



UNIVERSITY OF CAPE TOWN
IYUNIVESITHI YASEKAPA • UNIVERSITEIT VAN KAAPSTAD

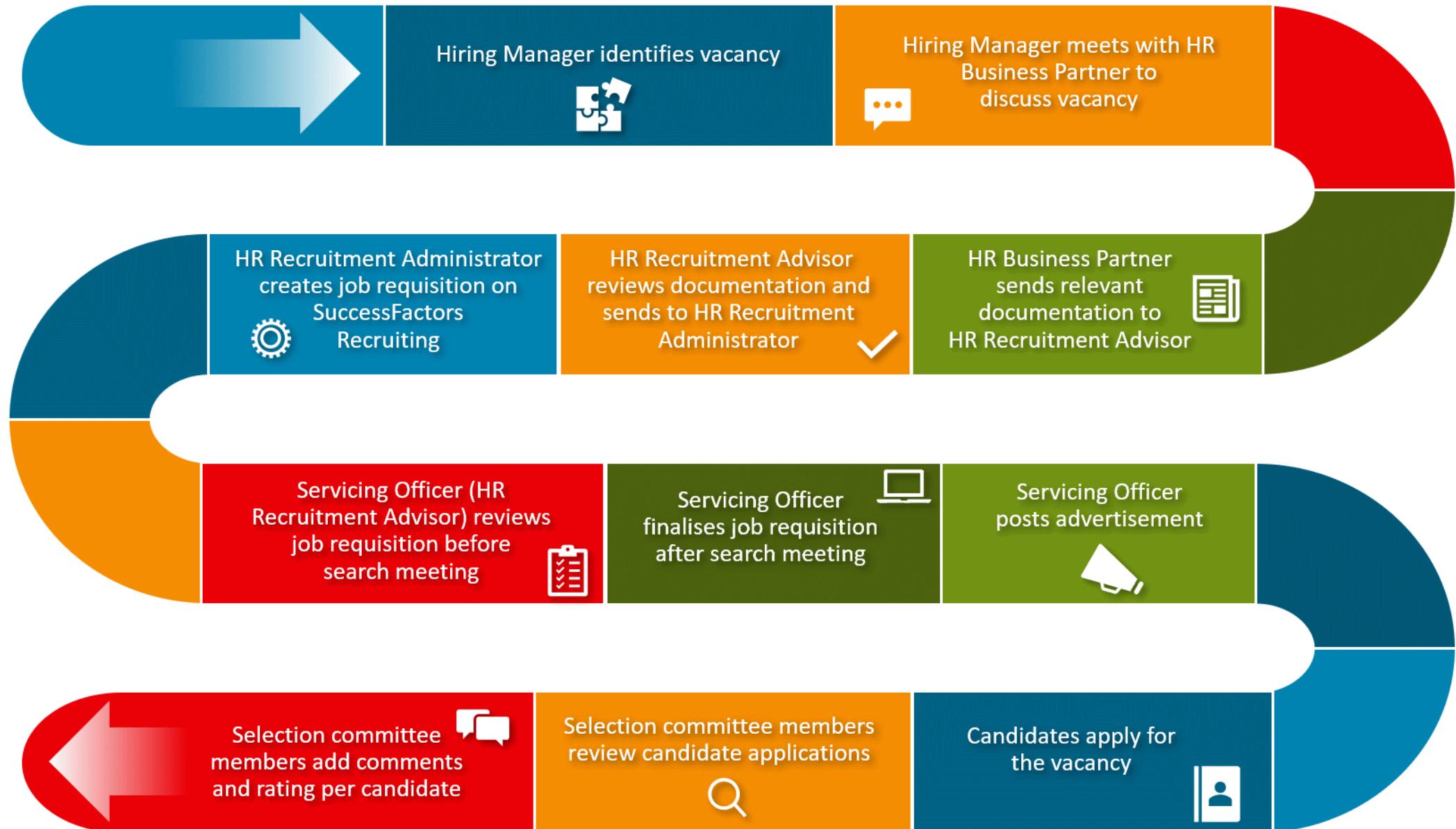
UCT SuccessFactors Recruiting guide for selection committee members

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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

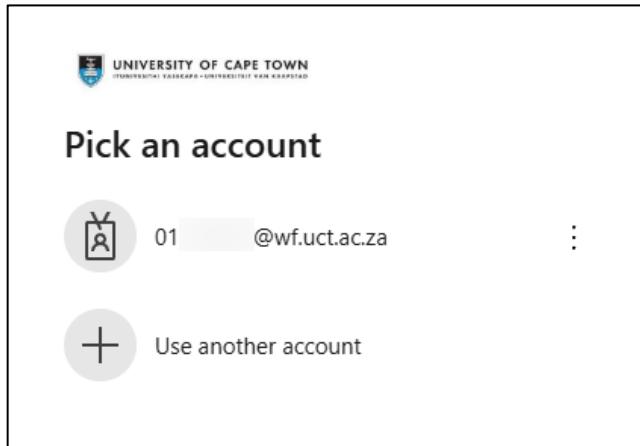
1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.

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.

