



UNIVERSITY OF CAPE TOWN
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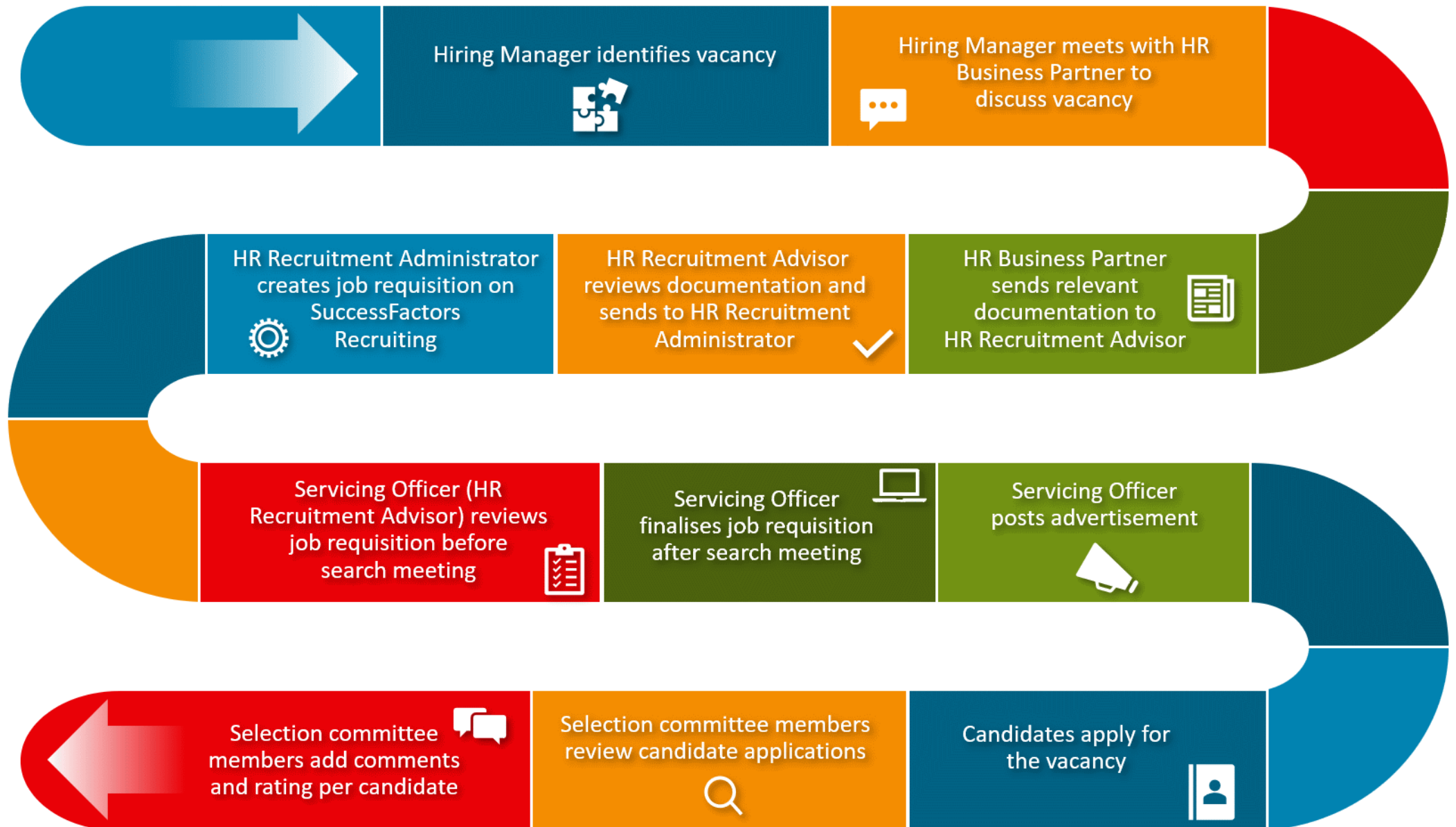
UCT SuccessFactors Recruiting guide for Recruitment Administrators

**Issued by UCT Human Resources
December 2025**

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Process overview: Part 1



Process overview: Part 2



Logging in to SuccessFactors

Background

SuccessFactors Recruiting offers a centralised recruitment system for applicants, line managers, selection committee members and HR support staff.

Staff members can access the platform using their existing UCT login details.

Support

If you are unable to access SuccessFactors or are experiencing other technical difficulties, please contact the [IT Service Desk](#).

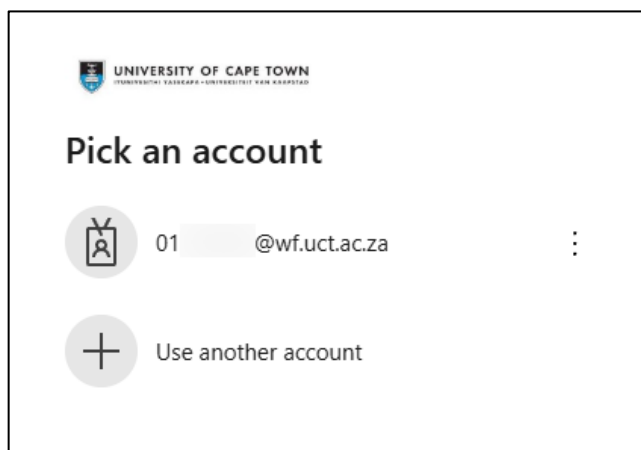
Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.

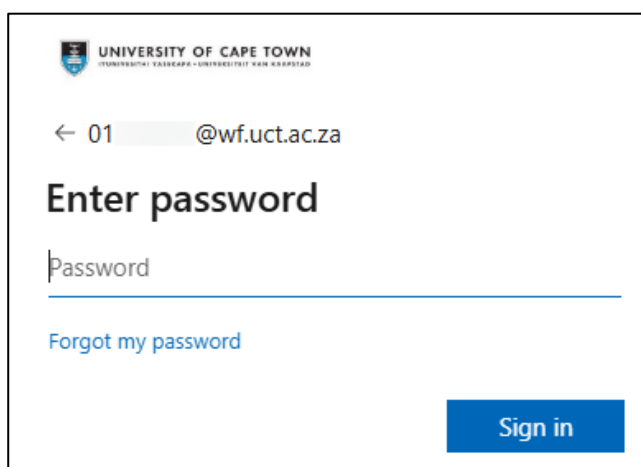
Note: You can also access SuccessFactors via the HR website by clicking *SuccessFactors* at the top of the page.

3. If not already logged in to single sign-on, the *Sign in to your account* page appears.
If already logged in to single sign-on, SuccessFactors will open (see [step 4](#)).

Existing users (new users will see a different page and should follow the instructions on the next page)



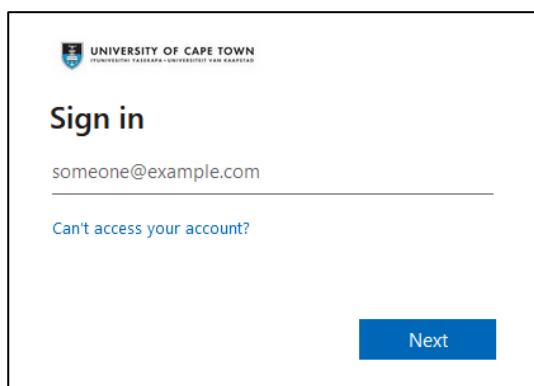
- Select the appropriate account.



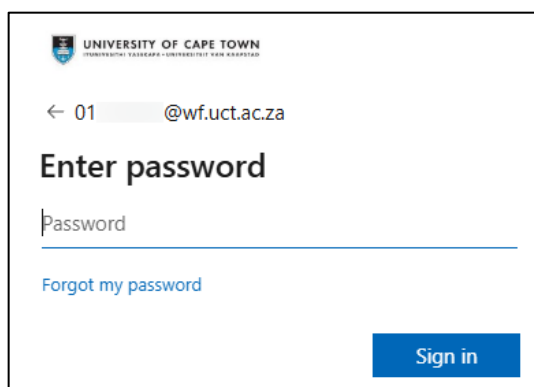
- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see [step 4](#)).

Logging in to SuccessFactors

New users

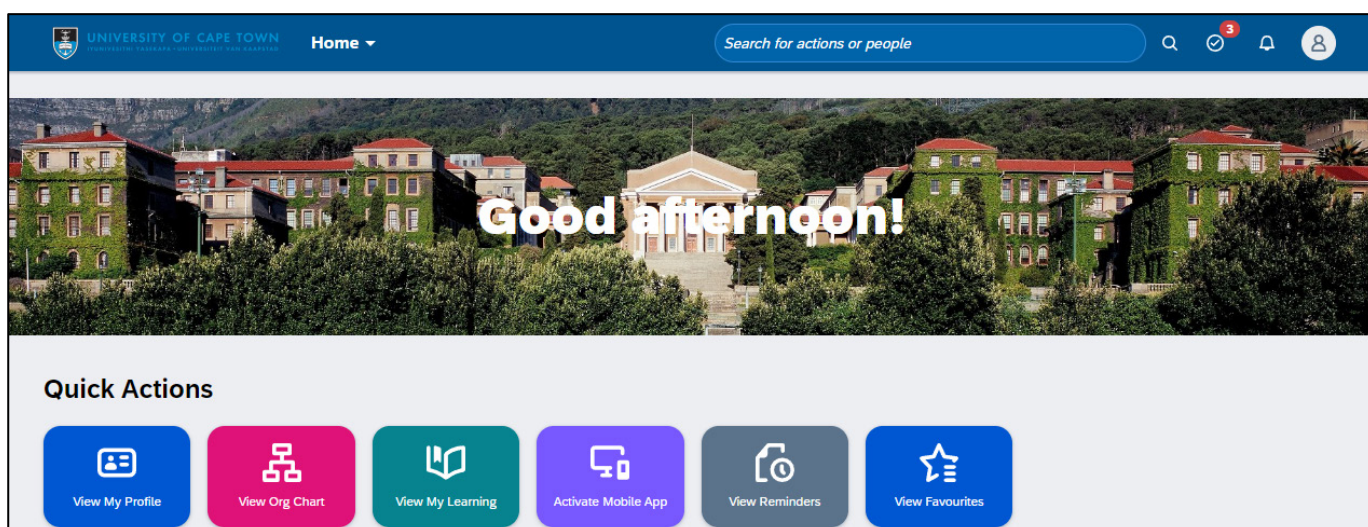


- In the field below *Sign in*, enter your UCT staff number followed by @wf.uct.ac.za. E.g. 01234567@wf.uct.ac.za.
Note: UCT staff number only, third party "T" accounts do not usually have access to SuccessFactors.
- Click *Next*.



- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS.

4. The *Home* page appears.

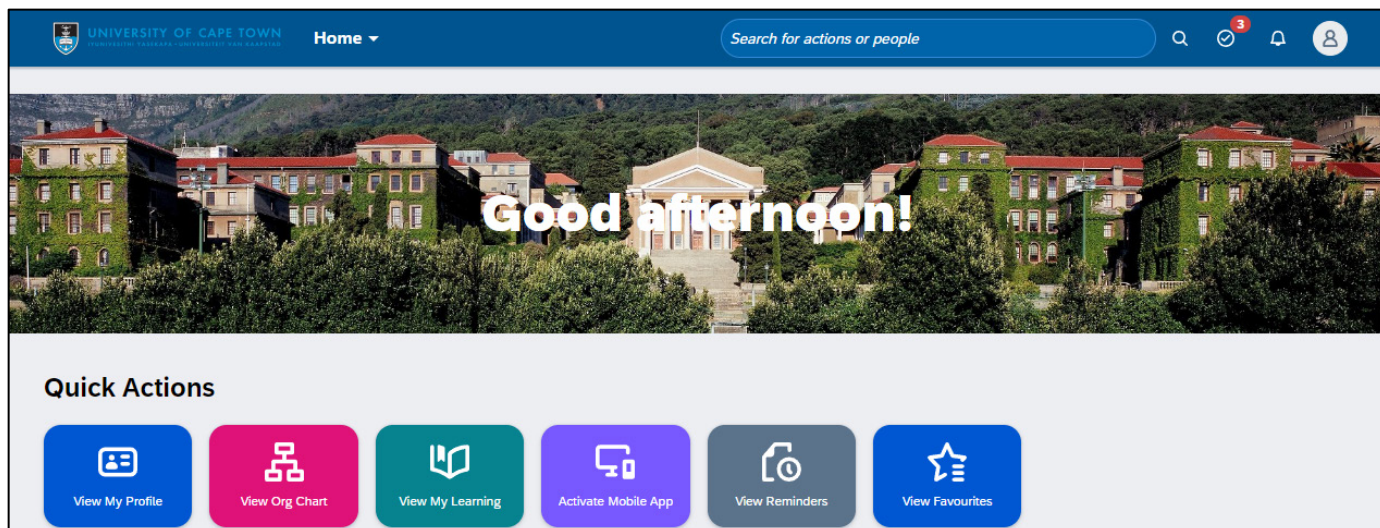


Creating a new job requisition

Background

The Recruitment Administrator starts the online recruitment process by creating a new job requisition using the information from the submitted HR202 form (Request to commence a formal recruitment process for posts to be advertised).

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



- Choose *Home* > *Recruiting*.

3. The *Job Requisitions* page appears.

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated	Age(Days)
MIM: Programme Coordinator:GSB	1117	G	19/06/2025	-		05/06/2025	2
Research Office Coordinator, Research Office, GSB	1103	S	27/05/2025	1		05/06/2025	25
Junior Research Fellow: Molecular and Cell Biology (Science)	1089	Z	20/05/2025	14		22/05/2025	32

- Click [Create Requisition](#).

Creating a new job requisition

4. The *Create New Job Requisition* page appears.



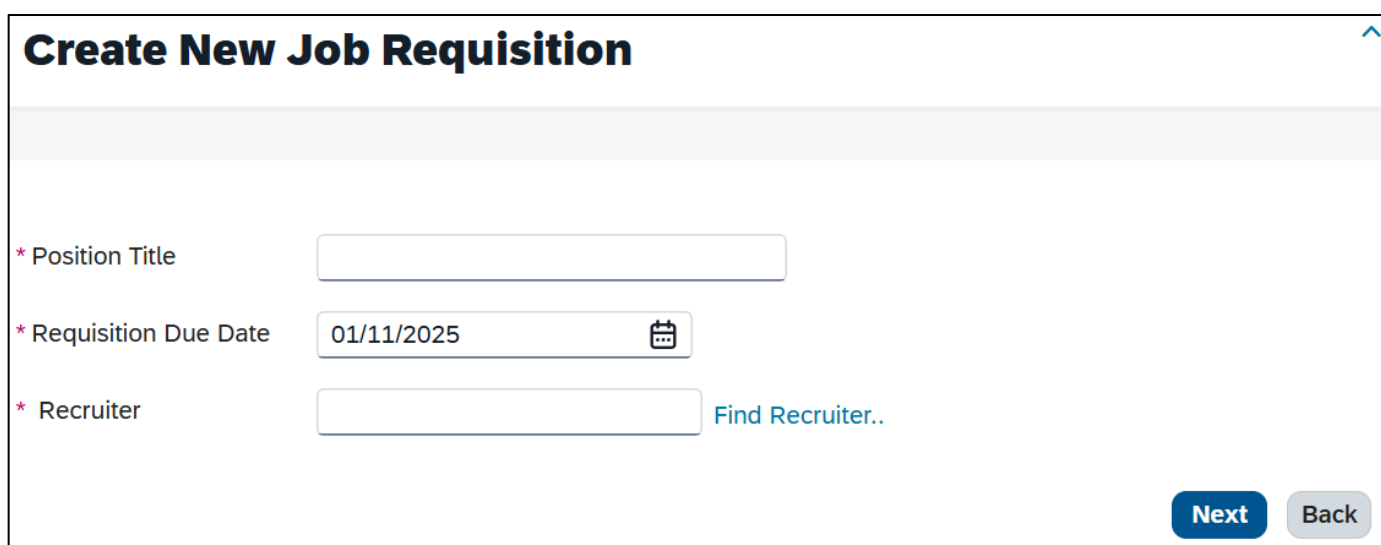
Create New Job Requisition

Options:

- [Copy Existing Job Requisition](#)
- [Browse "Families & Roles"](#)
- [Create New Job Requisition From Blank Template](#)


- Click *Create New Job Requisition from Blank Template*.

5. The *Create New Job Requisition* page reappears, displaying the initial fields for the new requisition.



Create New Job Requisition

* Position Title

* Requisition Due Date 

* Recruiter [Find Recruiter..](#)

[Next](#) [Back](#)

- Enter the *Position Title*.
- In the *Recruiter* field, enter part or all of the Recruitment Advisor's name and select the person from the dropdown list.
- Click [Next](#).

Creating a new job requisition

6. The new job requisition appears.

Job Requisitions Preferences Candidates Interview Central Interview Scheduling Message Centre (37)

Programme Officer (1180)

Route Map

Assessment Completed

Due 18/10/2025

1 Create Requisition (i) — 2 Recruiter Review (i) — 3 Completed

Actions

Internal Posting Preview External Posting Preview

Requisition Information

Requisition ID 1180

* Requisition Status Pre-Approved

Requisition Due Date 01/11/2025

Evergreen Job Requisition ☐

- The *Route Map* at the top of the page provides an overview of the required approvals process. The Recruitment Administrator will complete step 1 by creating the job requisition and then send to the Recruiter/Servicing Officer (Recruitment Advisor) for review.

