jhu.edu/asp/



2. Select the **Student link** (located on the left navigation bar) > **Summary** 

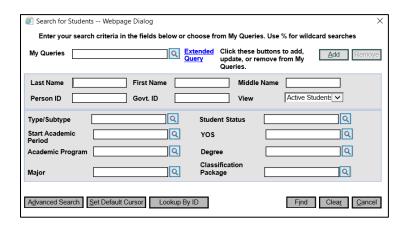


Type the student's Last Name and First Name in the Search box. Note: If a maiden name is provided in the Handshake request, enter that information in the Last name search box.

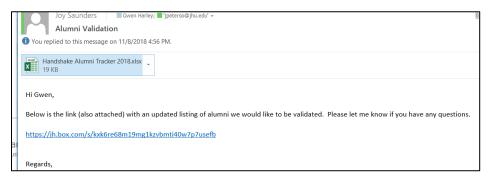


- Using the Percent sign (%) in a name search is helpful for hyphenated or multiple last names (Ex. Jane Doe-Hancock: ex. Doe%( last name), Jane (first name) will return Jane Doe-Hancock.
- If the percentage sign is in front of Doe (%Doe), the name will not be found.

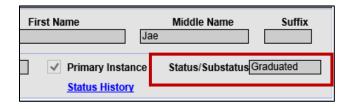




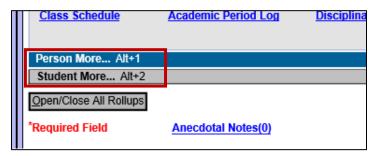
- 4. Click the Find button. (Note: View should always be ALL STUDENTS (not just active students)
  - a. In some instances, older alumnus information is not available in SIS. In these
    instances complete the Alumni Validation Tracker<a href="https://jh.box.com/s/kxk6re68m19mg1kzvbmti40w7p7usefb">https://jh.box.com/s/kxk6re68m19mg1kzvbmti40w7p7usefb</a> and email to Gwen
    Harley to review.



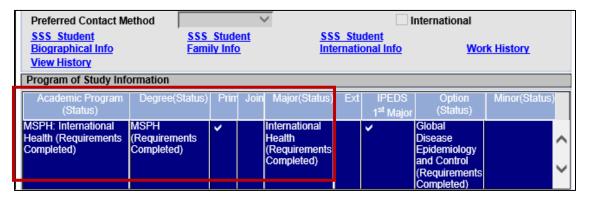
- 5. **Additional SIS vetting data points (**optional in the Handshake request): APPROVE the Handshake account if one or all of the information in SIS matches the Handshake request.
  - a. Status: Select the Student > Summary link (located on the left navigation bar) to review if the student/ alumnus is currently enrolled, graduated, etc. Note: New Instance—typically means the student hasn't enrolled (not always true for AAP or SAIS)



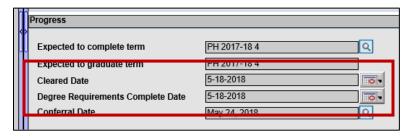
b. JHEDID: Click the Student > Summary link (located on the left navigation bar). Scroll to the bottom of the Summary page and click the link, "Person More". Scroll down the Person More page until you see the field JHEDLID



- c. Student ID: Select the Student > Summary link and either at the top of the webpage or under the student/alumnus name is the Person ID1 (six-digit alphanumeric ID)
- d. *Degree or Major*: Select the Student > Summary link (located on the left navigation bar) and scroll down to the middle of the webpage see image below)



- e. *Enrollments:* Select the Student > Summary link. Click the Enrollments link (located on the left navigation bar) View **Person enrollments**—are they enrolled in classes for term? If the student is enrolled in classes, but their status is **New Instance**, approve their request in Handshake.
- f. *Graduation Date*: Select the Student > Summary link. Click the Graduation Details link (located on the left navigation bar and review the Conferral Date)





- g. Email addresses: Select the Student > Summary link. Click the Email Addresses link located on the left navigation bar) to see if the email addresses provided in Handshake match any of the email addresses listed.
- h. *Addresses*: Select the Student > Summary link. Click the Addresses link located on the left navigation bar) for alumni, compare address they provided with prior addresses in the system.
- School affiliation and campus: Select the ABMS blocks (located at the top of the SSS web page). A Pop up webpage will appear that shows the student's history (school, degree, campus, etc.) see image below.



# Requests to Set Up a Handshake Account

## Staff/Employee Vetting

- 1. Does the staff member have an existing Handshake account?
  - a. Search Handshake to ensure that staff do not have an existing student account.
    - i. Select the Students > Manage link located on the left navigation bar
    - ii. Type the name or email address of the staff member in the Type of Search box > Click the blue Search button.