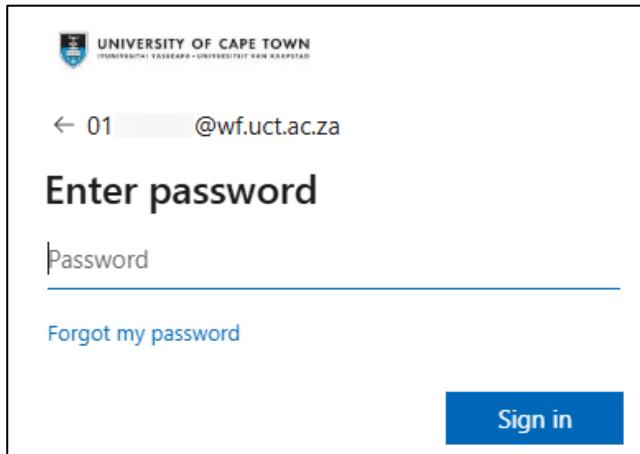
If already logged in to single sign-on, SuccessFactors will open (see [step 4](#)).

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



The screenshot shows a 'Pick an account' page. At the top, the University of Cape Town logo and name are visible. Below that, the text 'Pick an account' is centered. A list of accounts is shown, starting with '01 @wf.uct.ac.za'. To the left of this account is a circular icon with a user symbol. To the right is a vertical ellipsis ('...'). Below this list is a button with a plus sign and the text 'Use another account'.

- Select the appropriate account.

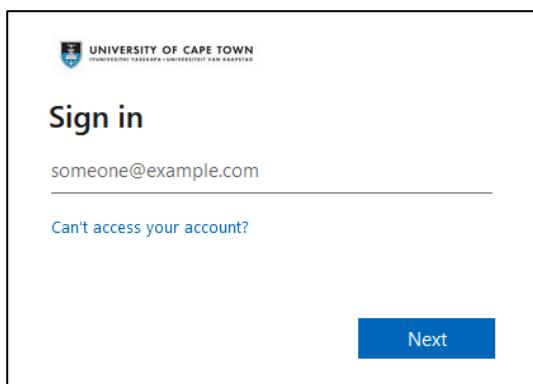


The screenshot shows an 'Enter password' page. At the top, the University of Cape Town logo and name are visible. Below that, the text 'Enter password' is centered. There is a password input field with the placeholder 'Password'. Below the input field is a link 'Forgot my password'. At the bottom is a large blue 'Sign in' button.

- 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



Sign in

someone@example.com

Can't access your account?

Next

- 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 password

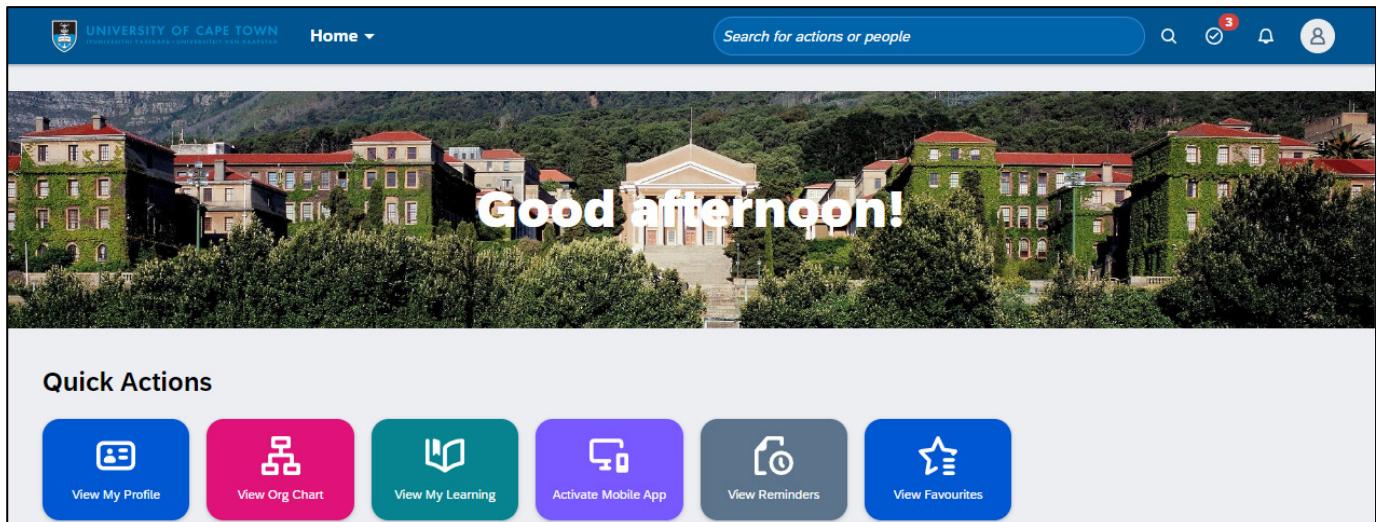
Password

Forgot my password

Sign in

- 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.



Good afternoon!

Quick Actions

View My Profile

View Org Chart

View My Learning

Activate Mobile App

View Reminders

View Favourites

Reviewing and rating applications

Background

This procedure shows how to access the candidate's full application (including responses to any application/screening questions), their CV and cover letter (if applicable).