Requisition Information section:

- This section shows the job *Requisition ID*, the *Requisition Status* and the *Requisition Due Date*.
- The *Evergreen Job Requisition* is not currently in use at UCT.

Job Information section:

Job Information

* Position Title

* Number of Openings

Personnel Area

Personnel Subarea

EE Subgroup

- Ensure the *Position Title* is correct.
- Select the *Personnel Area* e.g. Faculty of Commerce.

Creating a new job requisition

Job Information section (continued):

- Select the *Personnel Subarea* e.g. PASS 5 – 12.
- Select the *EE Subgroup* e.g. permanent.

- Enter the SAP *Organisational (Org) Unit Number*.
- Enter the SAP *Org Unit Name*.

Note: The organisational unit name will appear on the advertised job listing so it must be a name and not a code. The character limit is 40 so the organisational unit name displays correctly on the jobs website.

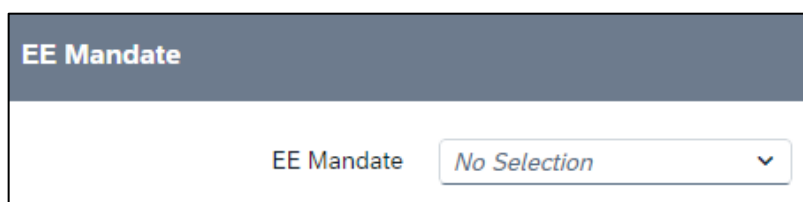
- Enter the *Position Fund*.
- Enter the *Position Cost Centre*.
- Select the appropriate *Funding Source* i.e. GOB (General Operating Budget), Non-GOB or Research.
Note: If *Non-GOB* or *Research* funding sources are selected, an *Information* message indicates that additional fields (*Advert Fund* and *Cost Centre*) are mandatory. Click *OK* to acknowledge the message.
- If selected funding source is Non-GOB or Research:
 - Enter the *Advert Fund*.
 - Enter the *Advert Cost Centre*.
- In the *New / Replacement* field, select the appropriate option. *New Appointment* should only be used when recruiting for a new job with no previous holder.
- If a temporary (T1/T2) appointment, select the *Contract Reason*.

Compensation Information section:

- In the *Pay Scale Group* field, select the PASS payclass or academic level.

Creating a new job requisition

EE Mandate section:

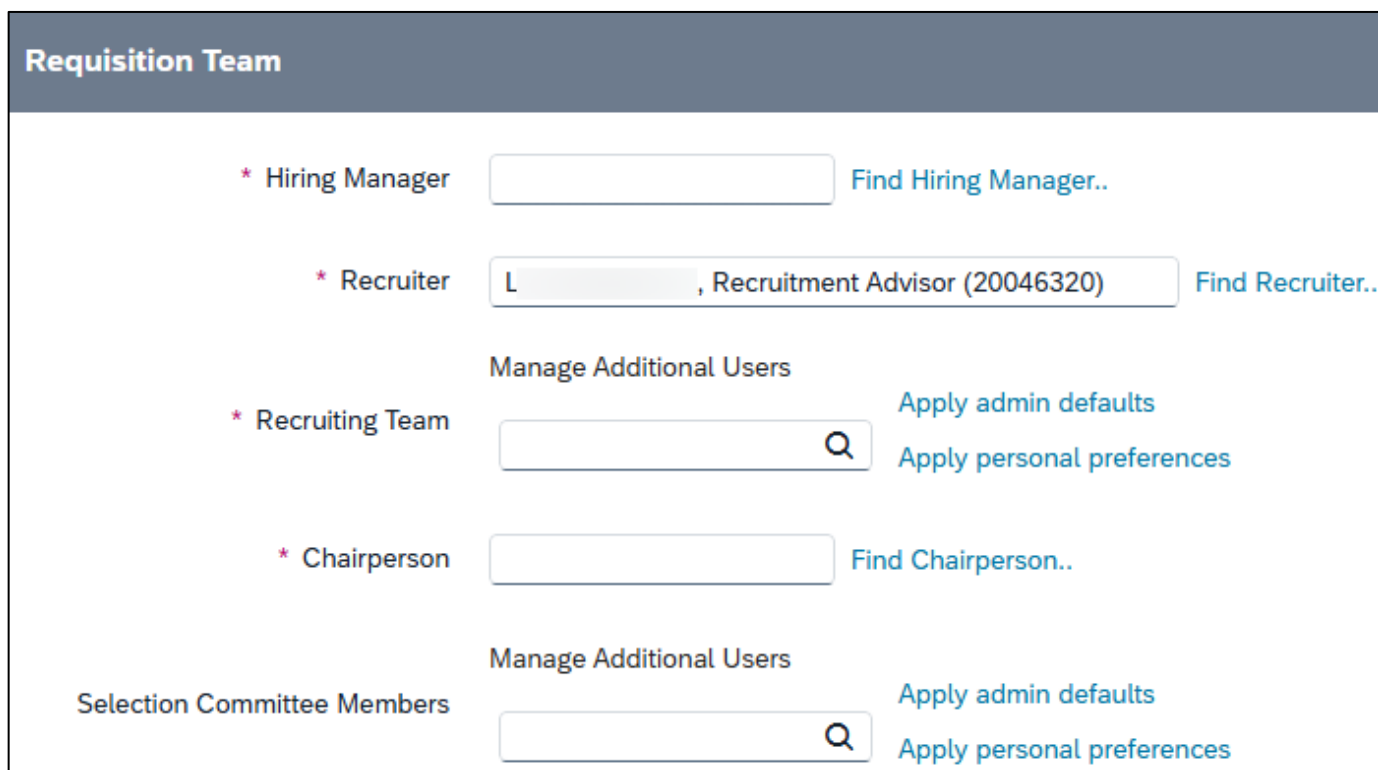


EE Mandate

EE Mandate No Selection

- In the *EE Mandate* field, select the appropriate Employment Equity mandate i.e. standard or open.

Requisition Team section:



Requisition Team

* Hiring Manager [Find Hiring Manager..](#)

* Recruiter , Recruitment Advisor (20046320) [Find Recruiter..](#)

Manage Additional Users

* Recruiting Team [Apply admin defaults](#)
[Apply personal preferences](#)

* Chairperson [Find Chairperson..](#)

Manage Additional Users

Selection Committee Members [Apply admin defaults](#)
[Apply personal preferences](#)

- In the *Hiring Manager* field, enter part or all of the manager's name and select the person from the dropdown list.
- The *Recruiter* field shows the previously selected Recruitment Advisor.
- In the *Recruiting Team* field, add yourself and any other members of the recruitment team that would need access to this job requisition.
Note: If the Recruitment Administrator is not added to the requisition, they will not be able to attach referee reports or schedule candidate interviews.
- Add the *Chairperson*.
- Add the *Selection Committee Members*.
Note: If the Chairperson and HR Business Partner are voting members of the committee, they must be added in the *Selection Committee Members* field.
- If there are any non-UCT guest members needing access to the requisition, the department must create a Third Party (T) account for the person. The Recruitment Administrator can then send a request to the HR Systems team to grant SuccessFactors Recruiting access.

Creating a new job requisition

Job Posting Information section:

Job Posting Information

Questions

Questions

Required

Disqualifier

Score

Weight

Actions

⊕

Add questions

Required Score:

- Skip the *Questions* section, this will be completed by the Recruitment Advisor.

Competencies

Competency

Library

Category

Expected Rating %

Weight %

Action

⊕

Add more competencies

- In the *Competencies* section, click

⊕

Add more competencies

.

- The *Search* tab appears.

⊖

Add more competencies

Search

Browse

Find additional competencies to add to this Job Requisition.

Keywords:

Go

- Select the *Browse* tab.

Search

Browse

Find additional competencies to add to this Job Requisition.

>

SuccessFactors

>

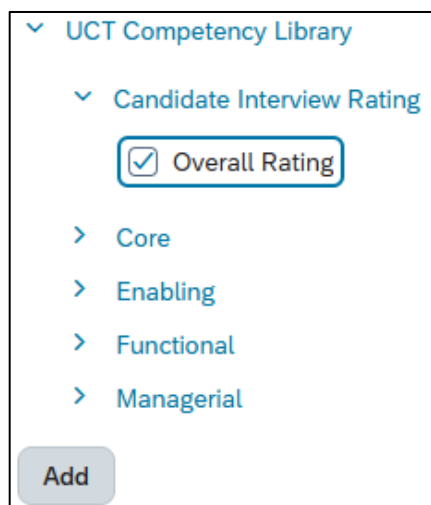
universi07T1

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UCT Competency Library

Creating a new job requisition

- In the *Browse* tab, expand *UCT Competency Library > Candidate Interview Rating* and select *Overall Rating*.



- Click **Add**.

Note: If other competencies will be assessed in the recruitment process, the Recruitment Advisor will add these later.

- The *Overall Rating* competency appears in the *Competencies* section.

Competencies	Competency	Library	Category	Expected Rating %	Weight %	Action
	Overall Rating	UCT Competency Library	Candidate Interview Rating	0	0	Select ▾
⊕ Add more competencies						

- Add the internal and external advert, see [Adding advert content](#).

	Edit
Advert Header (Internal)	Add Header and Footer
Advert Footer (Internal)	Edit
Advert Header (External)	Same as Internal Header Edit
Advert Footer (External)	Same as Internal Footer Edit
Internal Advert	Edit
External Advert	Same as Internal Edit

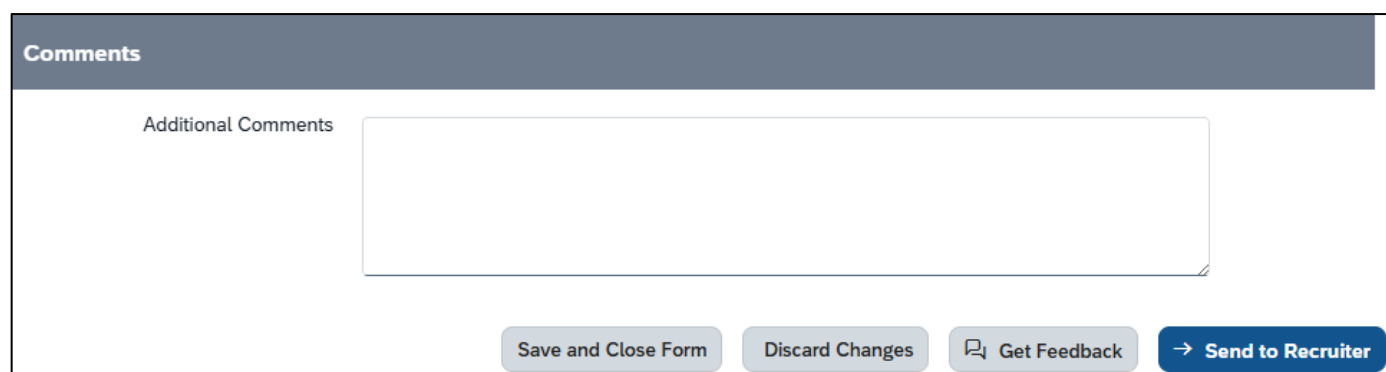
Creating a new job requisition

Requisition Documents [Attach a document](#)

- In the *Requisition Documents* field, click [Attach a document](#) to attach the:
 - HR202 form (Request to commence recruitment process for posts to be advertised)
 - HR191 form (Position description)
 - draft advertisement
 - any other relevant documents (e.g. motivation, funding approval).

See [Adding requisition documents \(attachments\)](#) for instructions on how to add the files.

Comments section:



The screenshot shows the 'Comments' section of a form. It has a dark grey header with the word 'Comments' in white. Below the header is a large, empty text area labeled 'Additional Comments'. At the bottom of the form, there are four buttons: 'Save and Close Form' (light grey), 'Discard Changes' (light grey), 'Get Feedback' (light grey with a speech bubble icon), and '→ Send to Recruiter' (dark blue with white text).

- Use the *Additional Comments* field to identify under-represented (target) groups from the HR202 form and the Employment Equity Representative (if applicable).
- Click [→ Send to Recruiter](#).

Note: The *Save and Close Form* option will not move the job requisition; it will remain with you until you use *Send to Recruiter*. The *Get Feedback* option is not currently in use at UCT.

Creating a new job requisition

7. The *Send to Recruiter* page appears.

Programme Officer(1180)

Route Map

Due 18/10/2025

1 **Create Requisition** — 2 **Recruiter Review** — 3 **Completed**

Send to Recruiter

Send to Recruiter

You are about to send this form to the next person(s) specified in the workflow.

Forward Form to L

Email Notification Comments

Send to Recruiter **Cancel & Return to Form**

- If applicable, enter a comment in the *Email Notification Comments* section.

Note: This comment will only be sent with the email notification to the Recruiter. It will not be saved in the job requisition on SuccessFactors Recruiting.

- Click **Send to Recruiter**.

8. The *Job Requisitions* page appears. This page provides an overview of all the job requisitions you are involved in as a Recruitment Administrator. The *Requisition Statistics* section will change over time as job requisitions move through the recruitment process.

Job Requisitions

Preferences

Candidates

Interview Central

Interview Scheduling

Message Centre (37)

Job Requisitions

Requisition Statistics

Create Requisition

Offers

0

Candidates Forwarded

6

New Candidates

0

Current External Requisitions

0

Current Internal Requisitions

Average Days Open

144

Items per page25

Page1 of 3

Approve

Filter Job Requisitions

All job requisitions

Filter

Manage Columns

Highlight Job Title

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated	Age(Days)
Programme Officer	1180	L	01/11/2025	-		17/10/2025	-
MIM: Programme Coordinator:GSB	1117	G	19/06/2025	-		05/06/2025	2
Research Office Coordinator, Research Office, GSB	1103	S	27/05/2025	1		05/06/2025	25

Adding advert content

Procedure

1. In the job requisition page, scroll down to the *Job Posting Information* section.

The screenshot shows a form with the following elements:

- Edit** button
- Advert Header (Internal)** with an **Add Header and Footer** button
- Advert Footer (Internal)** with an **Edit** button
- Advert Header (External)** with **Same as Internal Header** and **Edit** buttons
- Advert Footer (External)** with **Same as Internal Footer** and **Edit** buttons
- Internal Advert** with an **Edit** button
- External Advert** with **Same as Internal** and **Edit** buttons

- In the advert section, click **Add Header and Footer** next to *Advert Header (internal)*.
2. The *Select Header and Footer Content* dialogue box appears.

The dialogue box has a title bar **Select Header and Footer Content**. Below the title bar, it says "Add Content to Internal and External Headers and Footers". There is a radio button selected next to **UCT_Template >** [Recommended]. At the bottom right, there are **Select** and **Cancel** buttons.

- Ensure *UCT_Template* is selected.
- Click **Select**.

Adding advert content

- The job requisition page reappears, displaying the selected header and footer for both the internal and external adverts.

Advert Header (Internal)

Edit

Add Header and Footer

Advert Footer (Internal)

Edit

UCT is a designated employer and is committed to the pursuit of excellence, diversity and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at <https://uct.ac.za/media/9482>. UCT reserves the right not to appoint.

Advert Header (External)

Same as Internal Header Edit

Same as Internal Footer Edit

Advert Footer (External)

Same as Internal Footer Edit

UCT is a designated employer and is committed to the pursuit of excellence, diversity and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at <https://uct.ac.za/media/9482>. UCT reserves the right not to appoint.

Internal Advert

Edit

External Advert

Same as Internal Edit

- Click **Edit** next to *Internal Advert* at the bottom of the advert section.

- An editable space appears next to *Internal Advert*.

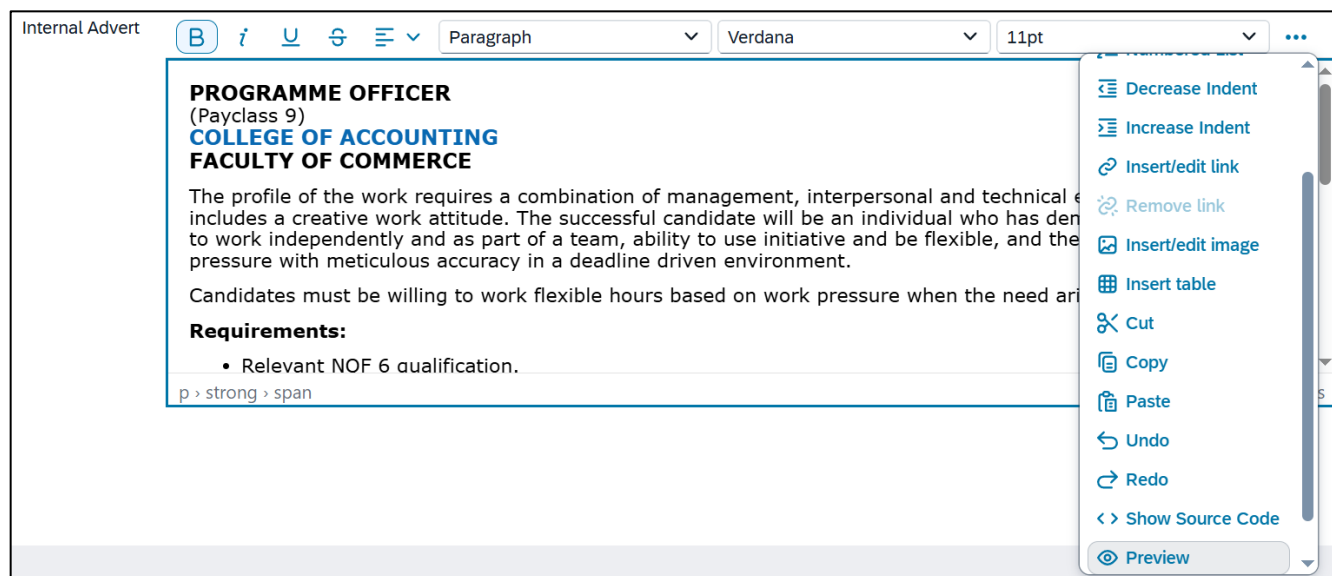
Internal Advert

B i u Paragraph Default 12pt ...