- 2. Does the staff member have a student record in <u>SIS</u> (click the link to view the instructions for searching SIS)?
- 3. Check the Johns Hopkins Enterprise Directory (JHED) <u>MyJHU</u> to see verify the staff member's employment status (**Note:** If the employee is also a student, the Hopkins ID should match the SIS Person ID1 alphanumeric characters.
  - a. Type the staff member's name in the search box > click the "Go" button



- b. Click the Full Name link of the staff member
- c. Review division and school affiliation (Note: A record with Student as an affiliation should have a <u>record in SIS</u>. The affiliation for staff is "Staff or Faculty")

Steps to create a staff/student account in Handshake

### Searching for staff/student accounts

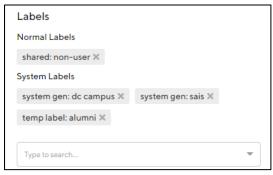
- 1. Select the Students > Manage link located on the left navigation bar
- 2. Type the name or email address of the staff member in the Type of Search box > Click the blue Search button.

#### Existing staff/student account

- 1. If you locate the staff member's name and they either are alumni of JHU or have set up a student account for testing.
  - a. Click the hamburger icon (three lines) located on the right side of the webpage
  - b. Select Edit User
- 2. On the **Account tab** (located at the top of the Handshake student page) review or add the following (located in MyJH):
  - a. Staff email address in the email address field
  - b. JHEDID@johnshopkins.edu to the Auth identifier field
  - c. Hopkins ID to the username field
  - d. First Name and Last Name
  - e. Click the Exclude from Automatic Syncs checkbox
  - f. Click the green [Update User] button



- 3. Click the **Profile tab** (located at the top of the student page) review or add the following
  - a. Select the Edit icon under the Education box
  - b. Select the Handshake student user's college affiliation (found in MyJH) in the primary education fields. **Note:** If the staff member is an alumnus of JHU, list the college affiliation and education level of their degree (located in SIS)
  - c. Go to the Labels box (located on the right side of the web page)



- d. In the search box, add the labels:
  - i. system gen[school name] label and normal label, 'shared: non-user'
    - 1. If the staff member is also an alumnus, add the system gen label, "temp label: alumni to the labels listing

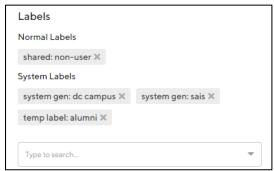
## Staff member not found Handshake

**Tip:** It is a **best practice** to <u>Search for student/staff name in Handshake</u> before creating a student account.

- 1. Go to New Student tab (located at the top right side of the web page)
  - a. Click On the **Account tab** (located at the top of the Handshake student page and add the following (located in MyJH)
    - i. Staff email address in the email address field
    - ii. JHEDID@johnshopkins.edu to the Auth identifier field
    - iii. Hopkins ID to the username field
    - iv. First Name and Last Name
    - v. Click the Exclude from Automatic Syncs checkbox



- vi. Click the green [Update User] button
- b. Click the **Profile tab** (located at the top of the student page) and add the following:
  - i. Select the Edit icon under the Education box
  - ii. Select the Handshake student user's college affiliation (found in MyJH) in the primary education fields. **Note:** If the staff member is an alumnus of JHU, list the college affiliation and education level of their degree (<u>located in SIS</u>)
  - iii. Go to the Labels box (located on the right side of the web page)



- iv. In the search box, add the labels: <a href="mailto:system gen[school name] label and normal label, 'shared: non-user'</a>
  - 1. If the staff member is also an alumnus, add the system gen label, "temp label: alumni to the labels listing.

## Handshake Support Team Email Inboxes

## How to add group emails to the Outlook Client:

This is a quick guide on how to add group emails to the Outlook Client, how add and remove users from Group emails, how to access the group emails through the webmail client.

#### Windows

### Add the service account email to Outlook

- 1. Click on file and click on Account settings
- 2. Choose Account Settings from the pull down list
- 3. Click on change
- 4. Click on more settings on bottom right.
- 5. Click on advanced tab
- 6. Next to Open these additional mailboxes, click on add
- 7. Enter the name of the mailbox you wish to connect to: [name of account]
- 8. Click on *Ok, apply, ok, next and finish* to close the window
- 9. Close and reopen Outlook

#### Open the calendar

- 1. Open the calendar view in Outlook
- 2. Click Open Calendar
- 3. Click From address book
- 4. In the search bar, search for [name of account]

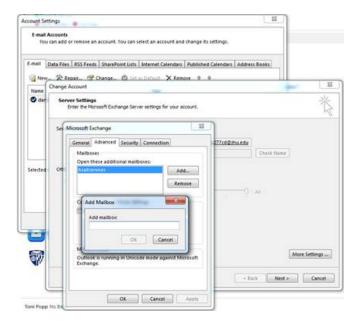
### Mac OS X

#### Add the service account email to Outlook

- 1. Open Outlook
- 2. Click on *Outlook* in the menu bar at the top
- 3. Click on preferences
- 4. Click on Accounts
- 5. Click on advanced
- 6. Click on delegates
- 7. Under *People I am a delegate for:* click on the + button