Procedure

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

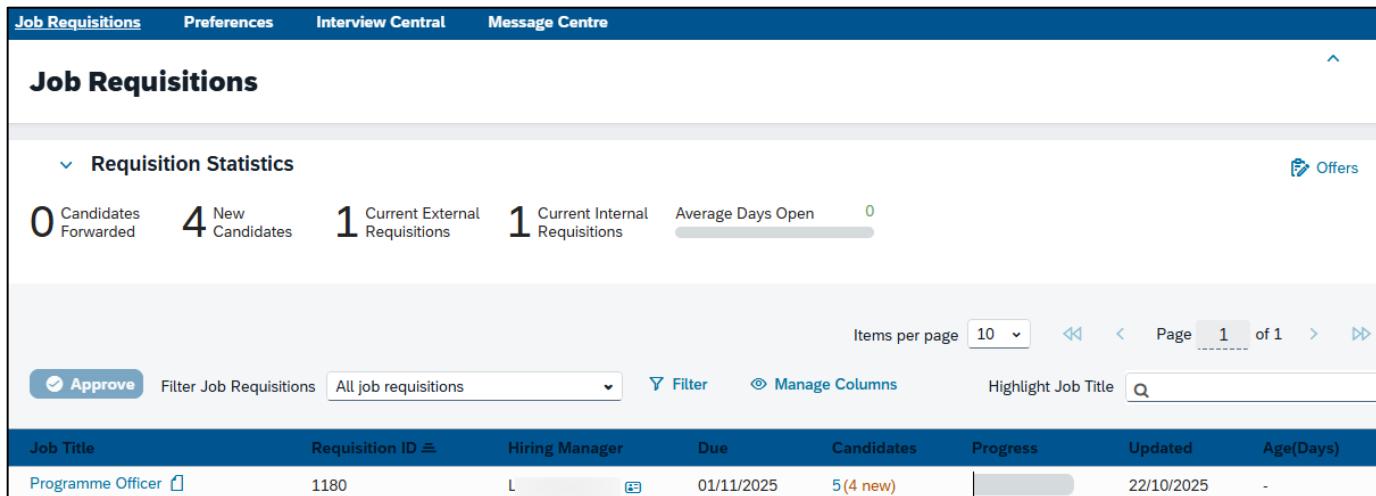
- Choose *Home* > *Recruiting*.

3. The *Job Requisitions* page appears. This page provides an overview of all the job requisitions you are involved in as a selection committee member (e.g. Programme Officer job requisition below).

- The *Requisition Statistics* section will change over time as job requisitions move through the recruitment process. The *Current External Requisitions* and *Current Internal Requisitions* reflect external and internal adverts.
- To open the original advert (as a reference when reviewing candidates):
 - Click the *Job Title* e.g. Programme Officer.
 - In the *Job Requisition Details* page, in the top right, click or .
 - The advert appears in a separate window that can be kept open when reviewing the candidate profile and attachments or printed to PDF.
 - Click [Job Requisitions](#) to return to the *Job Requisitions* page.

Reviewing and rating applications

4. The *Job Requisitions* page reappears.



The screenshot shows the 'Job Requisitions' page with the following statistics:

- 0 Candidates Forwarded
- 4 New Candidates
- 1 Current External Requisitions
- 1 Current Internal Requisitions
- Average Days Open: 0

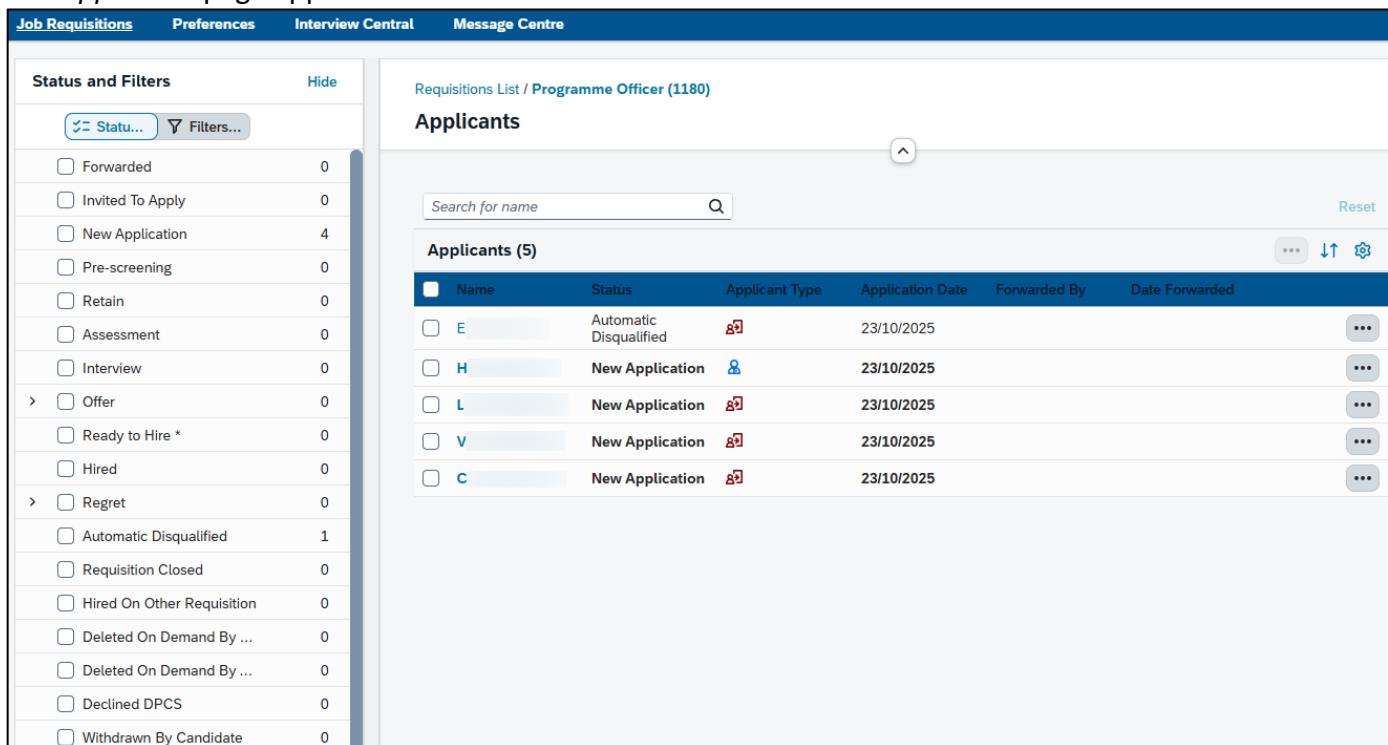
Below the statistics, there is a table for 'Job Title' with one row for 'Programme Officer' (Requisition ID: 1180). The table includes columns for Requisition ID, Hiring Manager, Due Date, Candidates (5 (4 new)), Progress, Updated Date, and Age (Days).