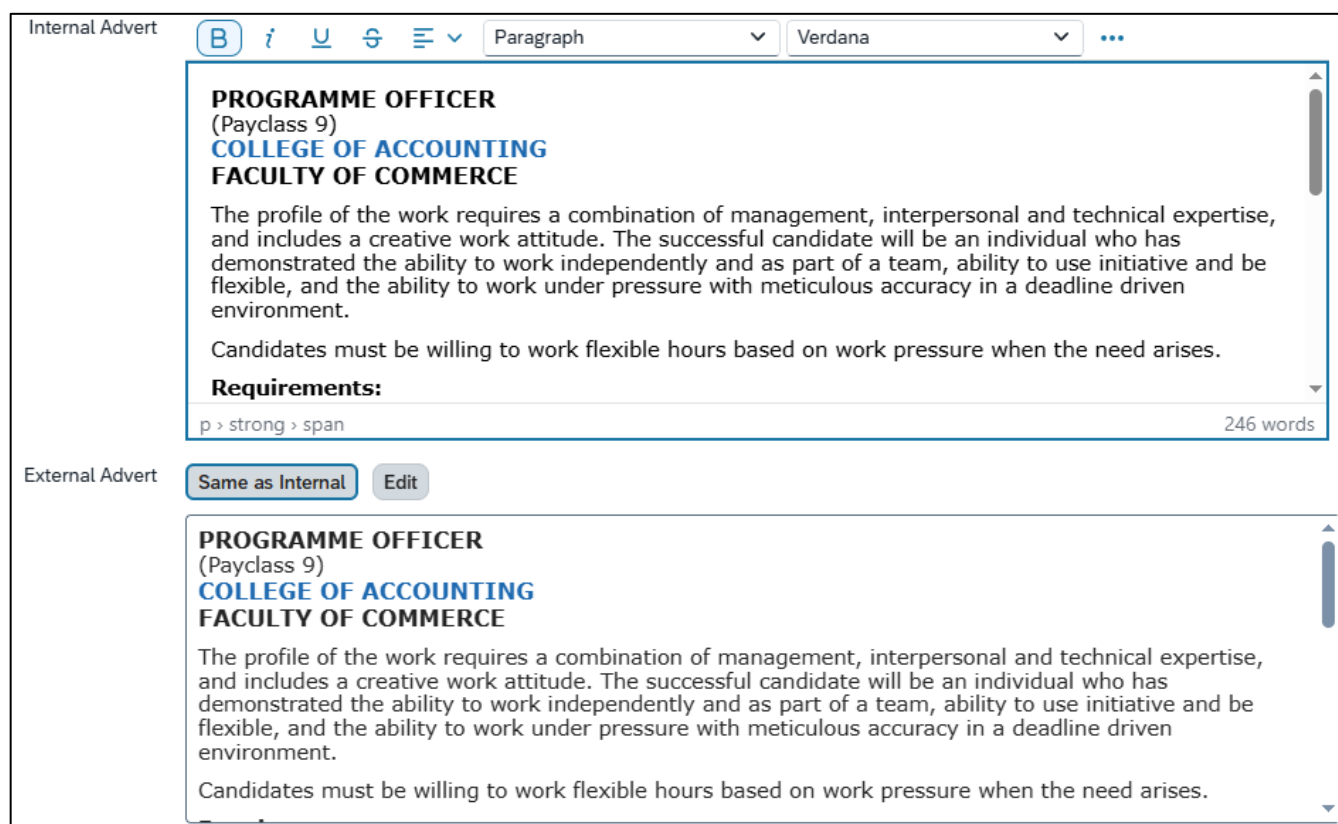
p 0 words

Adding advert content

- Paste the advert content and choose to either keep formatting or remove formatting, depending on which option gives you the best result. In addition, use the formatting buttons as required.
- Click **Additional Options** to see all formatting options, including *Preview*.



- Next to *External Advert*, click **Same as Internal** to copy the internal advert content to use for the external advert. If required, click **Edit** to edit the external advert content.




- Return to [Creating a new job requisition](#).

Adding requisition documents (attachments)

Procedure

1. In the job requisition page, scroll down to the bottom of the *Job Posting Information* section.

Requisition Documents  [Attach a document](#)

- Click  [Attach a document](#).

2. The *Documents* dialogue box appears.

Documents

Select a file to upload

Choose File

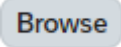
Browse

Upload

File name	Updated	File Size	Delete
-----------	---------	-----------	--------

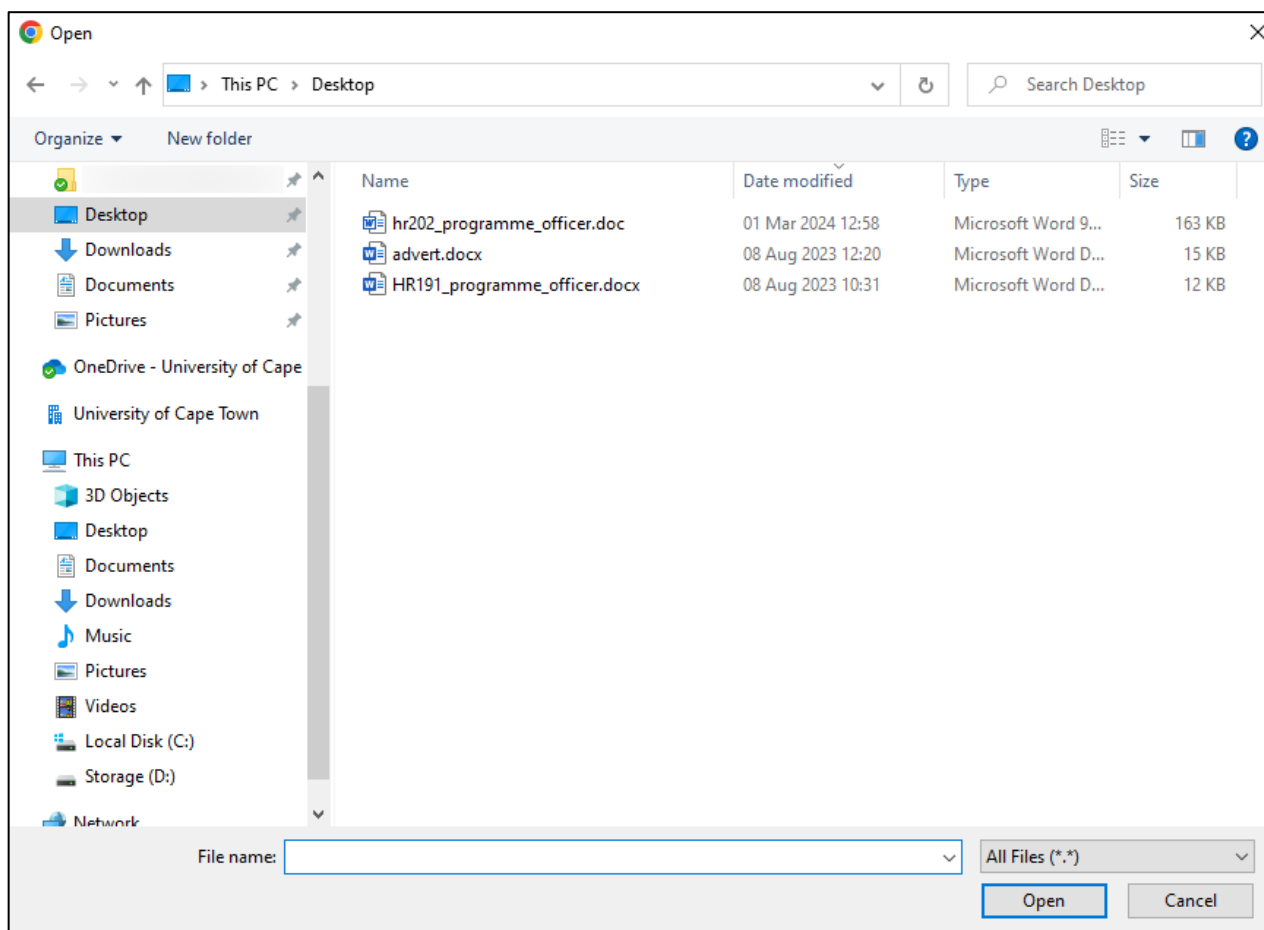
Attach

Cancel

- Click .

Adding requisition documents (attachments)

3. The *Open* dialogue box appears.



- Select the first document e.g. HR202 form.
- Click Open.

4. The *Documents* dialogue box reappears with the selected file appearing in the *Choose File* field.

Documents

Select a file to upload

Choose File

hr202_programme_officer...

Browse

Upload

File name	Updated	File Size	Delete

Attach

Cancel

- Click Upload.

Adding requisition documents (attachments)

- The file details appear in the table below the *Choose File* field.

Documents

Your attachment is uploaded.

Select a file to upload

Choose File

hr202_programme_officer....

Browse

Upload

File name	Updated	File Size	Delete
hr202_programme_officer.doc	17/10/2025	166 KB	<div></div>

Attach

Cancel

- Add another document (e.g. draft advertisement) by clicking

Browse

 and repeating the previous steps.
- When all documents have been uploaded, click

Attach

.

5. The job requisition reappears with the *Requisition Documents* field indicating the number of attached documents.

Requisition Documents

3 documents attached

- Return to [Creating a new job requisition](#).

Creating a private posting

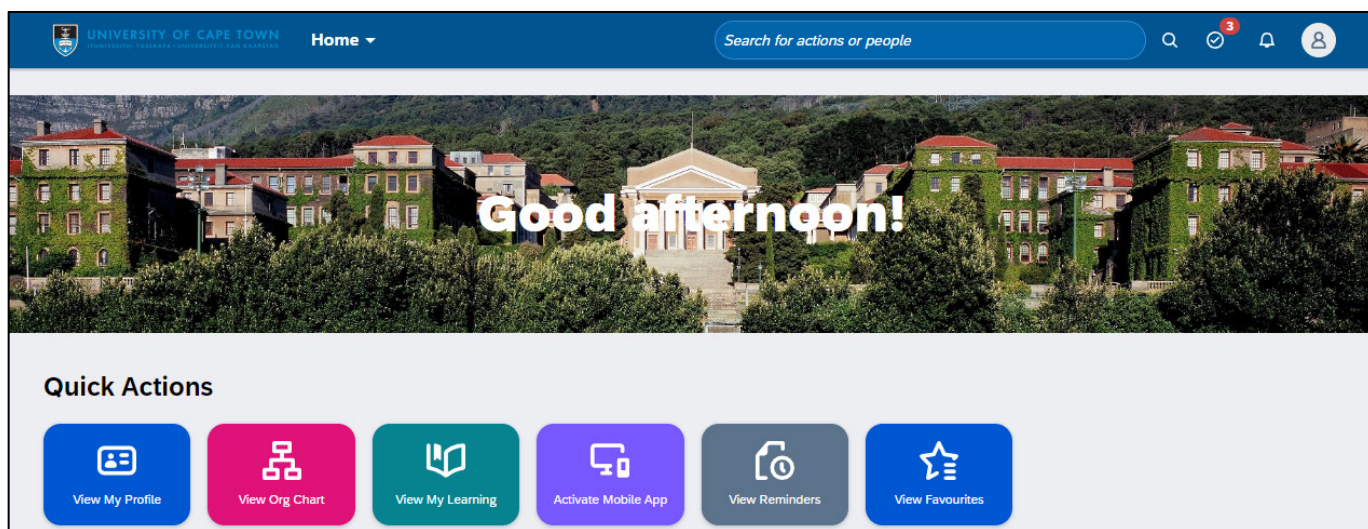
Background

A private posting is used to allow candidates to apply for a job after the closing date, provided they have a valid reason (e.g. problem accessing the system). It can also be used for ad hoc or external staff (employed by a recruitment agency) who are allowed to apply for an internal vacancy.

Note: The link sent to the candidate could be used by others if shared with them. Ensure that the applications are monitored, and you advise the candidate that the link is only for their own use.

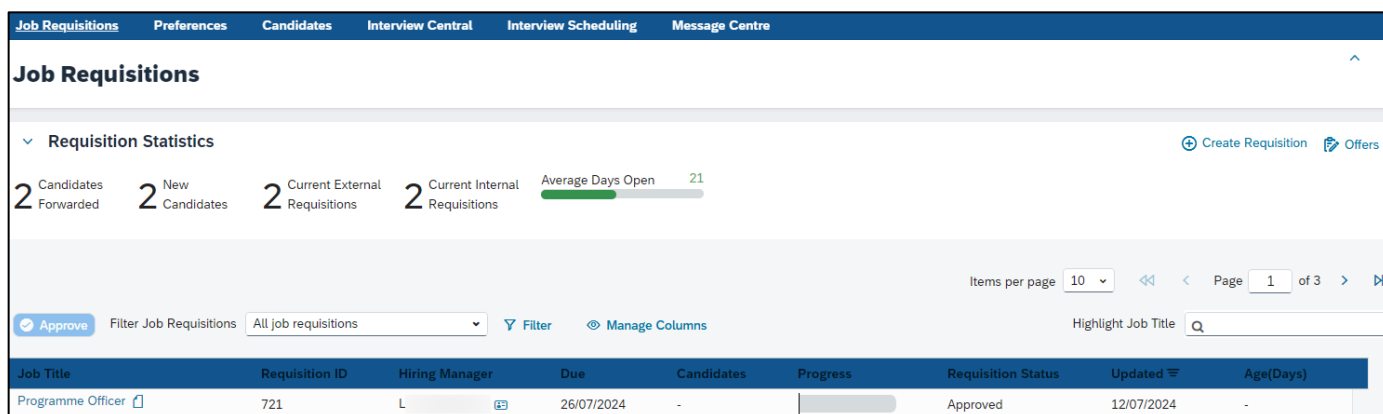
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The Home page appears.



- Choose Home > Recruiting.

3. The Job Requisitions page appears.



- Select the appropriate job requisition by clicking the Job Title e.g. Programme Officer.

Note: Job (advert) postings can also be accessed by clicking [View Menu Options](#) to the right of the job title and choosing [Manage Job Postings](#). Continue from step 5 below.

Creating a private posting

4. The selected job requisition opens.

Programme Officer (721)

Job Requisition Details Candidates (0) Job Postings (2) Candidate Search

Internal Posting Preview External Posting Preview

Requisition Information

Requisition ID 721

* Requisition Status Approved

Requisition Due Date 26/07/2024

Evergreen Job Requisition ☐

- Click *Job Postings*.

5. The *Job postings* page appears.

Programme Officer (721)

Job Requisition Details Candidates (1) **Job Postings (0)** Candidate Search

Job postings

Posting Type	Posting Status	Posting Start Date	Posting Start Time	Posting End Date	Posting End Time	Last Modified Date	Last Modified By	Action
Intranet Posting	Expired	15/07/2024	17:01 SAST	17/07/2024	23:59 SAST	15/07/2024	L	Post Again
Corporate Posting	Expired	15/07/2024	17:02 SAST	17/07/2024	23:59 SAST	15/07/2024	L	Post Again
Internal Private Posting	Not Posted	<input type="text" value="DD/MM/YYYY"/>	--	<input type="text" value="DD/MM/YYYY"/>	--	--	--	Post Job
External Private Posting	Not Posted	<input type="text" value="DD/MM/YYYY"/>	--	<input type="text" value="DD/MM/YYYY"/>	--	--	--	Post Job

Note: Postings expire at 11:59 pm at the end of the selected expiry date. Please note, new postings can take several minutes before they are returned in search results on the career sites.


- Depending on requirements, create an internal private posting for UCT staff or an external private posting (see next page) for an external candidate.

Internal Private Posting (only for UCT staff who can log in to SuccessFactors with their staff number)

- In the *Internal Private Posting* line, select the *Posting Start Date* and *Posting End Date*. The posting end time is always 23:59 on the *Posting End Date*.
- Click **Post Job**.
- A message in green shading indicates that the changes have been saved.

Internal Private Posting	Posted	19/07/2024	00:00 SAST	26/07/2024	23:59 SAST	15/07/2024	L	Remove Post
External Private Posting	Not Posted	<input type="text" value="DD/MM/YYYY"/>	--	<input type="text" value="DD/MM/YYYY"/>	--	--	--	Post Job

Note: Postings expire at 11:59 pm at the end of the selected expiry date. Please note, new postings can take several minutes before they are returned in search results on the career sites.