## 8. Add [name of account]

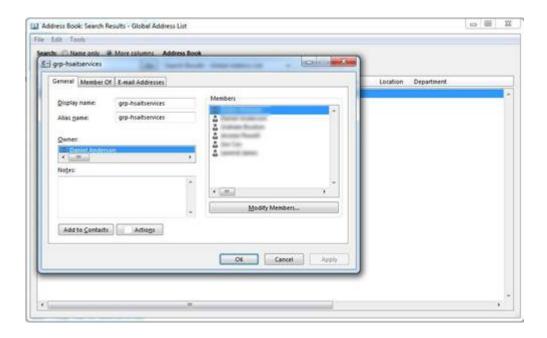
## Open the calendar

- 1. Open the calendar view in Outlook
- 2. Click Open Shared Calendar
- 3. In the search bar, search for [name of account]
- 4. Click open

### How add and remove users to Recruit Inbox and Handshake

## Assigning permission to view the account

- The below steps can only be performed by individuals with permissions to modify a group account. The owner must make themselves a member if they also wish to view the account.
- 1. Open the Address Book in Outlook
- 2. Search for **grp-[service account name]** and open the result For example, *grp-hsaitservices*
- 3. Click Modify members
- 4. Add the user and click OK



How to access the group emails through the webmail client:

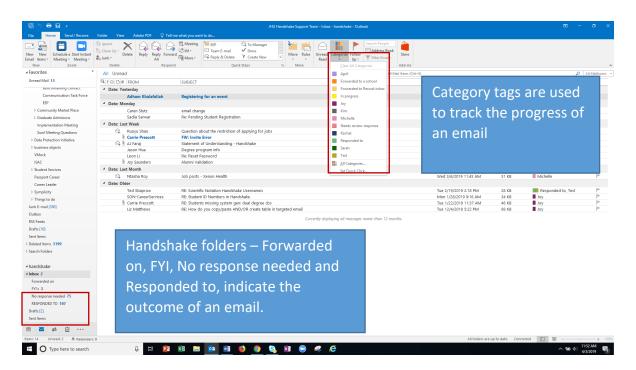
1. Open a Web Browser (If you have single sign on suspend it) In the address bar type in mobile. Johnshopkins. edu



2. At the Johns Hopkins login screen type in the email name (Just the name not the @jhu.edu) and password.

## Handshake@jhu.edu email inbox

Provides general support for students and staff. Tip: Best practice to check daily!



Category Type	Definition
Individual staff member	Indicates the individual(s) that are responsible for handling
names (e.g. Joy, Rachel, etc.)	the email.
Forwarded to the school	Email that is forwarded to the <u>school generic email</u> address for a response.
Forwarded to recruit inbox	Email that are forwarded to the <u>recruit inbox</u> for a response.
In progress	Email that is being worked on by the Handshake support team member.
Needs review/response	Indicates an email that first needs an in-depth review before responding (ex. sync errors).
Responded to	Email that has been responded by the Handshake support team.

Folder name	Definition
Alumni Profile Updated	Indicates the individual(s) that are responsible for handling the
Alumini Prome Opuateu	email.
Forwarded on	Email that is forwarded to the school generic email address or the
roiwarded on	recruit inbox for a response.
FYI	Informational emails from the school regarding Handshake
ГП	functionality
No response needed	Email that has been responded to and contains the response. This
	email does not require additional action (handshake inbox cc'd)
Responded to	Email that has been responded by the Handshake support team.

## **Handshake Inbox Scenarios**

**Tip:** Best practice cc' <a href="mailto:handshake@jhu.edu">handshake@jhu.edu</a> in the responses! Note: Once received in the <a href="mailto:handshake@jhu.edu">handshake@jhu.edu</a> inbox, move the responses to the No response-needed folder.

- If you are able to respond to the email request, categorize the email with your name and the responded to tags. Place the email in the Responded to folder.
- If the email is an alumni requesting updates to their profile (ex. adding GPA, veteran status, etc.) categorize with your name and the responded to tags. Place the email in the Alumni profile update requests folder.
- If an employer emails a request to the Handshake email box, forward the email to the
   recruit@jhu.edu email, categorize with your name and the forwarded to the recruit
   inbox tags. Place the email in the forwarded to folder. Note: Do not make updates to
   current students Handshake profiles. This information is controlled by the daily
   automatic sync.



- If the email requires more information to complete, categorize with your name and the *in progress* tag. Once the inquiry is complete, remove the *in progress* tag and place the responded to tag on the email. Place the email in the responded to folder.
- If the email is a FYI, place the email in the FYI folder.

## Recruit@jhu.edu email Inbox

Employers send emails to request jobs/events to be added to Handshake or a third party vendor responds with the consent form.

Category Type	Definition
Individual staff member	Indicates the individual(s) that are responsible for handling
names (e.g. Joy, Rachel, etc.)	the email.