At the bottom, there are buttons for 'Approve', 'Filter Job Requisitions' (set to 'All job requisitions'), 'Filter', 'Manage Columns', and 'Highlight Job Title'.

- 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*.

Note: The number of new applications will change as soon as one person starts viewing candidate profiles.

5. The *Applicants* page appears.



The screenshot shows the 'Applicants' page for 'Requisitions List / Programme Officer (1180)'. The left sidebar shows the 'Status and Filters' section with the following data:

Status	Count
Forwarded	0
Invited To Apply	0
New Application	4
Pre-screening	0
Retain	0
Assessment	0
Interview	0
Offer	0
Ready to Hire *	0
Hired	0
Regret	0
Automatic Disqualified	1
Requisition Closed	0
Hired On Other Requisition	0
Deleted On Demand By ...	0
Deleted On Demand By ...	0
Declined DPCS	0
Withdrawn By Candidate	0

The main area shows a list of applicants with the following details:

Name	Status	Applicant Type	Application Date	Forwarded By	Date Forwarded
E	Automatic Disqualified		23/10/2025		
H	New Application		23/10/2025		
L	New Application		23/10/2025		
V	New Application		23/10/2025		
C	New Application		23/10/2025		

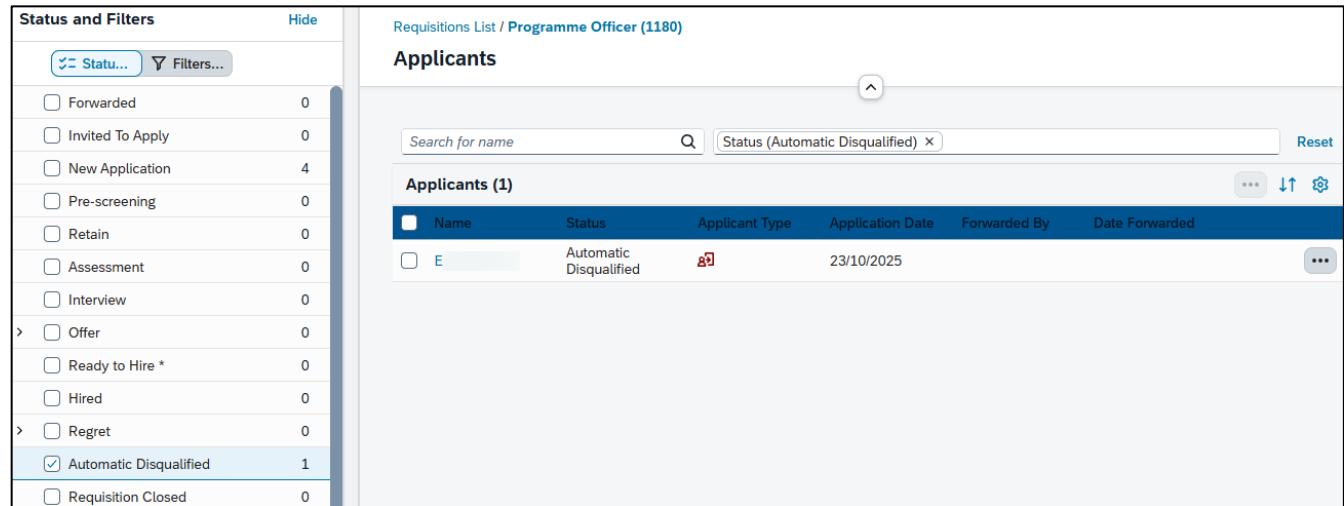
- The *Status and Filters* section shows all possible statuses and the number of applicants per status. In the example above there are 5 applicants, with 4 in *New Application* and 1 in *Automatically Disqualified* based on answers to the application questions. Applicant status can only be changed by the Recruitment team.