- Click  *Copy URL* alongside *Internal Private Posting* to copy the advert web link to your clipboard for use elsewhere. This web link is sent to the candidate to submit their application.

Note: The link sent to the candidate could be used by others if shared with them. Ensure that the applications are monitored and advise the candidate that the link is only for their use.


Creating a private posting

External Private Posting

- In the *External Private Posting* line, select the *Posting Start Date* and *Posting End Date*. The posting end time is always 23:59 on the *Posting End Date*.
- Click **Post Job**.
- A message in green shading indicates that the changes have been saved.

Internal Private Posting	Not Posted	DD/MM/YYYY		--	DD/MM/YYYY		--	--	--	Post Job
External Private Posting	Posted	19/07/2024	00:00 SAST	26/07/2024	23:59 SAST	15/07/2024	L			Remove Post

Note: Postings expire at 11:59 pm at the end of the selected expiry date. Please note, new postings can take several minutes before they are returned in search results on the career sites.

- Click  *Copy URL* alongside *External Private Posting* to copy the advert web link to your clipboard for use elsewhere. This web link is sent to the candidate to submit their application.
- Note:** The link sent to the candidate could be used by others if shared with them. Ensure that the applications are monitored and advise the candidate that the link is only for their use.

Creating a profile on behalf of an external candidate

Background

Before using this procedure, first try creating a [private posting](#) for the candidate. In special cases, a candidate profile can be created, e.g. if the person can't access SuccessFactors due to a blocked IP address.

The first part of this procedure is creating the candidate profile. The second part is forwarding the profile to the appropriate job requisition.

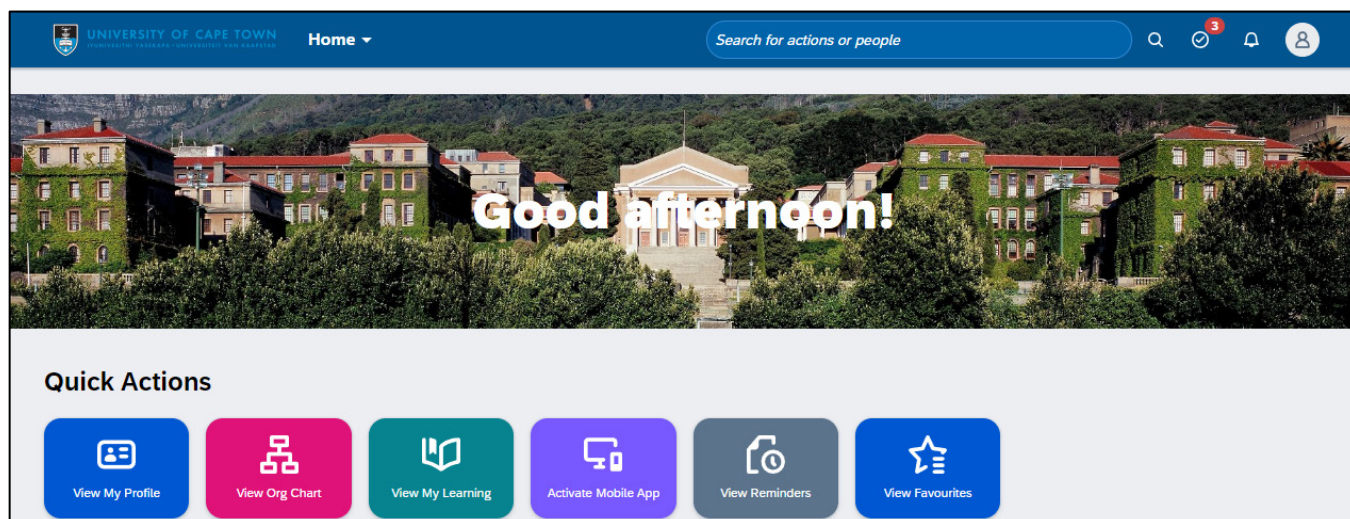
Before you begin

To create the candidate profile, you will need:

- Candidate's email address
- Candidate's phone number
- Candidate's CV
- Additional candidate information (gender, ethnicity, nationality, city & country of residence)

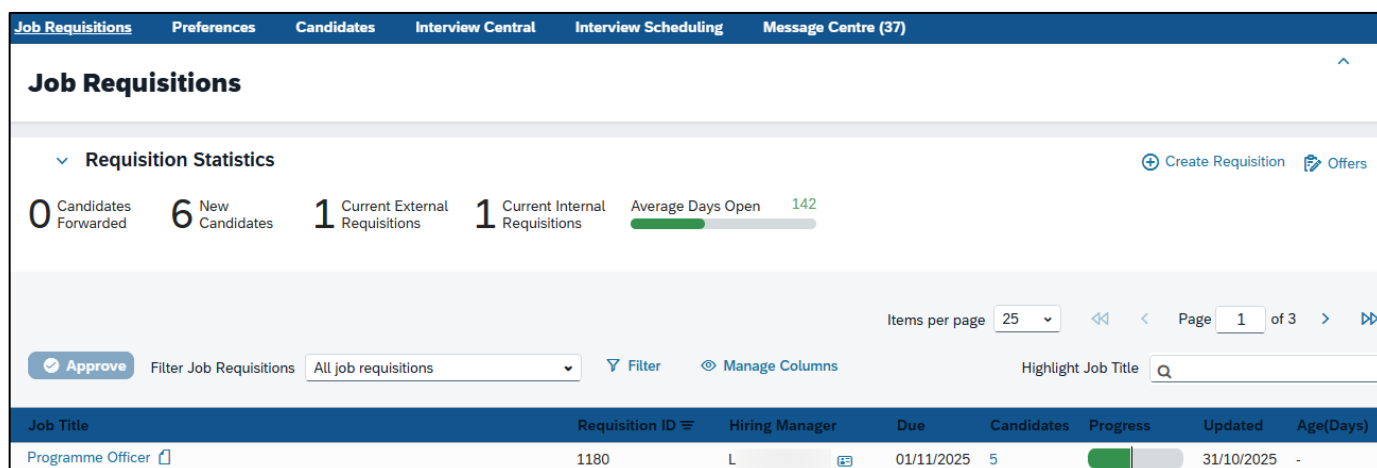
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



- Choose *Home* > *Recruiting*.

3. The *Job Requisitions* page appears.



- Click [Candidates](#).

Creating a profile on behalf of an external candidate

Part 1: Creating candidate profile

4. The *Candidates* page appears.

The screenshot shows the 'Candidates' page with a navigation bar at the top containing 'Job Requisitions', 'Preferences', 'Candidates' (active), 'Interview Central', 'Interview Scheduling', and 'Message Centre'. Below the navigation bar is a 'Candidates' header with an upward arrow. A 'KEYWORD AND ITEM SEARCH' section follows. On the right, there are links for '+ Add Candidate', '★ Saved Search List', and 'Saved Searches'. A 'Search' section is present with a link 'How do I use this?' and the text 'Find candidates that meet all of the following criteria:'. A search bar contains 'Search by Name / Search by Candidate ID'. Below this, a 'Candidate type:' dropdown is set to 'external or internal'. A 'CV or cover letter contains the following:' section has a dropdown set to 'the exact phrase' and a search bar. At the bottom, there are tabs for 'Add: Keyword', 'Location', 'Tag', 'Favourite', 'Job Req ID', 'Basic Info', 'Background', 'Activity', and 'Additional Criteria'. At the very bottom are 'Clear', 'Save Search', and 'Search' buttons.

- Click [+ Add Candidate](#).

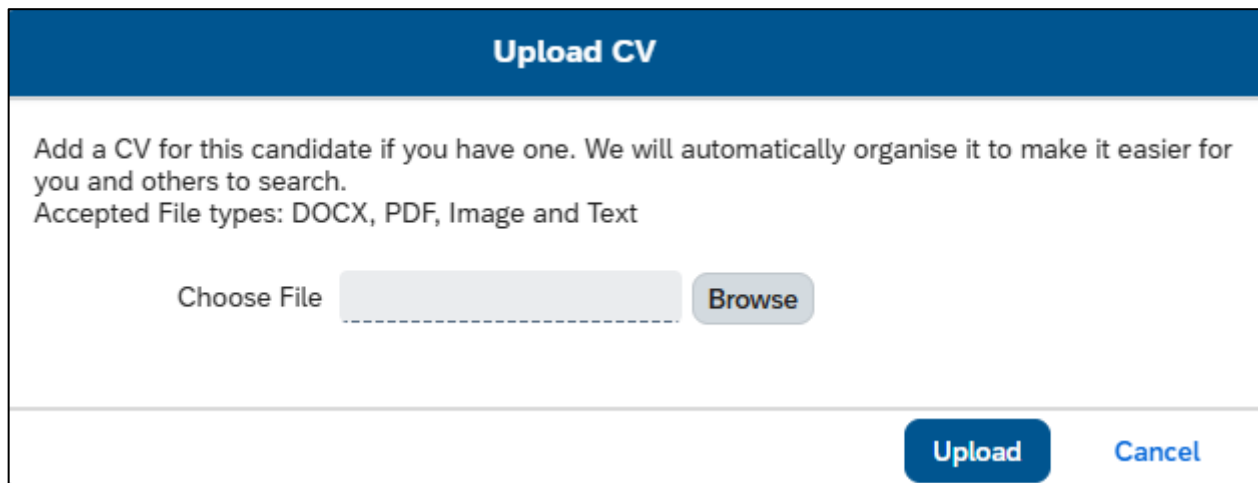
5. The *Add Candidate* dialogue box appears.

The screenshot shows the 'Add Candidate' dialogue box. At the top is a blue header with the text 'Add Candidate'. Below this is a yellow warning box with a triangle icon and the text: 'Enter all available information about the candidate now. You won't be able to edit this information after leaving this page, so make sure all data is complete. The candidate will be notified via email that they can log on to the web site to update their profile, and to search and apply for jobs.' Below the warning box is a note: 'Enter the name and email address for the candidate you wish to add. All fields are required.' There are five required fields: 'First Name', 'Last Name', 'Email', 'Retype Email Address', and 'Country/Region Code' (a dropdown menu currently showing '- Select -'). At the bottom right are two buttons: 'Create Profile' and 'Close'.

- Enter the required candidate information in the available fields.
- Click [Create Profile](#).

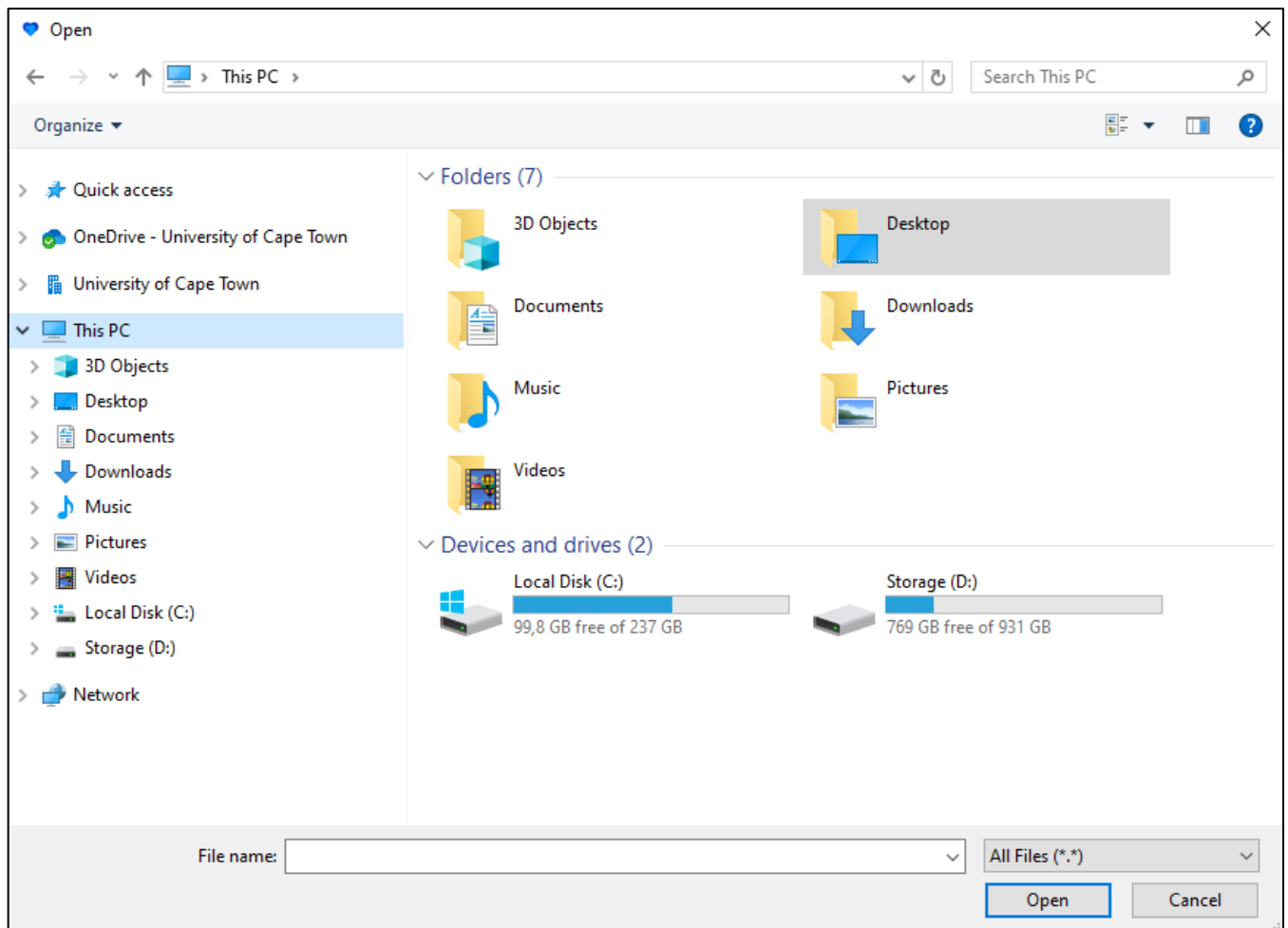
Creating a profile on behalf of an external candidate

6. The *Upload CV* dialogue box appears.



- Click **Browse**.

7. The *Open* dialogue box appears.




- Select the candidate's CV.
- Click **Open**.

Creating a profile on behalf of an external candidate

8. The *Upload CV* dialogue box reappears, with the selected file appearing in the *Choose File* field.

- Click .

9. The *Candidate Profile* appears in a separate window.

- Make a note of the candidate ID number for easier searching in the future.
- Complete the mandatory profile fields (Title, Date of Birth, Gender, Ethnicity, Nationality, City & Country of Residence).
- Click  **Save**.
- Click *Close*.

Creating a profile on behalf of an external candidate

10. The *Candidates* page reappears.

Part 2: Forwarding candidate profile to a job requisition

- On the *Candidates* page, search by candidate name or candidate ID using one of the search methods below.

Search by candidate name

- Enter part of the candidate's name (e.g. last name) in the *Search by Name* box on the right.
- If there are candidates that match the name, they will appear in a list below the search field.

- Click the appropriate candidate's name to view their profile.

Search by candidate number

- Click *Search by Candidate ID* on the right.
- Enter the candidate ID in the search field.

- Click the candidate's name below the search field to view their profile.

Creating a profile on behalf of an external candidate

11. The candidate profile appears.

Job RequisitionsPreferencesCandidatesInterview CentralInterview SchedulingMessage Centre

← Search Results

Max V

EmailPrint PreviewFollow CandidateView Activity Feed

EXTERNAL CANDIDATE

Candidate ID:2201

Phone:082

Email:

PDFMax V CVLast Updated: 02/12/2024

Formal Education

There are no items in this section.

Language Skills

There are no items in this section.

Tags

FavouriteAdd

Documents

Licenses/Qualifications/References/Other0 documents attached

Attachments:

SaveCancelForward To RequisitionsForward To Colleague

– Click


Forward To Requisitions

.

Creating a profile on behalf of an external candidate

12. The *Forward To Requisitions* dialogue box appears.

Forward To Requisitions

 You have selected external candidate(s), only external job postings would be searched.


Recruiter

Req ID

Roles

[Add Role](#)

Keywords



☒ in job title ☐ in job title or description

Job Language

Any

Match Criteria

☐ Any filter ☒ All filters

Search

Cancel

- Enter search criteria to find the correct job requisition, e.g. Recruiter (Servicing Officer), Req ID.

Note: You can only forward to job requisitions with an active external advert posting.

- Click .