#### **Recruit Inbox Scenarios**

- If the employer sends an event or request you to post an event as a "job," write an email to indicate why you are declining the job and include the method for signing up for a Handshake account and requesting the event.
- If a third party recruiter sends back the JHU agreement, attach the file to the Handshake employer account and move the form to the 3<sup>rd</sup> Party Forms folder in recruit inbox.

#### Recruit Inbox Email Templates

Approved Employer emails for jobs to be posted:

Good [morning or afternoon],

Thank you for your interest in recruiting at Johns Hopkins University! All JHU schools use Handshake, an online career database, for all career related information. (Insert company name) has an active employer account on Handshake. Jobs can be posted through that account, and will not be posted by email.

Please remove recruit@jhu.edu from your distribution list.

If you need further assistance, please email <a href="mailto:Handshake@jhu.edu">Handshake@jhu.edu</a>

Sincerely,

The JHU Handshake Operations Team

Employers that do not have an account yet in Handshake and would like a job to be posted:

Good [morning or afternoon],

Thank you for your interest in recruiting at Johns Hopkins University! All JHU schools use Handshake, an online career database, for all career related information.

Please create an account at <a href="https://app.joinhandshake.com/employer registrations">https://app.joinhandshake.com/employer registrations</a> <a href="mailto:/new.">/new.</a>. When your user account and employer profile are created, you should request a connection with Johns Hopkins University.

After completing the steps above, our team will review your connection request. Once approved, you can post jobs, request employer hosted events, reserve on campus interviews, and register for career fairs through Handshake.

The posting is free and will be approved if it fits the JHU student career interests/degrees. If you need further assistance, please email recruit@jhu.edu.

Sincerely,

The JHU Handshake Operations Team

#### School Generic Email Addresses

E-mail list for forwarding from Handshake and Recruit inboxes

School name	Students/staff/ general	Employers
SAIS	sais.career@jhu.edu	sais.recruit@jhu.edu
Medicine	medicine.career@jhu.edu	medicine.recruit@jhu.edu
Nursing	SON-CareerServices@jhu.edu	
Carey	Carey.Careerdevelopment@jhu.edu	<u>Carey.Careerdevelopment@jhu.edu</u>



Homewood	homewood.career@jhu.edu	homewood.recruit@jhu.edu
Public Health	JHSPH.Careers@jhu.edu	JHSPH.Careers@jhu.edu
AAP	aapcareerservices@jhu.edu	aapcareerservices@jhu.edu
SOE	Soe.careerservices@jhu.edu	
Peabody	peabody.career@jhu.edu	peabody.recruit@jhu.edu

## Approving Students and Alumni Handshake Account Request

## **Read Me: Important Notes**

Non-degree (except Post Docs) and Visiting students should not be approved in Handshake without the prior consent of the career center (see email template).

Inactive and withdrawn students' requests are declined (see email template).

Post Docs - Research Fellows ONLY

- i. Check <u>SIS</u> or <u>MYJH</u> to check the Johns Hopkins Enterprise Directory
- ii. Type the staff member's name in the search box > click the "Go" button



- iii. Click the Full Name link of the staff member
- iv. Review division and school affiliation
- v. School Affiliation are "Postdoc, Post-doctoral fellow, or Research Fellow". **Note**: Clinical fellows, trainees, etc. do not have access to Handshake. Send email to Kate Bradford at the East Baltimore PDCO Kate.Bradford@jhu.edu
- vi. Division will have the name of some sort of medical department. Note: You may need to Google them and see what their LinkedIn or departmental website at SOM says too.
- Handshake Instructions: Alumni: Please provide the following: (1) full legal name (including maiden name) and address at time of graduation from JHU, (2) JHED or Student ID number, (3) degree and graduation date.

A student/recent alumnus (who requests access to Handshake) has the ability to build out their profile while it is still in pending status and awaiting Handshake Support Team review. In other words, he/she can create a very thorough profile that is "pending" approval and also have a barebones profile that JHU created via the sync (see more details in the <a href="Student Review process">Student Review process</a>).

- Before declining/accepting the access request, do the following:
  - Review the existing student account in Handshake to see if it is a part of the automatic sync (ex. has recent import date label).

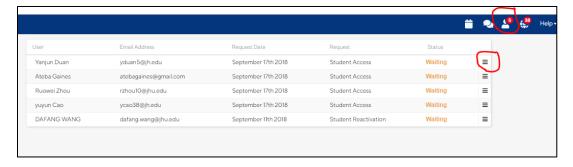


- Review the existing student account to determine if the new access request or the existing account has more profile details.
  - If the profile has a recent import date label attached, this is a current student and you must reject their request (Note: In these instances it does not matter if the new request has more profile information. We do not want to create duplicate accounts).
  - If you determine the request is from an alumnus and the profile is more detailed in the new access request, delete the existing account and approve the new request. If the existing account has more detail or has appointments, jobs, etc. reject the new account. (You can't delete an account that has appointments or jobs already connected to it.)