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.

Reviewing and rating applications

- Select a status on the left to change the list of *Applicants* on the right. When no statuses are selected on the left, all applicants are listed.

Note: If you select more than one checkbox, you will see applicants with all the selected statuses.

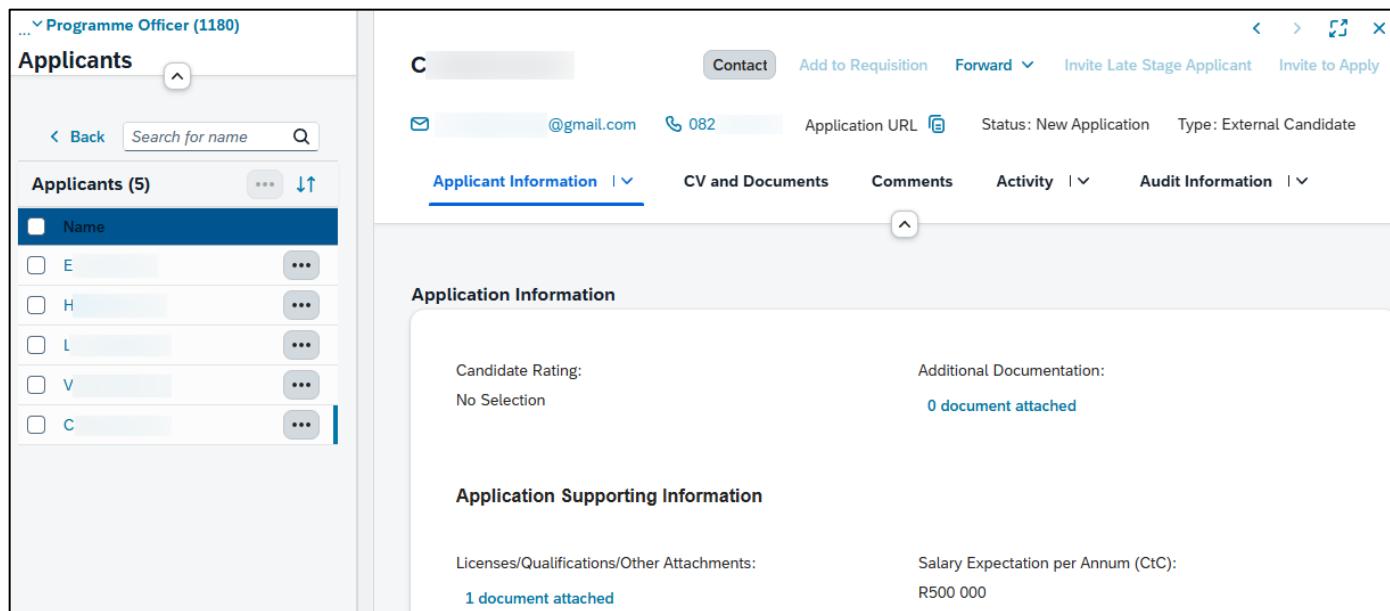


The screenshot shows the 'Status and Filters' section on the left with various applicant statuses listed. The 'Applicants' list on the right shows a single applicant named 'E' with the status 'Automatic Disqualified'. The interface includes search and filter tools at the top.

Name	Status	Applicant Type	Application Date	Forwarded By	Date Forwarded
E	Automatic Disqualified	External Candidate	23/10/2025		

- 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.

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



The screenshot shows the 'Applicant Information' page for a selected applicant. The left sidebar lists applicants, and the right panel displays detailed information for the selected applicant 'E'. The applicant's contact information, application status, and various application sections like 'Application Information' and 'Application Supporting Information' are visible.

- Switch between applicants using the *Name* column on the left or use the   arrows in the top right.
- Scroll down the *Applicant Information* page to review each candidate's full application, including answers to the application questions in the *Screening Information* section.

Note: Completeness of applications may vary as many sections are optional. Candidates with less complete applications should not be penalised.

Reviewing and rating applications

- Click the *CV and Documents* tab to view the applicant's CV, cover letter and/or other documents. **Note:** The cover letter is not a required attachment so may not be available for all candidates. Candidates with existing cover letters are not prompted to update their cover letter on application so may not have the latest one attached.
- To download CV and cover letter documents for a group of applicants, select each applicant using the checkboxes in the *Applicants* section on the left. Click in the top right of the section and choose *Download Documents*. See: [Downloading applicant documents](#).
- Click the *Comments* tab to enter your rating and comment for the current applicant.