Creating a profile on behalf of an external candidate

13. The *Forward* dialogue box appears, displaying job requisitions with active external advert postings.

Forward

Add the candidate(s) to the selected job requisition(s) and set the application status to

Forwarded

Search Results

Job Title	Req ID	Updated	Relevance
<input type="checkbox"/> HR Systems Specialist	800	11/11/2024	
<input type="checkbox"/> HR Data Base Administrator	804	27/11/2024	
<input type="checkbox"/> HR Systems Specialist	740	30/10/2024	
<input type="checkbox"/> GSB IT Consultant	784	21/11/2024	
<input type="checkbox"/> Programme Officer	820	11/12/2024	

Forward to Selected

Refine Search

Close

- Select one or more job requisitions using the checkbox(es).
- Click

Forward to Selected

.
- A message at the top of the *Forward* dialogue box confirms that the candidate was successfully forwarded to the requisition.
- Click

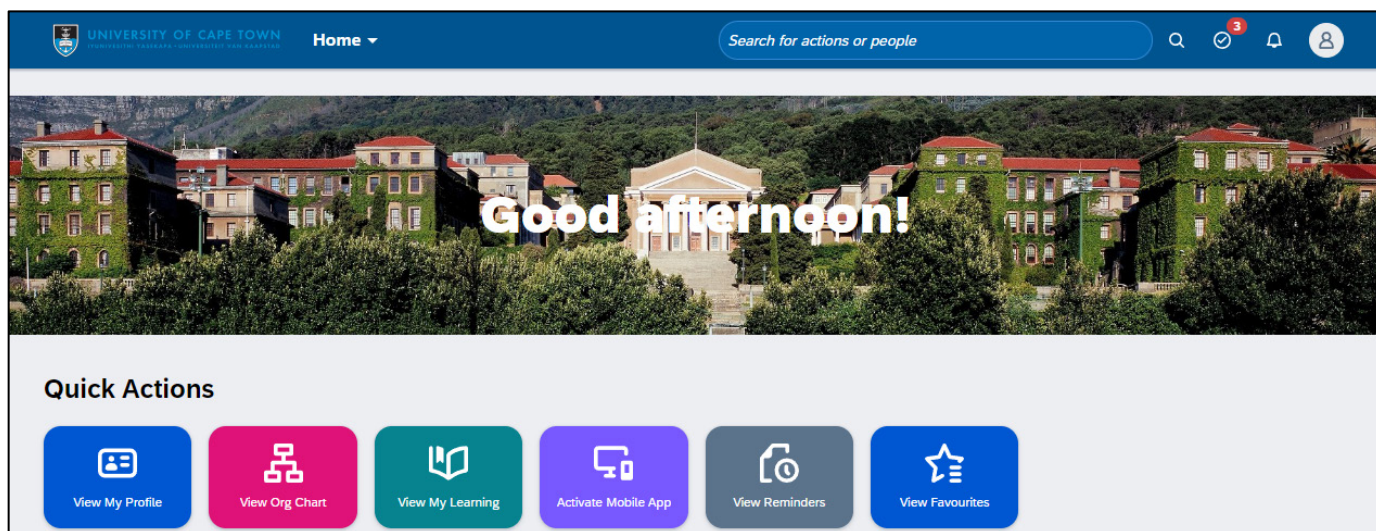
Close

.
- Check the selected job requisition(s) to ensure the forwarded candidate appears in the applicant list.

Attaching a referee report for an applicant

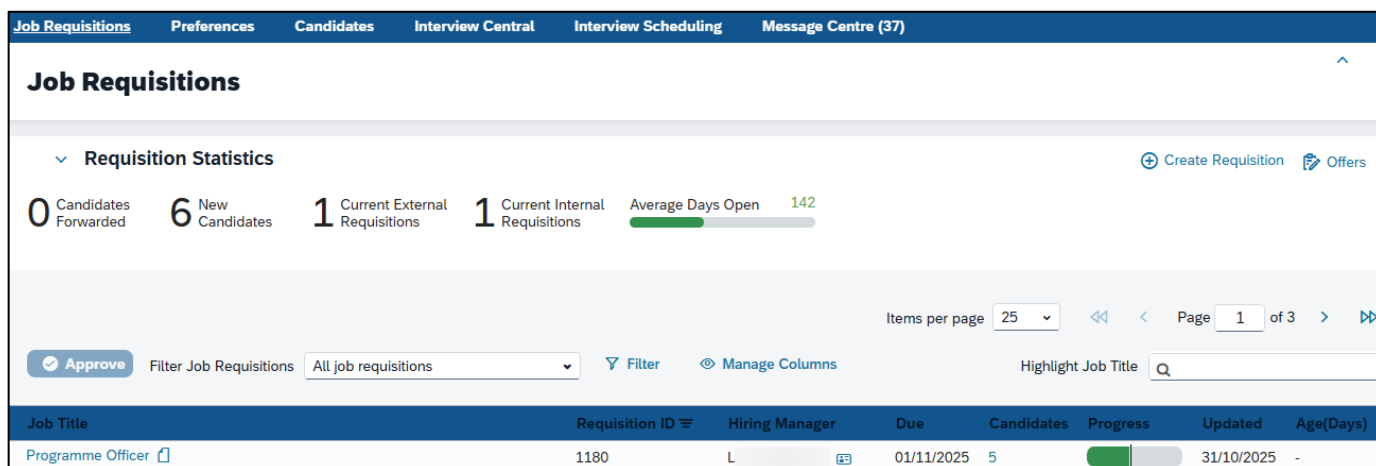
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



- Choose *Home* > *Recruiting*.

3. The *Job Requisitions* page appears.



- Click the number in the *Candidates* column (e.g. 5 above) or click *View Menu Options* to the right of the job title and choose *Manage Applicants*.

Attaching a referee report for an applicant

4. The *Applicants* page appears.

Job Requisitions

Preferences

Candidates

Interview Central

Interview Scheduling

Message Centre (37)

Status and Filters

Hide

[-] Statu...

Filter...

☐

Forwarded

0

☐

Invited To Apply

0

☐

New Application

0

☐

Pre-screening

0

☐

Retain

1

☐

Assessment

0

☐

Interview

2

☒

Offer

0

☐

Ready to Hire *

0

☐

Hired

0

☒

Regret

1

Requisitions List / Programme Officer (1180)

Applicants

Search for name

Q

Reset

Applicants (5)

Move

...

↑↓

⚙

<input type="checkbox"/>	Name	Status	Applicant Type	Application Date	Forwarded By	Date Forwarded	
<input type="checkbox"/>	E	Automatic Disqualified		23/10/2025			...
<input type="checkbox"/>	H	Regret Pre-Interview - Email		23/10/2025			...
<input type="checkbox"/>	L	Interview		23/10/2025			...
<input type="checkbox"/>	V	Retain		23/10/2025			...
<input type="checkbox"/>	C	Interview		23/10/2025			...

- The *Status and Filters* section shows all possible statuses and the number of applicants per status. In the example above there are 5 applicants in total, each with a different status.
Note: Applicants with the *New Application* status can edit/change their attachments, profile information and answers to the application questions. Once they move to another status, they will no longer be allowed to make changes.

- The *Status and Filters* section can be hidden by clicking *Hide*. Click **Status and Filters** to show it again.
- Click ⚙ *Settings* to select columns to show, columns to hide and/or change the column order. A maximum of 9 columns can be selected.
- Click ↓↑ *Sort* to select ascending or descending sort order or to choose a specific column to sort by.
- Select an applicant to view by clicking their name in the *Name* column.

5. The list of applicants appears on the left with the selected applicant's details on the right.

Job Requisitions Preferences Candidates Interview Central Interview Scheduling Message Centre (37)						
... Programme Officer (1180)						
Applicants		C Move Contact View Profile ...				
< Back Search for name <input type="text"/> Q		✉ @gmail.com ☎ 082 🌐 Application URL 📄 Status: Interview Type: External Candidate				
Applicants (5) Move ... ↓↑		<u>Applicant Information</u> CV and Documents Comments Activity Audit Information				
<input type="checkbox"/> Name		Application Information Edit				
<input type="checkbox"/> E		Candidate Rating: * Additional Documentation:				
<input type="checkbox"/> H		A – (S) Meets all requirements and matching EE targets 0 document attached				
<input type="checkbox"/> L						
<input type="checkbox"/> V						
<input type="checkbox"/> C						

- Click the *CV and Documents* tab.

Attaching a referee report for an applicant

6. The *CV and Documents* page appears.

The screenshot shows the 'CV and Documents' page for an applicant. On the left, there is a sidebar with 'Applicants (5)' and a list of applicants: E, H, L, V, and C. The main content area shows the applicant's profile with tabs for 'CV', 'Cover Letter', and 'Other Documents'. The 'CV' tab is selected, displaying a form with fields for 'First Name Last Name', 'Street Address', 'City, State Zip Code', 'Home: Home Phone Number', 'Cell: Cell Phone Number', and 'Email Address'. Below these fields is a 'Professional Summary' section with a text area and a 'Highlights' section with a list of skills. The 'Experience' section is also visible at the bottom.

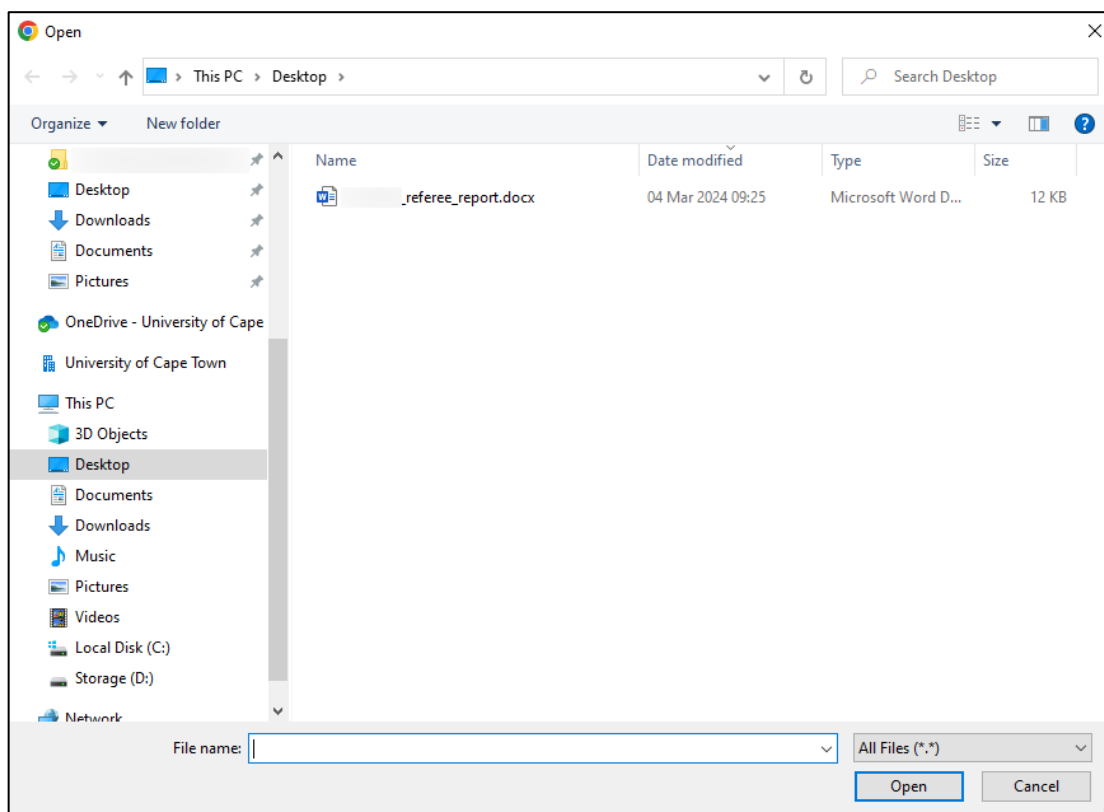
– Click *Other Documents*.

The screenshot shows the 'Other Documents' page. The 'CV and Documents' tab is selected, and the 'Other Documents' sub-tab is active. Below the tabs, there is a section titled 'Additional Documentation' with an 'Upload' button. Below this, it says 'No documents attached.' At the bottom, there is a section titled 'Licenses/Qualifications/Other Attachments' which contains a PDF document named 'drivers_license.pdf' with a size of 65 KB and a date of 23/10/2025.

– Click *Upload* to the right of *Additional Documentation*.

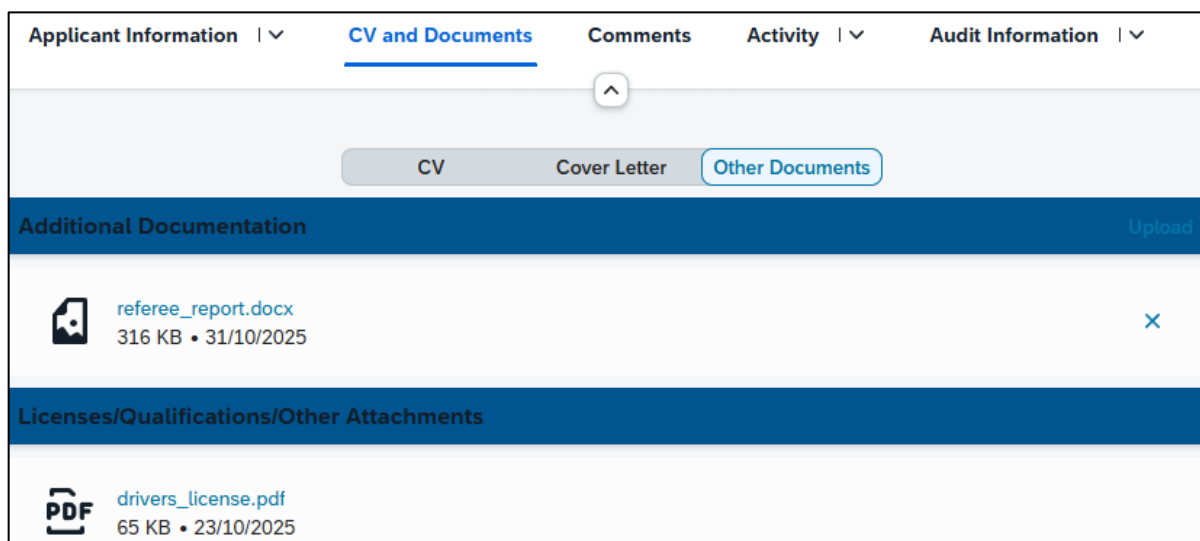
Attaching a referee report for an applicant

7. The *Open* dialogue box appears.



- Select the referee report document from your computer.
- Click **Open**.

8. The *CV and Documents* page reappears, with the referee report file appearing in the *Additional Documentation* section.



- To upload additional referee reports for the same applicant, click *Upload* and repeat from [step 6](#) above.
- If there are additional referee reports to add for other applicants, select the appropriate applicant by clicking their *Name* on the left and repeat from [step 6](#) above.
- Click *Job Requisitions* to return to the *Job Requisitions* overview page
- Inform the selection committee that the referee report(s) is/are available.

Scheduling a candidate for a face-to-face interview

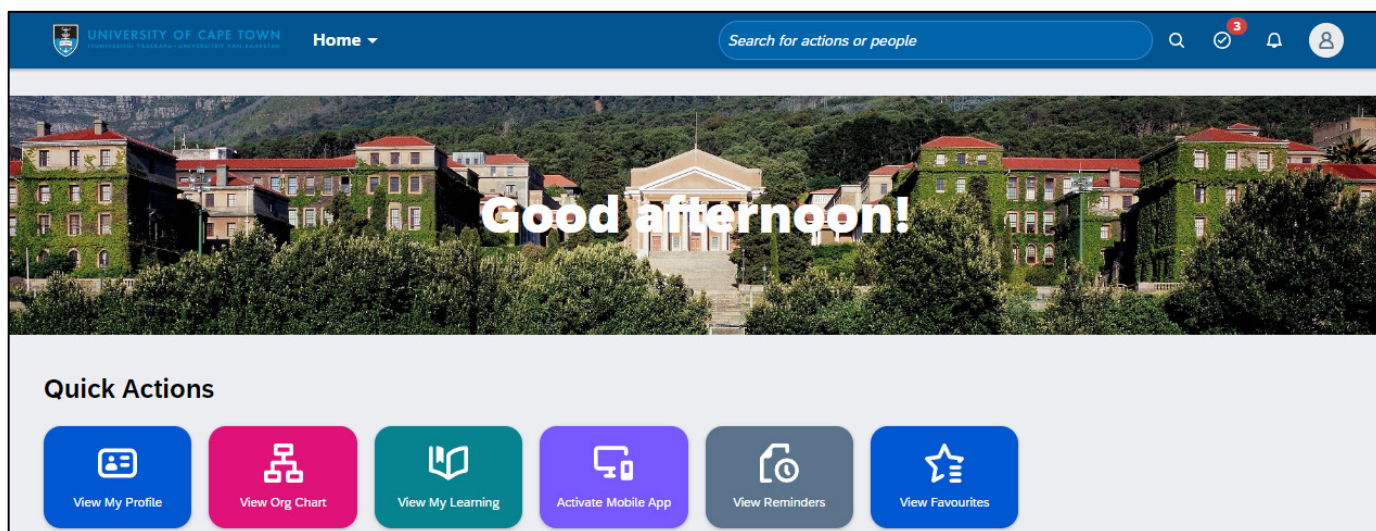
Before you begin

Candidates (applicants) must be moved to the *Interview* status to be available for interview scheduling.

Assessments and presentations are arranged and booked outside of the SuccessFactors Recruiting system.