At times students/alumni will get frustrated if you reject this built-out profile in favor of the barebones one created via the sync.

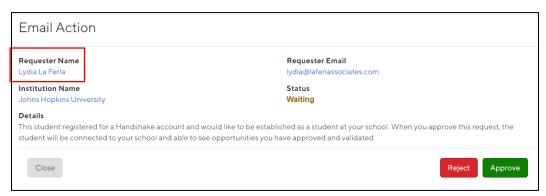
#### Student Request Review Process

1. Click on the Student/Alumni Account Requests (top right side of the web page)



- 2. Click on the three lines (Hamburgers) on the right side of the web page > select the "View Request" link.
  - a. In the Email Action pop up box, copy the Requester's name





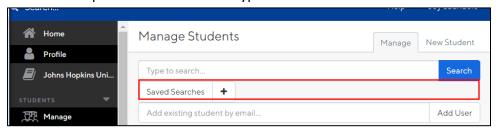
Not Enough Information: If student does not provide any information in their Handshake request, make judgement call to approve or send them an email from <a href="mailto:handshake@Jhu.edu">handshake@Jhu.edu</a> to request additional information.

**Note**: If *previously rejected* a student's Handshake request, you cannot change their status to approved unless you do the following:

- i. Select the Students > Manage link located on the left navigation bar
- ii. Type or cut and paste the email address in the "add existing student by email" text box and click **Add User**.

## Searching for student accounts

- Select the Students > Manage link (located on the left navigation bar) to check for a preexisting student account. Note: Duplicating the Handshake webpage makes it easier to search for duplicates.
- 2. Paste the Requester's name in the Type of Search box > Click the blue search button.



### Existing Handshake student account

1. Send the student the standard message about how to access their account (<u>Duplicate Current JHU Student Account Email template</u> below).

## To view the existing student/alumni profile

- 1. Click Students (located on the left navigation bar) > Manage links
  - a. Type or Paste the student's name in the "Type to Search" box > Click the blue Search button
  - b. Locate the students name > Click the hamburger icon (three lines) located on the right side of the webpage
  - c. Select the Edit User link
  - d. Click the Account tab (located at the top of the student page) to view the username, auth identifier, campus, gender, etc.
  - e. Click the Profile tab (located at the top of the student page) to view the education level, major, work experience, etc.

## To view the requestor's student/alumni profile

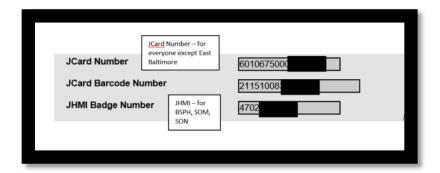
- 1. Click on Student/Alumni Account Requests (top right person icon)
- 2. To review the details of the access request, click on the three lines (Hamburgers) on the right side of the web page > select the "View User" link.
- 3. Click the Account tab (located at the top of the student page) to view the username, auth identifier, campus, gender, etc.



4. Click the Profile tab (located at the top of the student page) to view the education level, major, work experience, etc.

### Existing Account: Add/Review Student Information

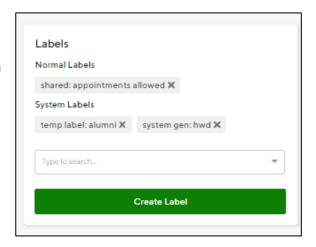
- 1. On the **Account tab** (located at the top of the Handshake student page) review or add the following (<u>located in SIS</u>):
  - a. Email Address: Student JHU email address located in SIS
  - b. Auth identifier: <a href="mailto:JHEDID@johnshopkins.edu">JHEDID@johnshopkins.edu</a> for CURRENT STUDENTS ONLY) or <a href="mailto:JHEDID@johnshopkins.edu">JHEDID@johnshopkins.edu</a> for ALUMNI (Example: jdoe16).
  - c. Username: Add their 6 digit alphanumeric "person ID 1" from SIS into the username field
  - d. Card: Add their J-card of JHMI badge number which is in the "Students > Summary > "Person More" in SIS. This is 15-16 digit number that starts with the number 6 for all students except East Baltimore. It is a 6-digit number for any student who attends East Baltimore schools: BSPH, SOM, and SON (See image from SIS below.)



- e. First Name and Last Name
- f. *School year: FOR ALUMNI,* Select Alumni from the drop down listing. FOR CURRENT STUDENTS, Select the degree they are currently pursuing
- g. FOR ALUMNI, Check the "exclude from automatic syncs" checkbox
- h. Click the green [Update User] button
- 2. Click the **Profile tab** (located at the top of the student page)
  - a. Select the Edit icon under the Education box
  - b. Select the student's last degree completed from the drop down listing (found in SIS).