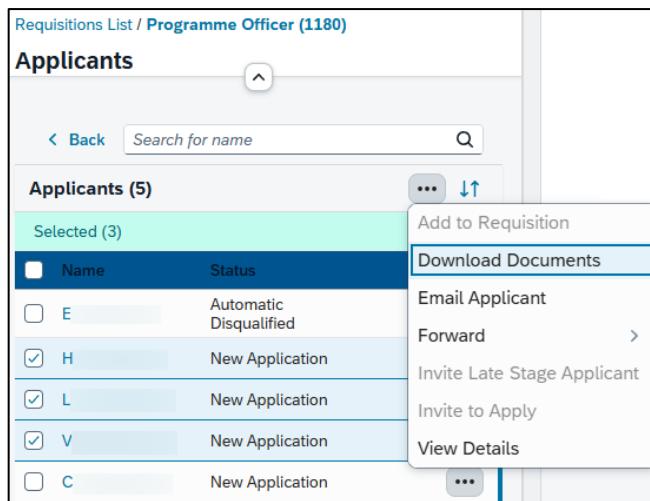
7. The *Comments* page appears.

- Click *Add* on the right to enter your rating and any comments in the *Add Comment* dialogue box. **Note:** During the shortlisting meeting, the Recruitment Advisor will record each applicant's status (e.g. Interview, Retain, Regret) and the final committee rating (A, B or C).
- Select the next applicant by clicking their *Name* on the left and add the rating and any comments.
- When all applicant comments have been entered, click *Back* to return to the *Applicants* page.

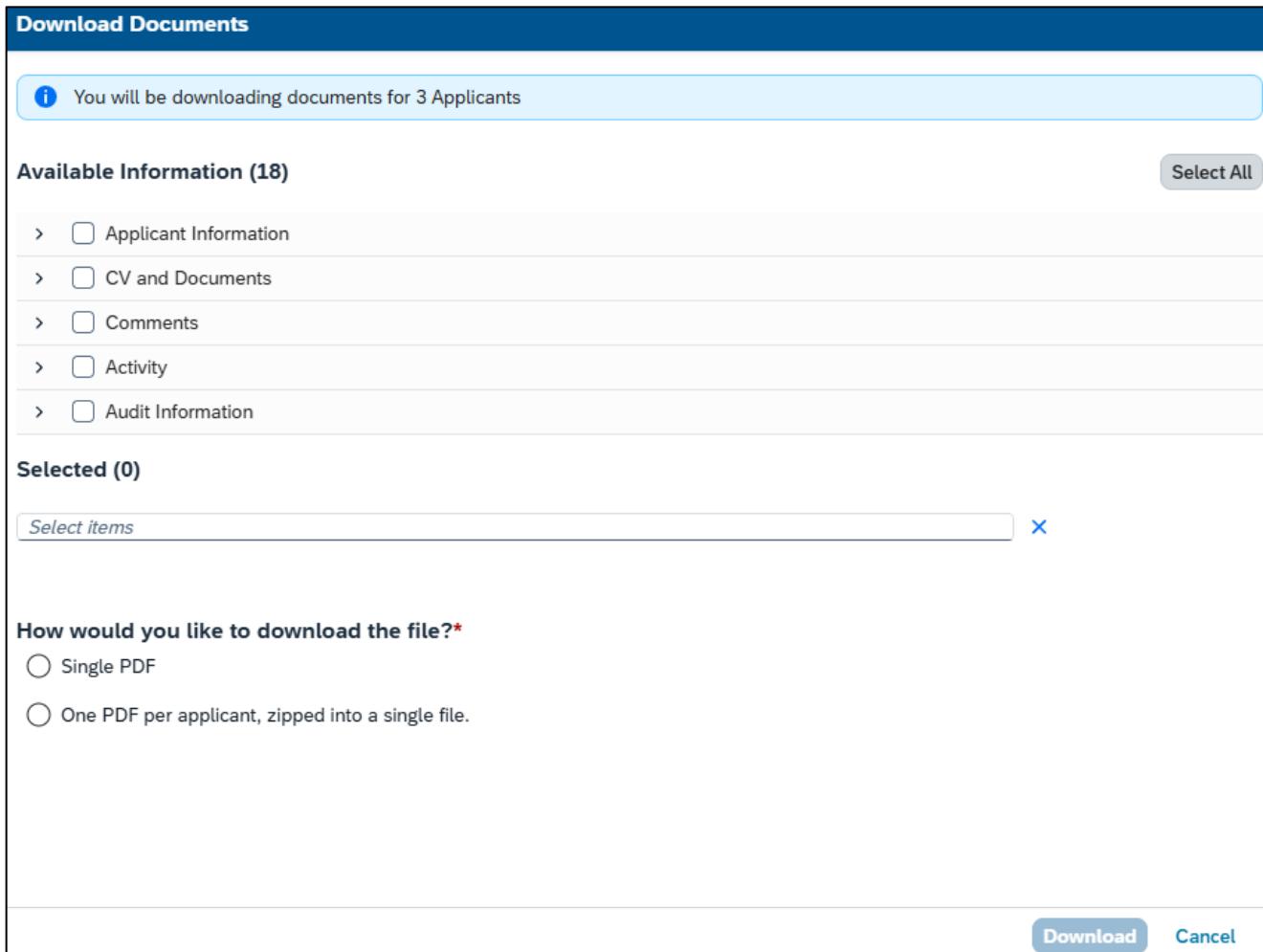
Downloading applicant documents

Procedure

1. This procedure continues from [step 6 of Reviewing and rating applications](#).
 - To download documents for a group of applicants, select each applicant using the checkboxes in the *Applicants* section on the left. Click  in the top right of the section and choose *Download Documents*.