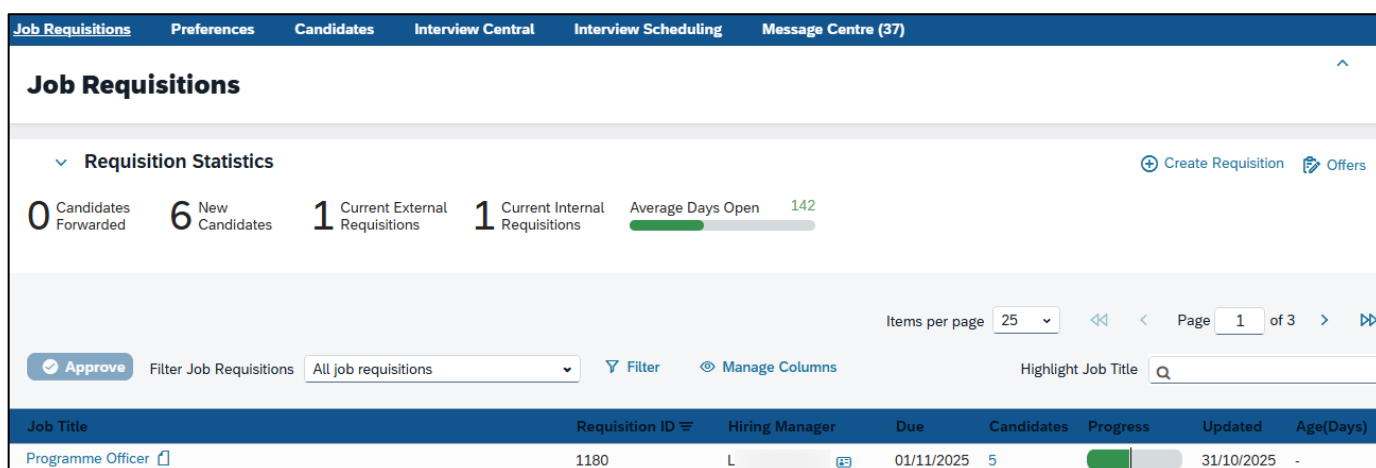
Procedure

1. Each candidate will be booked individually on SuccessFactors Recruiting. There is usually a block booking already created in Microsoft Outlook for the venue and selection committee members.
2. [Log in to SuccessFactors and access the Home page.](#)
3. The *Home* page appears.



- Choose *Home* > *Recruiting*.

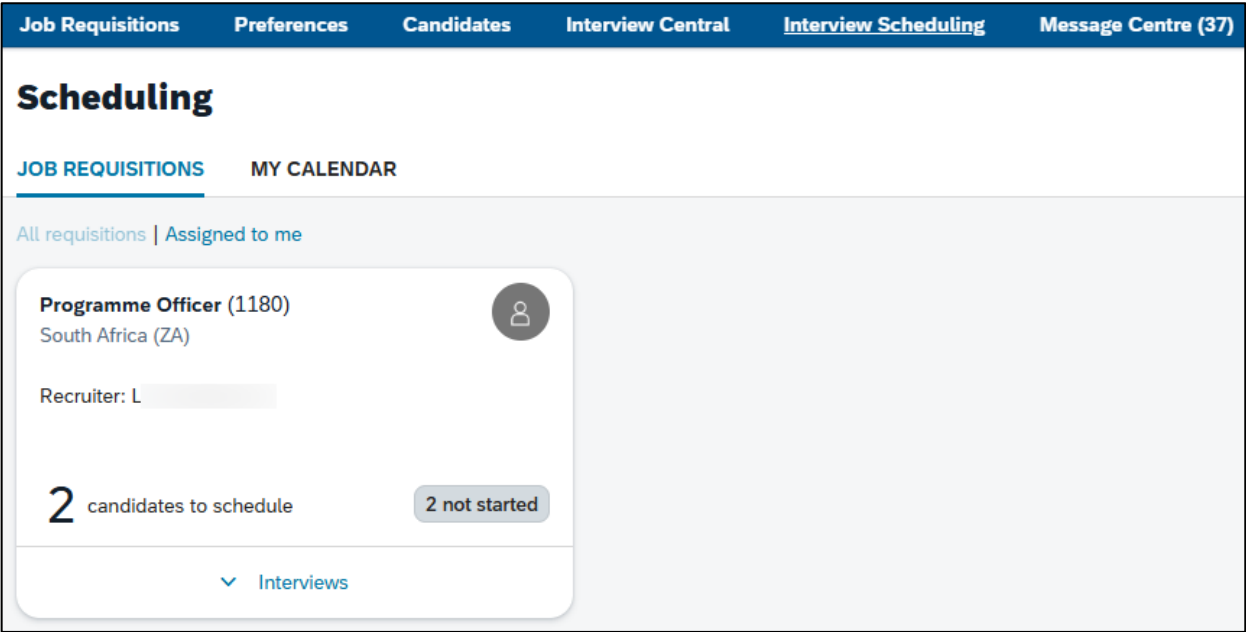
4. The *Job Requisitions* page appears.



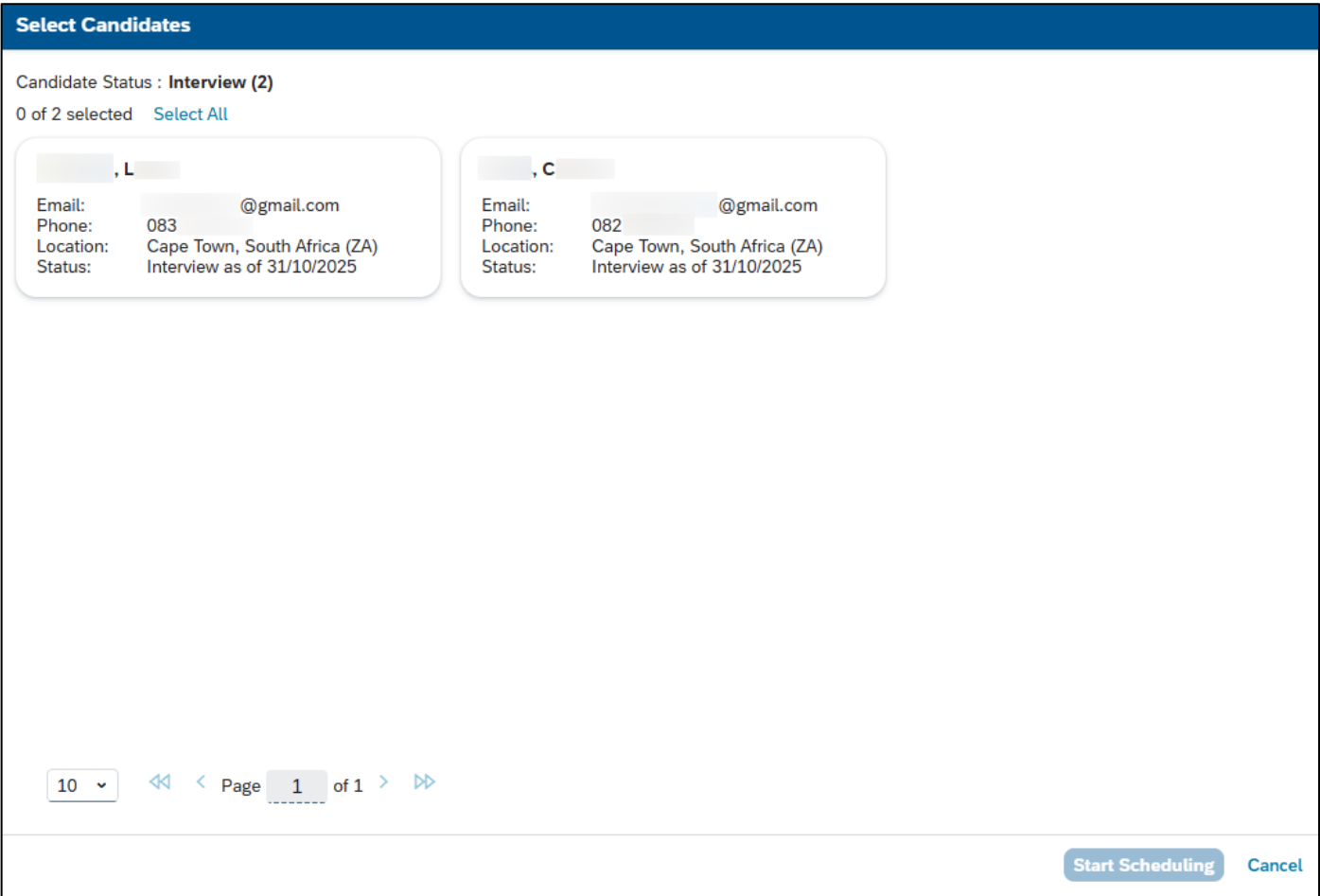
- Click *Interview Scheduling* in the top menu.

Scheduling a candidate for a face-to-face interview

5. The *Interview Scheduling* page appears, listing any job requisitions that have candidates with the *Interview* status.



- Click **not started** to select a candidate to schedule for an interview.
6. The *Select Candidates* dialogue box appears, displaying all candidates with the *Interview* status.



Scheduling a candidate for a face-to-face interview

- Select a candidate by clicking anywhere in the person's tile.

- Click **Start Scheduling**.

7. The *Interview Scheduling* page appears.

- In the *Interview Title* field, enter the candidate's full name, replacing the existing text.
Note: If required, check the selected candidate's name by clicking *Candidates in Draft*.

- In the *Interview Type* field, select *Face-to-Face*.
- The *UCT Venue* field appears after choosing *Face-to-Face* interview type above. Select the appropriate UCT venue. **Note:** The venue selection will appear in the email to the candidate, the venue must be booked off system.

- The *Interview Rooms* field is not currently in use at UCT.

Scheduling a candidate for a face-to-face interview

Manage Interviewers

You can add interviewers and time slots, or add custom time slots and update the interview later with interviewers.

Add Interviewer by

Name

Role in Requisition

by

Search for interviewer

Choose a time slot

1

Candidates can book same slot.

South Africa Standard Time (UTC + 02:00)

Add Custom Slot

0 time slots selected to cover 1 interview sessions

31/10/2025

Friday, 31	Saturday, 1	Sunday, 2	Monday, 3	Tuesday, 4
Early Morning (1am-9am)				
Daytime (9am-5pm)				
Evening (5pm-1am)				

Continue

Save

Cancel

Manage Interviewers section:

Note: Anyone who should rate the candidate after the interview **must** be added as an interviewer to access the ratings page.

- In the *Add Interviewer by* section, select *Role in Requisition*. A dropdown list appears below the radio button selection.

Add Interviewer by

Name

Role in Requisition

Recruiting Team

Add Interviewer

- Select *Hiring Manager* from the dropdown list.
- Click **Add Interviewer**.
- The *Hiring Manager* is added, defaulting to a 30-minute meeting.

Manage Interviewers

You can add interviewers and time slots, or add custom time slots and update the interview later with interviewers.

L

Hiring Manager

30 min

Start

0.5 hour

1 hour

1.5 hours

2 hours

Add Interviewer by

Name

Role in Requisition

Hiring Manager

Add Interviewer

December 2025

UCT Human Resources

Page 40

Scheduling a candidate for a face-to-face interview

- If applicable, change the length of the interview by dragging the end of the time slot to the appropriate length e.g. 1 hour. **Note:** The interview time is set for the first interviewer and will then default for interviewers that are added afterwards.

- Add the rest of the selection committee by selecting the required role using the dropdown list (e.g. Selection committee members) and clicking **Add Interviewer**. **Note:** The Servicing Officer (Recruiter) may ask to be added so they can see the selection committee view of the interview ratings/competencies.

- If a person was added accidentally, remove them by clicking in the top right of the box containing their name.
- If there are other UCT staff members to add to the interview, select *Name* in the *Add Interview by* section and use the *Search for interviewer* field to select the appropriate person.

Scheduling a candidate for a face-to-face interview

Choose a time slot / Available Time Slots section:

Find Availability

Available Time Slots

South Africa Standard Time (UTC + 02:00)

☐ Show slots even if some interviewers are not available ¹ Candidates can book same slot.

[Add Custom Slot](#) 0 time slots selected to cover 1 interview sessions

31/10/2025

	Friday, 31	Saturday, 1	Sunday, 2	Monday, 3	Tuesday, 4
Early Morning (1am-9am)					
Daytime (9am-5pm)					
Evening (5pm-1am)					

☒ Selected ☐ Available ☐ Already sent

[Continue](#) [Save](#) [Cancel](#)

- If not scheduling the interview for the current week, select the appropriate week using the calendar or the arrow button.
- Click *Add Custom Slot*.
- The *Add Custom Slots* dialogue box appears.

Add Custom Slots

From:

To: Thursday, 06/11/2025 12:00PM

[Add and Select](#) [Cancel](#)

- In the *From* field, select the appropriate day and then select the appropriate start time alongside the day. The end time of the interview will adjust after selecting the start time.
- Click [Add and Select](#).
- The selected interview slot appears in the calendar.

Available Time Slots

South Africa Standard Time (UTC + 02:00)

☐ Show slots even if some interviewers are not available ¹ Candidates can book same slot.

[Add Custom Slot](#) 2 time slots selected to cover 1 interview sessions

05/11/2025

	Wednesday, 5	Thursday, 6	Friday, 7	Saturday, 8	Sunday, 9
Early Morning (1am-9am)	08:00 to 09:00	08:00 to 09:00	08:00 to 09:00		
Daytime (9am-5pm)	09:00 to 10:00	09:00 to 10:00	09:00 to 10:00		
	10:00 to 11:00	10:00 to 11:00	10:00 to 11:00		
	11:00 to 12:00	11:00AM to 12:00PM <input checked="" type="checkbox"/>	11:00 to 12:00		
	12:00 to 13:00	14:00 to 15:00	13:00 to 14:00		
	14:30 to 15:30	15:00 to 16:00	14:00 to 15:00		
Evening (5pm-1am)			15:00 to 16:00		

☒ Selected ☐ Available ☐ Already sent

[Continue](#) [Save](#) [Cancel](#)

- Click [Continue](#).

Scheduling a candidate for a face-to-face interview

8. The *Contact Candidates(s)* dialogue box appears.

Contact Candidate(s)

From:

To Candidates: ☒ Candidates in Draft(1)

☐ Send me a copy of this email

i You have selected only one slot. You can book candidates at once and they do not need to confirm the time.

☐ Book this slot for candidates

Language:

Email Template:

Subject:

B i U Paragraph Default ...

Dear **[[CANDIDATE_FIRST_NAME]]**

Further to your application for the **[[JOB_REQ_TITLE]]** position, we have pleasure in advising that you have been shortlisted. Please log into the [UCT Jobs site](#) to access the invitation and select an interview time of your preference.

[[INTERVIEW_SCHEDULING_INTERVIEW_TITLE]] [[INTERVIEW_SCHEDULING_INTERVIEW_TYPE]]

Location: **[[INTERVIEW_SCHEDULING_INTERVIEW_LOCATION]]**

Date of Interview : **[[INTERVIEW_SCHEDULING_INTERVIEW_DATE]]**

p 53 words

Add a Document

Send to Candidate **Skip Email** **Cancel**

- Select the *Send me a copy of this email* checkbox to ensure you receive a copy of the interview invitation email sent to the candidate.
 - Select the *Book this slot for candidates* checkbox.
- Note:** This checkbox **must** be selected, it will ensure that the candidate is automatically booked for the interview slot.

Scheduling a candidate for a face-to-face interview

- In the *Email Template* field, select *UCT HR Invitation for in-person interview*.

Note: The capitalised text in blue double brackets indicates places where SuccessFactors will automatically populate information when it sends the email e.g. candidate's full name. Do not change these fields.

- The email template text can be edited in the space provided.

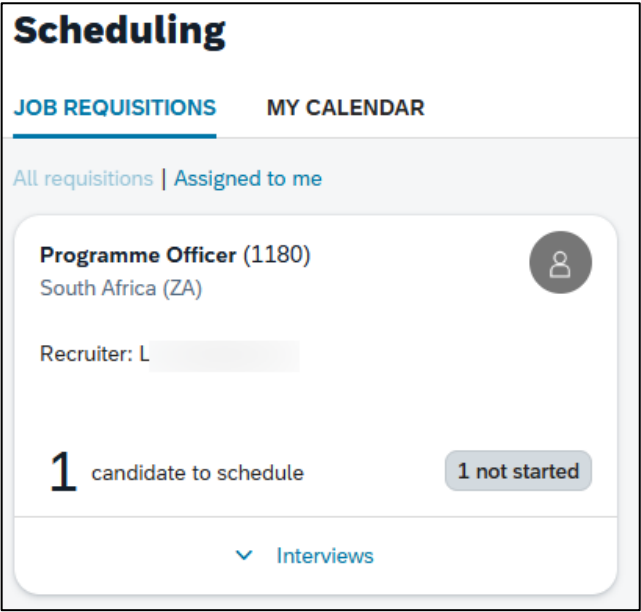
- Click **Send to Candidate**.

9. The *Interview Schedule Sent* dialogue box appears.

- Click **OK**.