- c. Select the student/<u>alumnus college affiliation (found in SIS</u>) from the drop down listing.
- d. Click the Save button
- 3. ALUMNI ONLY Go to the labels box (located on the right side of the web page)
  - a. In the "type to search box", add the following:
  - b. System gen: [school name] and [campus] labels are found in SIS FOR CURRENT STUDENTS ONLY. If ALUMNUS add the system gen label, "temp label: alumni to the labels listing (see below image). Notes: system gen label for Carey campus is usually Harbor East and AAP usually DC. The system gen: [school name] label is the abbreviated school name (ex. aap, cbs, pbdy, bsph, som, son, soe, hwd, sais)



#### Additional Questions - Existing Student Approval

- 1. What happens if the student's request profile is more complete than the existing profile? ALUMNI ONLY: If the newer account is more complete than the existing account or an *alumnus only* would like to update their existing account to a personal email (listed via email or in the Handshake Access Request), do the following:
  - a. Newer Account More Complete: Click the DELETE button on the pre-existing account (Note: if a student has an event, application, or appointment attached to their account, it cannot be deleted – see below).

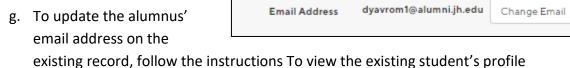


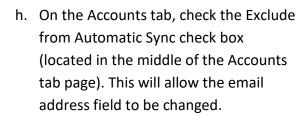


- i. Re-enter the student/alumnus email address in the Confirm Deletion box.
- ii. Click the red DELETE button. (Note: It may take a few minutes for the record to be removed)
- 2. How do you update an alumni's email address?

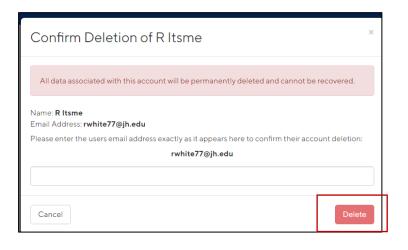
Follow the below instructions

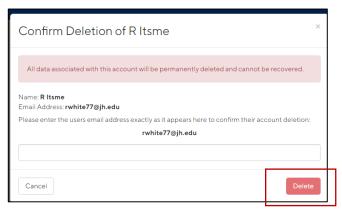
- a. To view the requestor's student profile
- b. On the Account tab (located at the top of the student page), Copy the Alumnus email address
- c. Click the DELETE button on the Handshake Request account
- d. Re-enter the student's email address in the Confirm
- e. Deletion box.
- f. Click the red DELETE button.
   (Note: It may take a few minutes for the record to be removed)





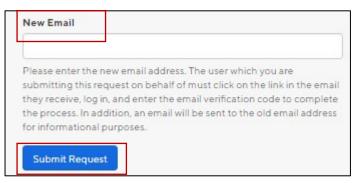
 Click the Change Email button (located at the top of the page next the Email Address field







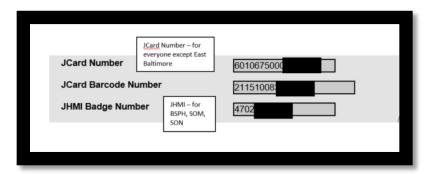
j. Type or cut and paste the Alumnus email address in the "New Email" text box > Click the blue Submit Request button. The student will receive an email at the existing and new email address (see message below). Note: the email address will not show the updated/new email address until the student has completed the confirmation process.



# Create Handshake Student Account

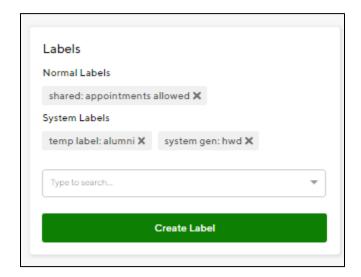
#### Handshake account does not exist:

- 1. Best practice: Complete the Student Request Review Process
- 2. After the Handshake Account Request is Approved:
  - a. Select the Students > Manage link located on the left navigation bar
  - b. Type the students name in the "Type of search" box and click the blue Search button. The goal is to add more information from SIS
    - i. To view the existing student's/alumnus profile
      - 1. Click Students (located on the left navigation bar) > Manage links
      - 2. Type or Paste the student's name in the "Type to Search" box > Click the blue Search button
      - 3. Locate the students name > Click the hamburger icon (three lines) located on the right side of the webpage
      - 4. Select the Edit User link
      - 5. Click the Account tab (located at the top of the student page)
    - ii. On the **Account tab** add the following:
      - 1. Username: Add their 6 digit alphanumeric "person ID 1" from SIS into the username field
      - 2. Auth identifier: <a href="mailto:JHEDID@johnshopkins.edu">JHEDID@johnshopkins.edu</a> for CURRENT STUDENTS ONLY) or JHEDID for ALUMNI (Example: jdoe16).
      - 3. Card: Add their J-card of JHMI badge number which is in the "Students > Summary > "Person More" in SIS. This is 15-16 digit number that starts with the number 6 for all students except East Baltimore. It is a 6-digit number for any student who attends East Baltimore schools: BSPH, SOM, and SON (See image from SIS below.)