2. The *Download Documents* dialogue box appears.



Available Information (18)

Applicant Information

CV and Documents

Comments

Activity

Audit Information

Selected (0)

Select items

How would you like to download the file?*

Single PDF

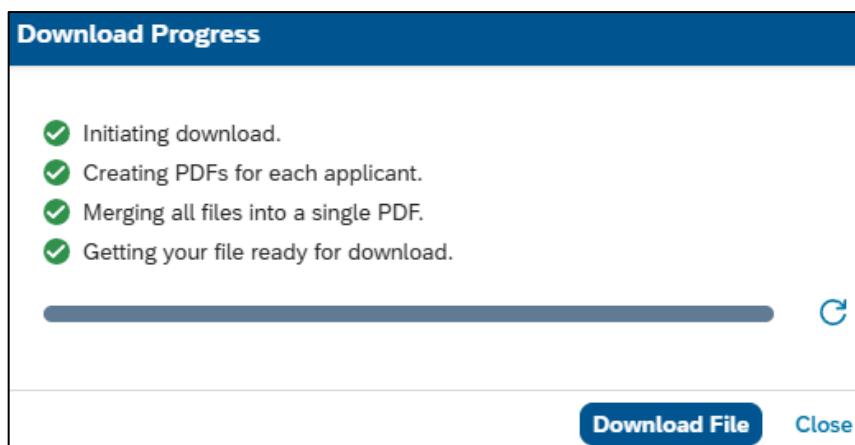
One PDF per applicant, zipped into a single file.

Download **Cancel**

- In the *Available Information* section, select the appropriate checkboxes.

Downloading applicant documents

- Choose a PDF option in the *How would you like to download the file?* Section.
- Click **Download**.
- A message at the top of the page indicates that the download is in progress. The download can take a while to complete, click *View Status* to receive a status update. You may also receive an email from SuccessFactors when the download job is complete.



- Click **Download File** to access the file from your web browser download location.
- Return to [Step 6 of Reviewing and rating applications](#).