Scheduling a candidate for a face-to-face interview

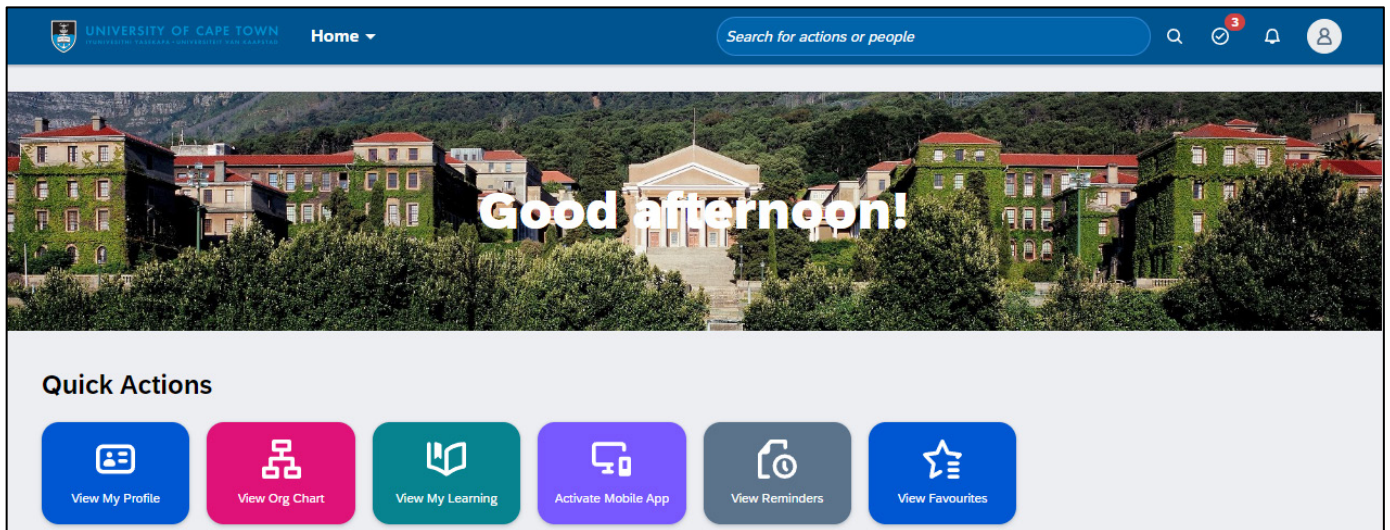
10. The *Interview Scheduling* page reappears, listing any remaining job requisitions that have candidates with the *Interview* status. To schedule additional candidate interviews, repeat from [step 5](#) above.



Displaying interview details

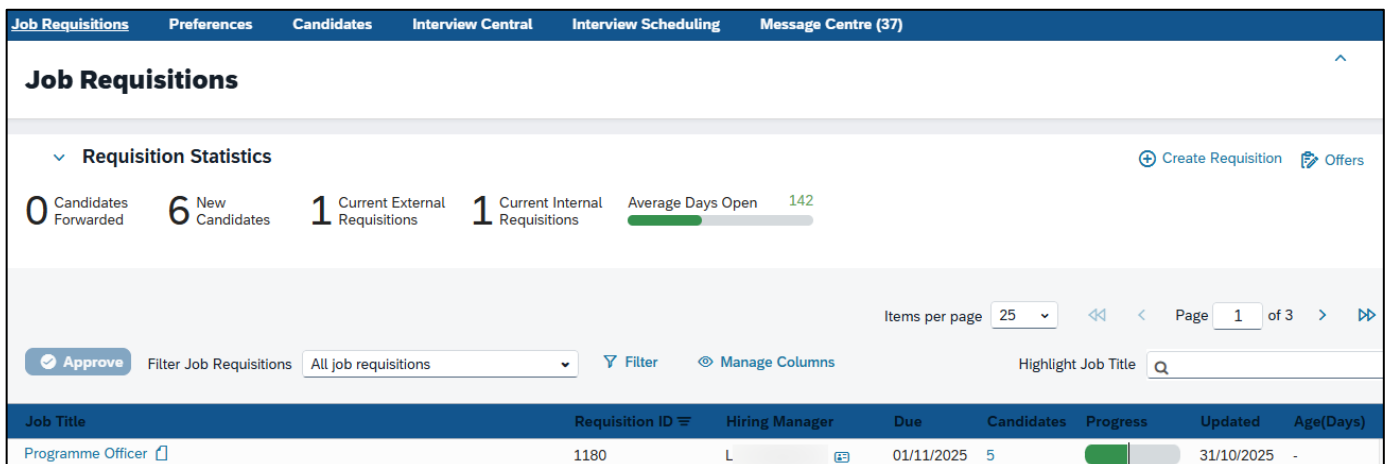
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



- Choose *Home* > *Recruiting*.

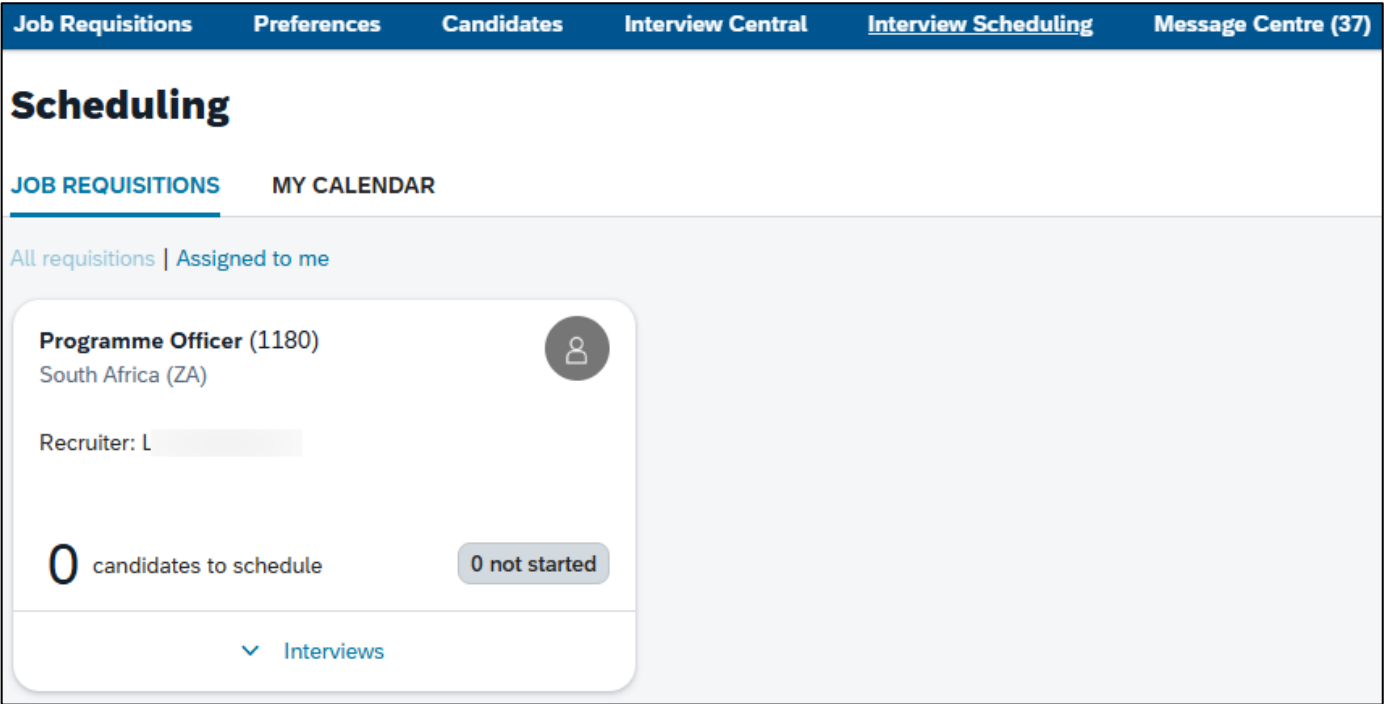
3. The *Job Requisitions* page appears.



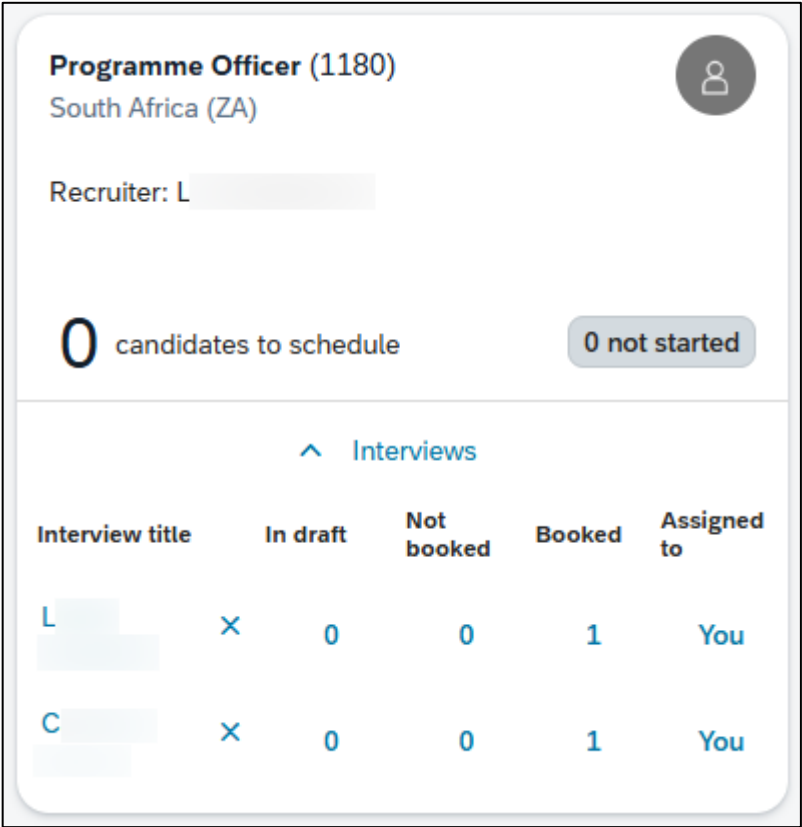
- Click *Interview Scheduling* in the top menu.

Displaying interview details

4. The *Interview Scheduling* page appears, listing any job requisitions that have candidates with the *Interview* status.



- Click [Interviews](#).
- The candidate interview details are displayed. *Candidates in draft* have interview details saved but not yet sent.



- Click a name in the *Interview title* column to view the interview details.

Displaying interview details

5. The *Interview Scheduling* page appears, displaying the selected candidate's interview details.

Programme Officer - 1180

[← Back to Requisitions](#)

Interview Title:

Assigned To: [You](#)


Candidates: [Candidates in Draft\(0\)](#) [Booked\(1\)](#)

Interview Type: ☐ Phone ☐ Virtual ☒ Face-to-Face


UCT Venue:











Interview Rooms: [Select Rooms](#)

Online Meeting Options:

 Microsoft Teams ☐


Manage Interviewers

 You can add interviewers and time slots, or add custom time slots and update the interview later with interviewers.

	L Departmental Ma...		<input type="text" value="1h"/>	
	M Lecturer (20004368)		<input type="text" value="1h"/>	
	J Senior Lecturer (2...		<input type="text" value="1h"/>	
	L Programme Office...		<input type="text" value="1h"/>	
	I Professor (200429...		<input type="text" value="1h"/>	

Start
0.5 hour
1 hour
1.5 hours

- Scroll down the page to review the interview details.
- Click *Cancel*.
- The *Confirm* dialogue box appears.

 **Confirm**

Any unsaved data will be lost. Do you still want to proceed?

- Click to return to the *Interview Scheduling* page.

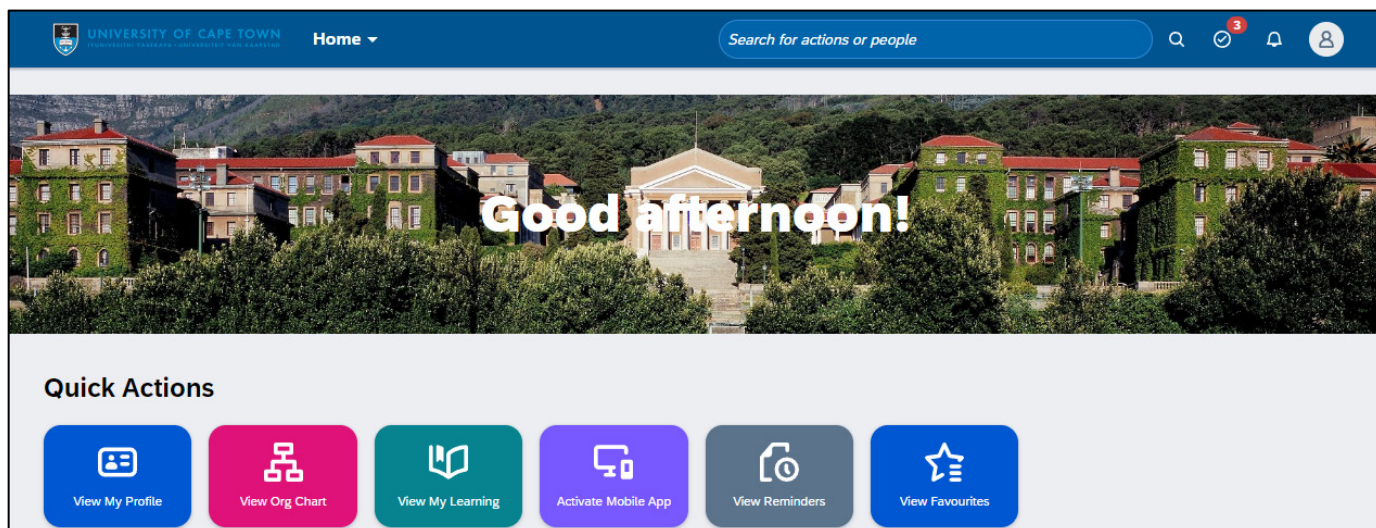
Changing a scheduled face-to-face interview

Background

The room, committee members and interview date/time can be changed for a scheduled interview.

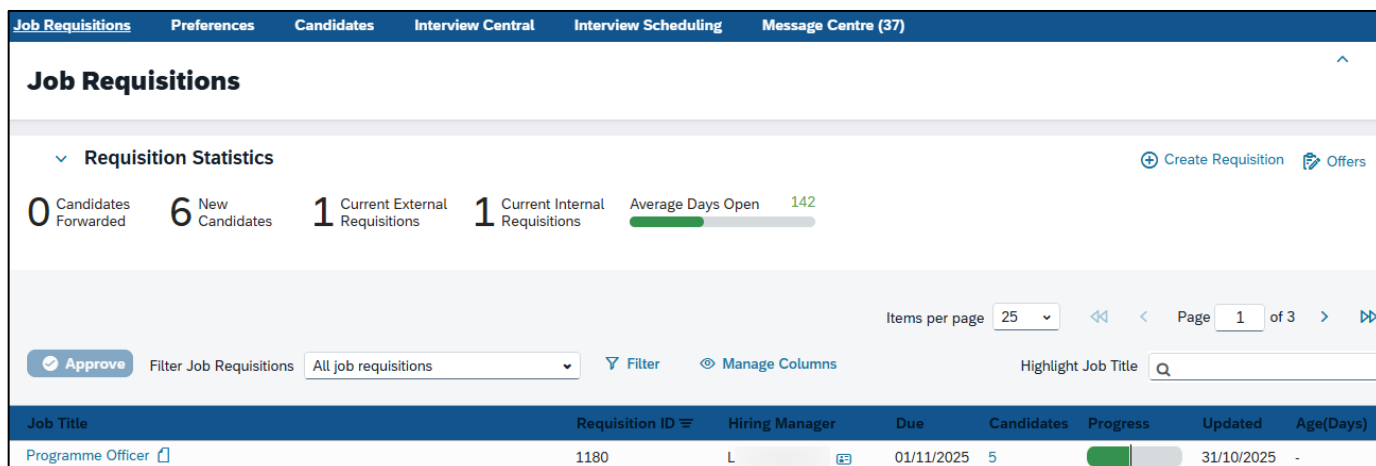
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



- Choose *Home* > *Recruiting*.

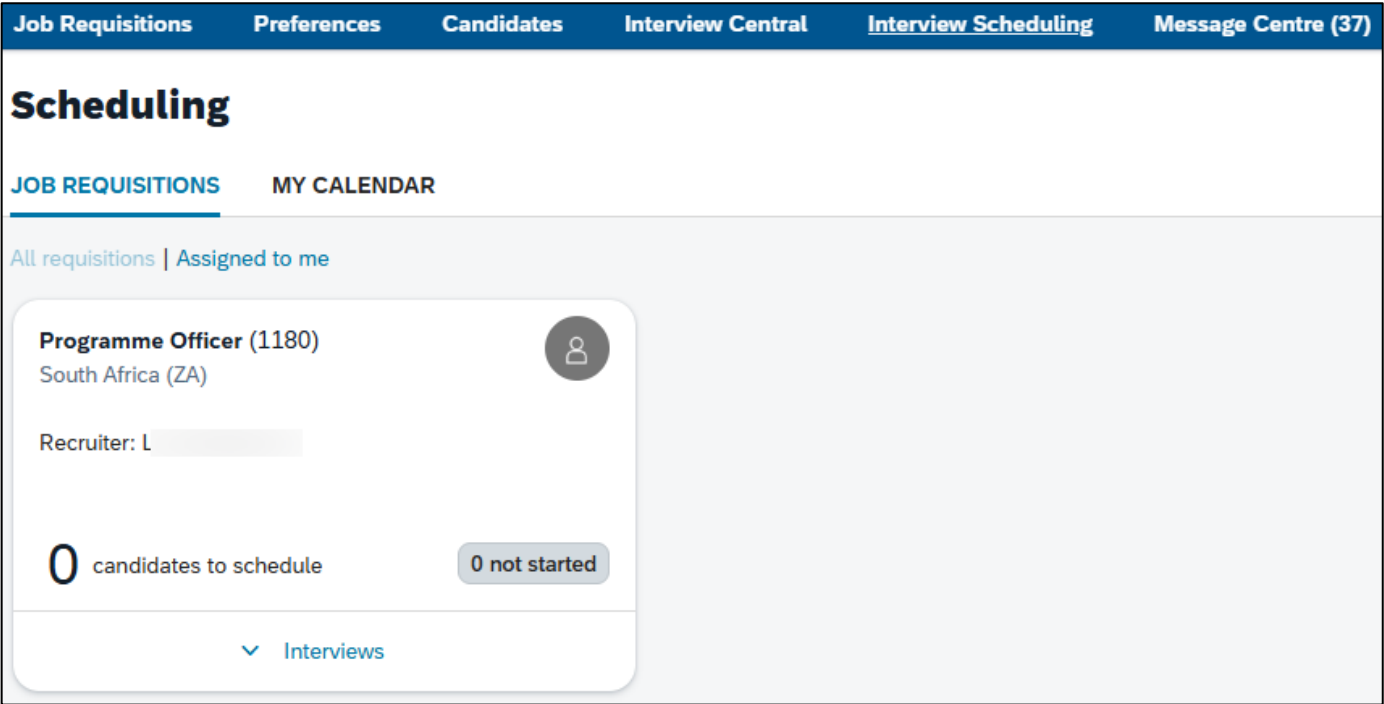
3. The *Job Requisitions* page appears.