- All name fields Check name: Make sure it's capitalized properly
- 4. *School year: FOR ALUMNI,* Select Alumni from the drop down listing. FOR CURRENT STUDENTS, Select the <u>degree they are currently pursuing</u>
- 5. Check the "exclude from automatic syncs" checkbox
- iii. Click the **Profile tab** (located at the top of the student page)
  - 1. Select the Edit icon under the Education box
  - 2. Select the student's last degree completed from the drop down listing (found in SIS).
  - 3. Select the student/<u>alumnus college affiliation (found in SIS</u>) from the drop down listing.
  - 4. in the primary education fields
  - 5. Click the Save button
- iv. Go to the labels box (located on the right side of the web page)
  - 6. In the "type to search box", add the following:
    - System gen: [school name] (, [campus] label (found in SIS) FOR CURRENT STUDENTS. If ALUMNUS add the system gen label, "temp label: alumni to the labels listing (see below image).
    - **Tips:** Carey campus is usually Harbor East and AAP is usually DC. Make sure it is a "<u>sys-gen" label.</u> The system gen: [school name] label is the abbreviated school name (ex. aap, cbs, pbdy, bsph, som, son, soe, hwd, sais)





# Student Response Email Templates Duplicate Current JHU Student Account Email

We received your request to create a Handshake account. That request will be denied shortly because we have already created an account for you in Handshake.

Please log in at <a href="https://jhu.joinhandshake.com/login">https://jhu.joinhandshake.com/login</a> click the "Current Students Click
Here" box, enter your JHED ID and password and complete your profile. If you are
having difficulty with logging in using single sign on, you may enter the email address
[student email address in Handshake profile]. Once you select [Continue], you may
then be prompted to set another password.

**Note**: you may have to clear your browser history, use another browser, or use the "switch to another user" link to complete this process.

For additional information and instructions, please access the <u>JHU Handshake Resources</u> <u>website</u>. If you have additional questions, please contact us at <u>handshake@jhu.edu</u>.

Sincerely,

[Your name]
JHU Handshake Team
<a href="mailto:handshake@Jhu.edu">handshake@Jhu.edu</a>

# Duplicate Alumnus Account Email

Dear [student name],

We received your request to create a Handshake account. Since you have an existing account, log into Handshake click this link <a href="https://app.joinhandshake.com/login">https://app.joinhandshake.com/login</a>, and enter the email address: (located in the student's profile). Once you select [Continue], you may then be prompted to set another password.



For additional information and instructions, please access the <u>JHU Handshake Resources</u> website. If you have additional questions, please contact us at <u>handshake@jhu.edu</u>.

Regards,

[Your name]
JHU Handshake Team
handshake@Jhu.edu

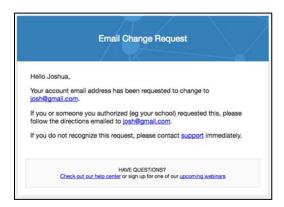
#### **Duplicate Alumnus Account New Email**

Dear [student name],

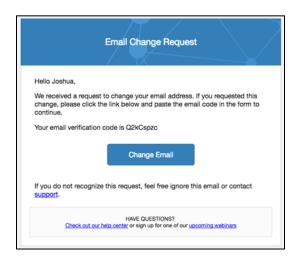
We received your request to create a Handshake account. To update your existing account, we have sent an email confirmation to [enter student email address] so that you can update your existing account with your current email address. Please see the next steps listed below.



- You will then receive two emails, one to your original email address used with Handshake and one to your new email address that will be used with Handshake. (Note: There may be a slight delay receiving the emails so please be patient)
- 2. What is sent to Original Email:

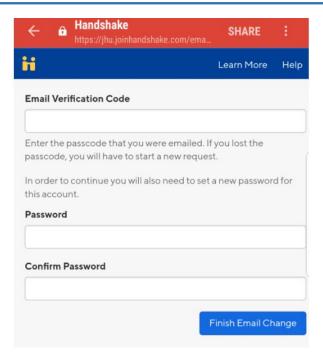


3. What is sent to New Email:



4. What you see when you select the Change Email button:





- 5. It is now up to you to verify this email change and determine if you want to update your account.(\*) If you choose to do so you can click Change Email and copy the code included in the confirmation.
- 6. Once you click Finish Email Change, the new email will be associated with your account.
- (\*) You will have 12 hours to click the link from the time you receive the email

For additional information and instructions, please access the <u>JHU Handshake Resources</u> website. If you have additional questions, please contact us at <u>handshake@jhu.edu</u>.

Regards,

[Your name]
JHU Handshake Team
handshake@jhu.edu

Non Degree and Visiting Student Email

Dear [student name]:



Thank you for your interest in Handshake. To be approved for access you must either have been enrolled in degree seeking classes at the Johns Hopkins University or first request access approval through your career center.

If this an error and you were registered for classes in a degree program, please us at handshake@jhu.edu.