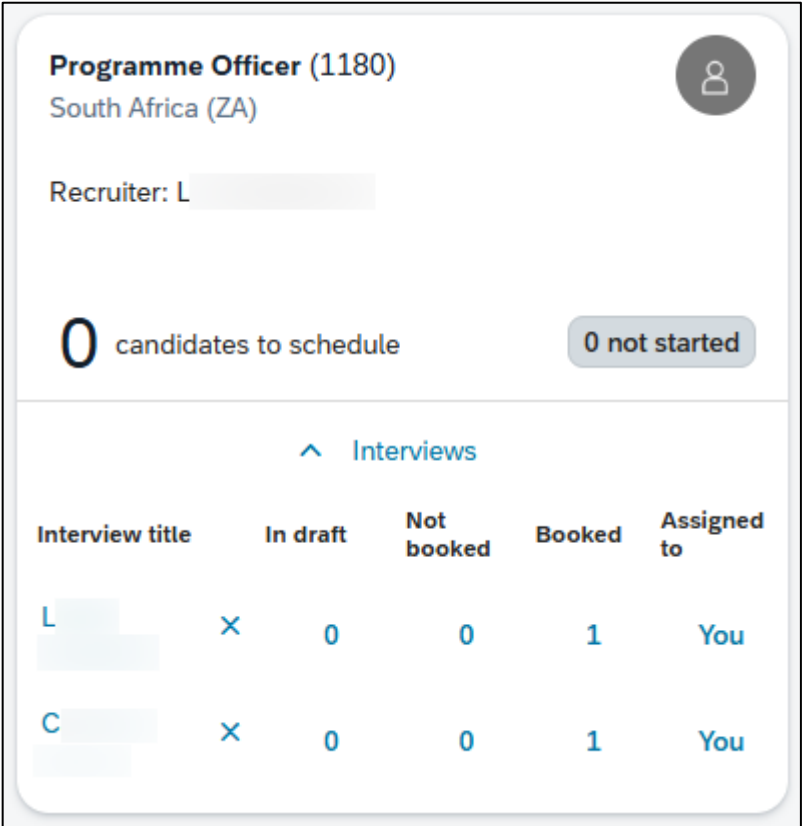
- Click *Interview Scheduling* in the top menu.

Changing a scheduled face-to-face interview

4. The *Interview Scheduling* page appears, listing any job requisitions that have candidates with the *Interview* status.



- Click [Interviews](#).
- The candidate interview details are displayed.



- Click a name in the *Interview title* column to view the interview details

Changing a scheduled face-to-face interview

5. The *Interview Scheduling* page appears, displaying the selected candidate's interview details.

Programme Officer - 1180

[← Back to Requisitions](#)

Interview Title:

Assigned To: [You](#)

Candidates: [Candidates in Draft\(0\)](#) [Booked\(1\)](#)

Interview Type: ☐ Phone ☐ Virtual ☒ Face-to-Face

UCT Venue:

- To change the interview room, select the new room in the *UCT Venue* field.
- Note:** Ensure that the block booking in Microsoft Outlook is also updated as SuccessFactors Recruiting is not integrated with Outlook.
- To remove a committee member: In the *Manage Interviewers* section, click in the top right of the box containing their name.

Manage Interviewers


You can add interviewers and time slots, or add custom time slots and update the interview later with interviewers.

L Departmental Ma...		1h
M Lecturer (20004368)		1h
J Senior Lecturer (2...		1h
L Programme Office...		1h


- To add a committee member: In the *Add Interviewer by* section, either add via *Role in Requisition* and click **Add Interviewer** or select *Name* and use the search field to select the appropriate person.

Add Interviewer by ☒ Name ☐ Role in Requisition

Changing a scheduled face-to-face interview

- To change the interview date/time:
 - In the *Previously Selected Slots* section, delete the existing slot by clicking  *Delete the slot*.

Previously Selected Slots:

06/11/2025 : 13:00 to 14:00 

- If not scheduling the interview for the current week, select the appropriate week using the calendar or the arrow buttons.
- Click *Add Custom Slot*.
- The *Add Custom Slots* dialogue box appears.

Add Custom Slots

From:

Q

Friday, 07/11/2025

▼

Q

10:00AM

▼

To:

Friday, 07/11/2025

11:00AM

Add and Select

Cancel

- In the *From* field, select the appropriate day and then select the appropriate start time alongside the day. The end time of the interview will adjust after selecting the start time.
- Click

Add and Select

.
- The selected interview slot appears in the calendar.

Available Time Slots

South Africa Standard Time (UTC + 02:00)

☐

Show slots even if some interviewers are not available


1

Candidates can book same slot.


Add Custom Slot

1 time slots selected to cover 0 interview sessions

03/11/2025



>

	Monday, 3	Tuesday, 4	Wednesday, 5	Thursday, 6	Friday, 7
Early Morning (1am-9am)					
Daytime (9am-5pm)					<div>10:00AM to 11:00AM<div></div></div>
Evening (5pm-1am)					

☒ Selected

☐ Available

☐ Already sent

Continue

Save

Cancel

- Click

Continue

.

Changing a scheduled face-to-face interview

6. The *Contact Candidates(s)* dialogue box appears.

Contact Candidate(s)

From: To Candidates: ☐ Send me a copy of this email

i You have selected only one slot. You can book candidates at once and they do not need to confirm the time.

☐ Book this slot for candidates

Language:

Email Template:

Subject:

B *i* u [a](#) ...

0 words

- Select the *Send me a copy of this email* checkbox to ensure you receive a copy of the interview invitation email sent to the candidate.
- Select the *Book this slot for candidates* checkbox.
Note: This checkbox **MUST** be selected, it will ensure that the candidate is automatically booked for the interview slot.

Changing a scheduled face-to-face interview

- In the *Email Template* field, select *UCT HR Invitation for in-person interview*. **Note:** The capitalised text in blue double brackets indicates places where SuccessFactors will automatically populate information when it sends the email e.g. candidate's full name. Do not change these fields.

Contact Candidate(s)

From: To Candidates: ☒ Send me a copy of this email

You have selected only one slot. You can book candidates at once and they do not need to confirm the time.

☒ Book this slot for candidates

Language:

Email Template:

Subject:

B *i* u Paragraph ...

Dear **[[CANDIDATE_FULL_NAME]]**

We are pleased to inform that you have been shortlisted for the **[[JOB_REQ_TITLE]]** position at the University of Cape Town and would like to invite you for an in-person interview to further discuss your application.

Kindly be informed that reference checks will be conducted. Please inform your referees in advance and request that they respond promptly when contacted. **[OPTIONAL]** In this light, can you please provide us with

p 253 words

- The email template text can be edited in the space provided.
- Click .

7. The *Interview Schedule Sent* dialogue box appears.

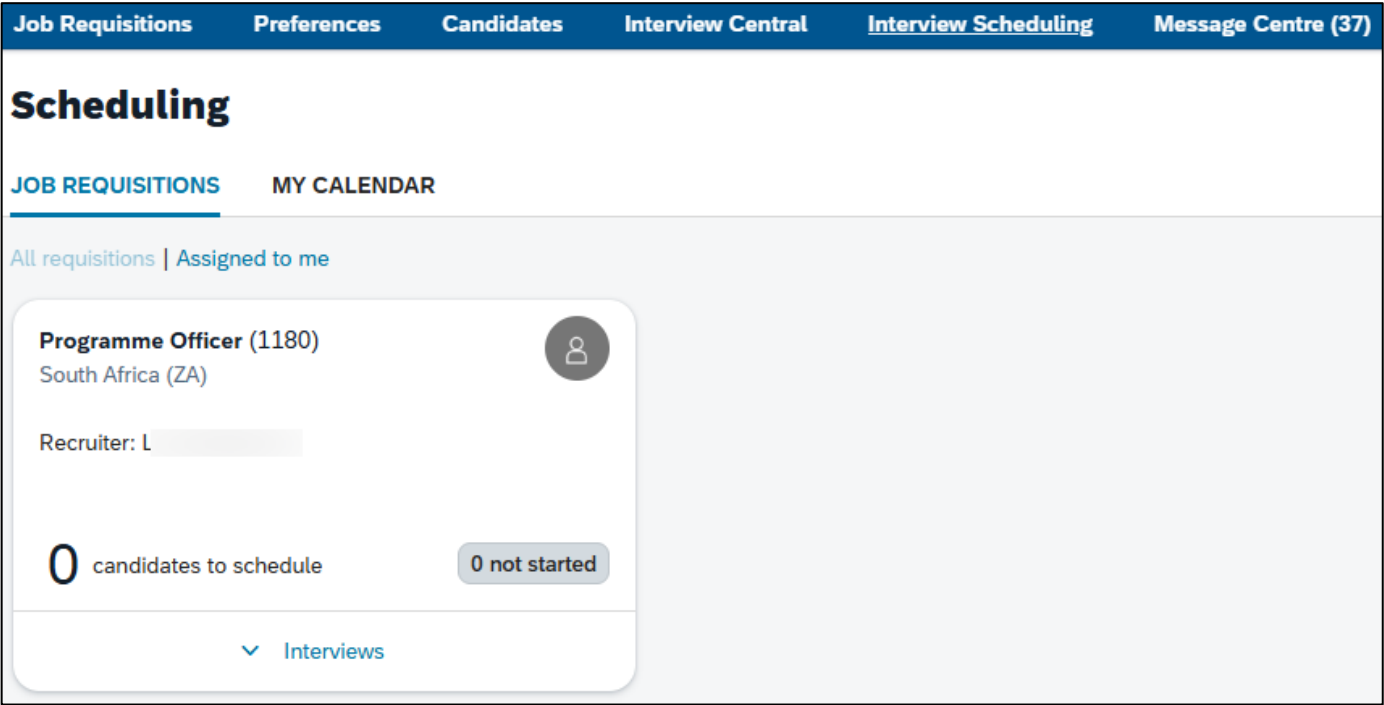
Interview Schedule Sent

Interview schedule was successfully sent to the candidates

- Click .

Changing a scheduled face-to-face interview

8. The *Interview Scheduling* page reappears.



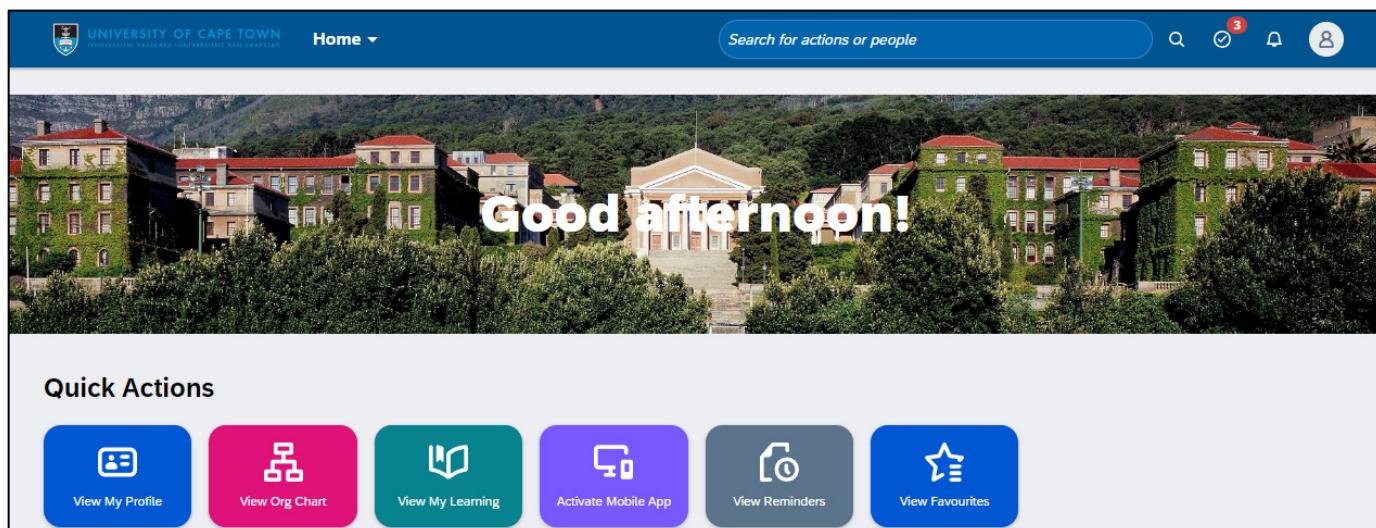
Deleting a scheduled interview

Background

The candidate will receive a notification when the interview is deleted.

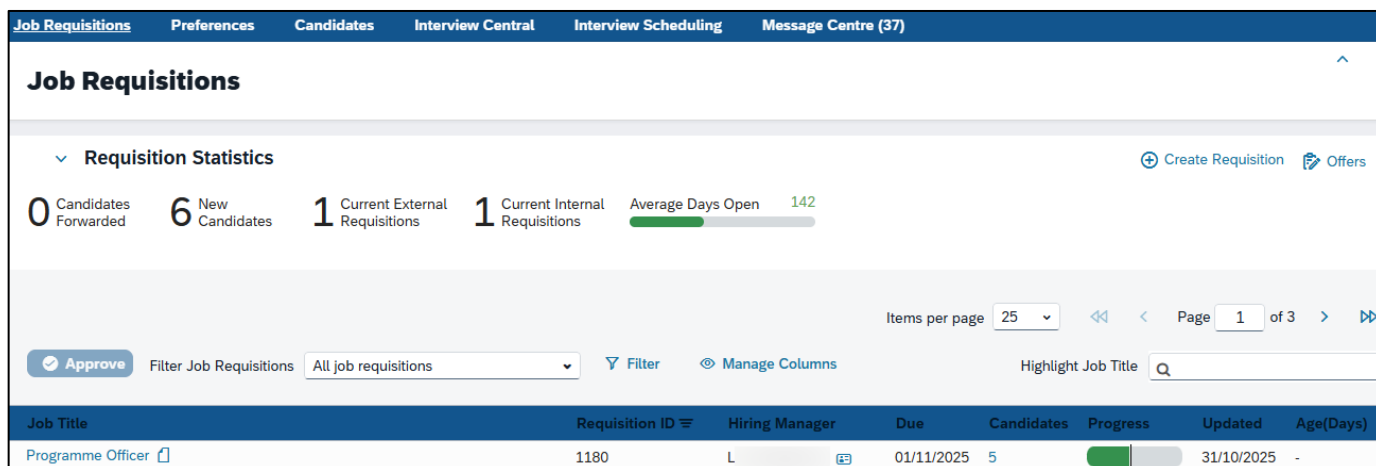
Procedure

1. [Log in to SuccessFactors and access the Home page.](#)
2. The *Home* page appears.



– Choose *Home > Recruiting*.

3. The *Job Requisitions* page appears.



– Click *Interview Scheduling* in the top menu.

Deleting a scheduled interview

- The *Interview Scheduling* page appears, listing any job requisitions that have candidates with the *Interview* status.

Scheduling

JOB REQUISITIONS MY CALENDAR

All requisitions | Assigned to me

Programme Officer (1180)
South Africa (ZA)

Recruiter: L

0 candidates to schedule 0 not started

▼ Interviews

- Click ▼ **Interviews**.
- The candidate interview details are displayed.

Programme Officer (1180)
South Africa (ZA)

Recruiter: L

0 candidates to schedule 0 not started

^ Interviews

Interview title	In draft	Not booked	Booked	Assigned to
L	×	0	0	1
C	×	0	0	1

- In the *Interview title* column, click ✕ *Delete* alongside the interview to be deleted.

- The *Confirm* dialogue box appears.

Confirm

Are you sure you want to delete this interview?

OK Cancel

- Click **OK**.
- A message briefly appears near the top of the page, indicating that the interview was successfully deleted.

Interview Deleted Successfully