Regards,

[Your name]
JHU Handshake Team
handshake@jhu.edu

#### Inactive or New Instance Student Email

Dear [student name]:

Our records indicate that you are not currently enrolled in classes. Please contact your Registrar to update your student record in the Student Information System. Once your registrar confirms you are an active student and you have enrolled in classes and activated your JHU email account, a Handshake account will be created for you automatically.

Regards,

[Your name]
JHU Handshake Team
handshake@jhu.edu

# **Appointment Management**

#### Appointment Type Naming Conventions

- Begin with your school name (and campus location if necessary). You can have spaces between the words in your school name.
- Next comes a colon.
  - Don't put a space before the colon.
  - o **Do** put a space after the colon.



• Next comes the appointment name. Make sure it's descriptive! You can have spaces between the words in your appointment name.

Examples	
School of Education: General Career Guidance	<ul> <li>This begins with the school name.</li> <li>This is followed by a colon.</li> <li>Finally, there's the appointment name (General Career Guidance).</li> </ul>
Bloomberg School of Public Health: Mock Interview	<ul> <li>This begins with the school name.</li> <li>This is followed by a colon.</li> <li>Finally, there's the appointment name (Mock Interview).</li> </ul>

If you need to create multiple versions of your appointment type, you can extend the name a little further by adding an additional descriptor. To do so, follow these steps:

- Add a colon to the end of your existing appointment type name.
  - Don't put a space before the colon.
  - Do put a space after the colon.
- Add your descriptor.

Examples	
Carey: Self-Discovery: 30 minutes	<ul> <li>This begins with the school name.</li> <li>This is followed by a colon.</li> <li>Next, there's the appointment name (Self-Discovery).</li> <li>This is followed by another colon.</li> <li>Finally, there is the descriptor (30 minutes). This indicates that the appointment will last 30 minutes.</li> </ul>
Carey: Self-Discovery: 60 minutes	This name is the same as the one above, except that it has a different descriptor (60 minutes). This indicates that the appointment will last 60 minutes.

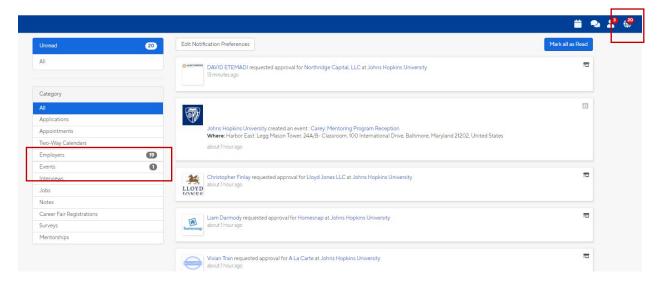
# Appointment Management & Configuration

<u>Click here</u> to review the current appointment type configuration in Handshake.

For more information on Appointment Management and Configurations click here

# **Event Management**

Review the new events daily (or periodically review the pending and approved events in the event module) to ensure the following information is included:



- The event type is not listed as virtual or other. If it is, update the event according to the event type definitions.
- Add public labels (virtual, in-person, virtual/in-person) to the Event Overview page based on the event description and location.
- The event is not marked as invite only. If this option is not checked update the event name to begin with "University-wide" or Campus Wide
- The event is not in pending status. If the event is in pending status, send an email to the event coordinator (located on the Events Overview page) under the Activity and Comment section is the event log

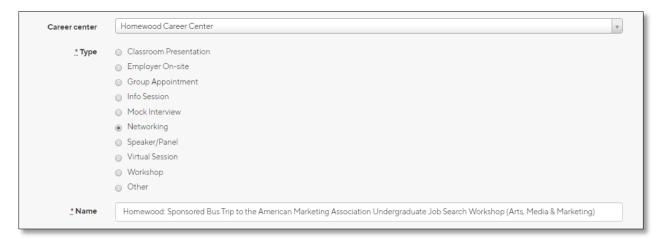


Events entered by employers cannot be updated.

# **Event Title Naming Conventions**

- Begin with the school name (and campus location if necessary) or University-wide, or Campus-wide. You can have spaces between the words in your school name.
- Next comes a colon.
  - Don't put a space before the colon.
  - Do put a space after the colon.
- Next comes the event name.

Example	
School of Education: Baltimore City Public Schools	<ul> <li>This begins with the school name.</li> <li>This is followed by a colon.</li> <li>Finally, there is the event.</li> </ul>
University-wide: Baltimore City Public School	<ul> <li>Events that do not require an invitation or open to all students (ex. webinar) begin with the word "University-wide</li> <li>This is followed by a colon</li> <li>Finally, the name of the event</li> </ul>
Campus-wide: Baltimore City Public School	<ul> <li>Events that are hosted by two or more JHU campuses but is not open to all students begin with the word "Campus wide"</li> <li>This is followed by a colon</li> <li>Finally, the name of the event</li> </ul>



For more information on Event Management, click here