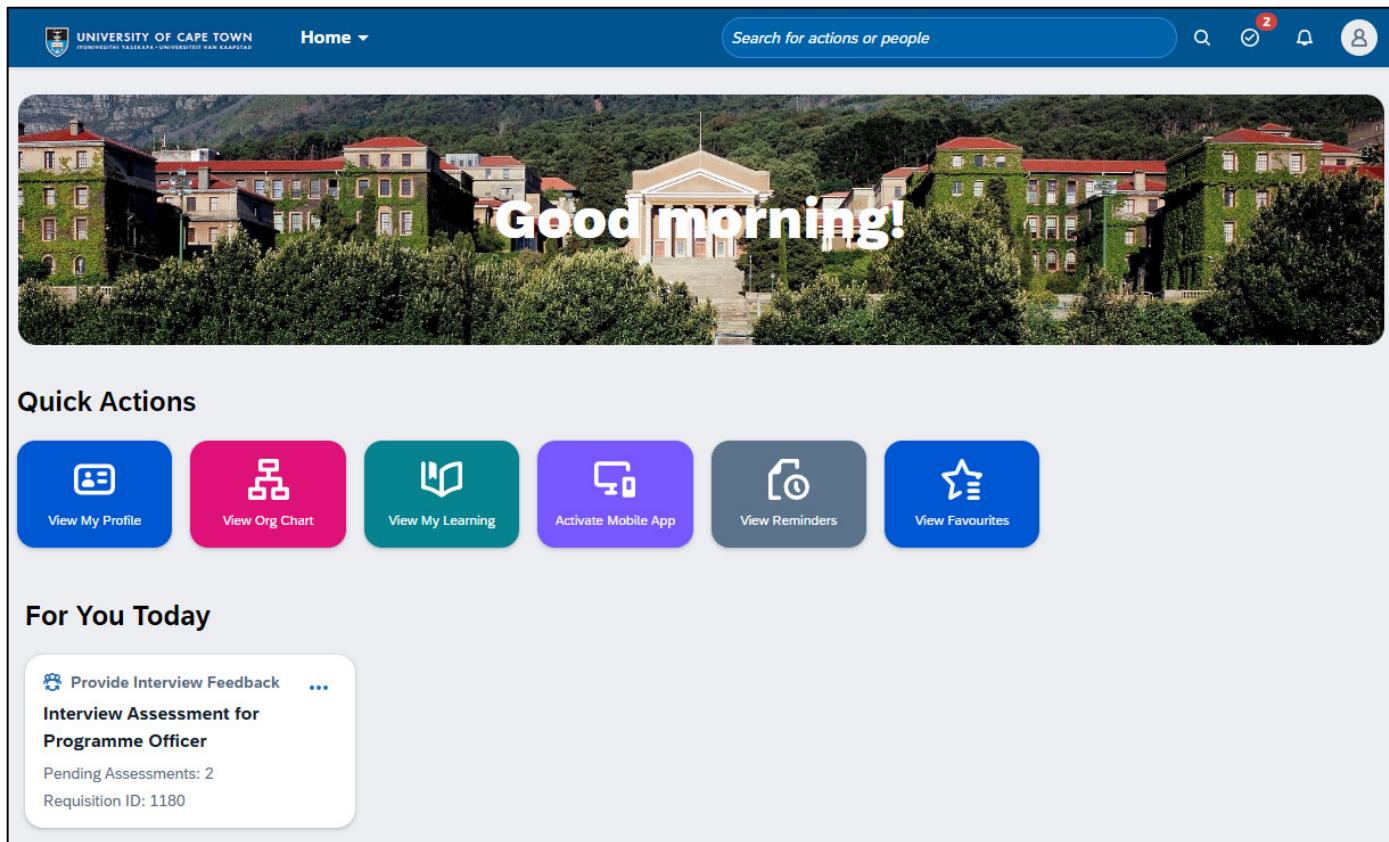
Adding interview ratings for candidates

Overview

After the interview, selection committee members give each candidate (applicant) an overall rating or rate a set of competencies. They may upload interview notes and will indicate if each candidate is appointable or not.

Procedure

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



Good morning!

Quick Actions

- View My Profile
- View Org Chart
- View My Learning
- Activate Mobile App
- View Reminders
- View Favourites

For You Today

Provide Interview Feedback ...

Interview Assessment for
Programme Officer

Pending Assessments: 2

Requisition ID: 1180

- Click the *Interview Assessment* for the appropriate job (e.g. Programme Officer). If there is more than one job requisition to add interview ratings for, click *View All*. In the *Provide Interview Feedback* dialogue box, click the *Interview Assessment* for the appropriate job.

Adding interview ratings for candidates

3. The *Interview Assessment* page appears, each candidate scheduled for an interview appears across the top of the page. Either enter a single *Overall Rating* (see: [Selecting an overall rating](#) below) or, if the committee has chosen this option, rate a set of competencies (see: [Rating a set of competencies](#) on page 14).

The screenshot shows the 'Interview Assessment: Programme Officer' page. At the top, there is a checkbox for 'Include Disqualified Candidates' and a dropdown for 'Items per page' set to 10. Below this is a table with three columns: 'Competency', 'Overall Rating', and 'Summary'. The 'Competency' column contains a 'C' icon. The 'Overall Rating' column has a '1 2 3 4 5' scale with a 'Comments' icon. The 'Summary' column has 'Interview notes' icons. At the bottom of the table, there are 'Overall Rating' buttons for 'Appointable' and 'Not Appointable'. On the right, a 'Stack Ranker' sidebar lists candidates 'L' and 'C' with their initials. Buttons for 'Save', 'Cancel', and 'Finish' are at the bottom right.

Selecting an overall rating

- For the first candidate, select an *Overall Rating* in the *Competency* section. To view rating descriptions, hover over the rating numbers. 1 is *Unsatisfactory* and 5 is *Outstanding*.
- If applicable, add a comment by clicking *Comments* alongside the *Overall Rating* in the *Competency* section. Enter the comment and click *Add*.
- To upload interview notes for the candidate, click *Interview notes*.

Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request. See: [Uploading interview notes](#).

- In the *Overall Rating* section at the bottom, indicate whether the candidate is appointable or not by selecting *Recommended* or *Not Recommended*. The selected option will appear in blue shading.

Overall Rating	
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- Repeat the steps above to select an overall rating for each candidate.
- When ratings have been entered for every candidate, click *Save*.
- Click *Finish* (bottom right) to return to the *Home* page.

Adding interview ratings for candidates

Rating a set of competencies

Follow the steps below if the committee has chosen to rate a set of competencies instead of using a single overall competency rating.

- Each candidate scheduled for an interview appears across the top of the page and the competencies are listed on the left side of the page.

Interview Assessment: Programme Officer

Include Disqualified Candidates

Items per page: 10 Page 1 of 1 Save Cancel

Competency	L	M
Communication ?	1 2 3 4 5	1 2 3 4 5
Planning and organizing / work management ?	1 2 3 4 5	1 2 3 4 5
Adaptability / flexibility ?	1 2 3 4 5	1 2 3 4 5
Quality commitment/ work standards ?	1 2 3 4 5	1 2 3 4 5
Summary	↑ Interview notes	
Overall Rating	👤 👤 💬	

Stack Ranker

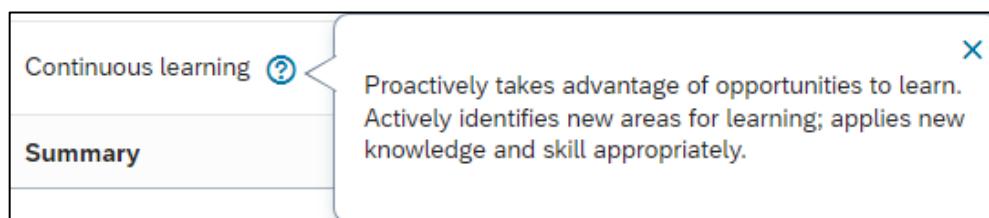
Competency: Summary

M

L

Finish

- To view a detailed description of a competency, hover over ? *Help* next to the competency name.



Adding interview ratings for candidates

- For the first candidate, select a rating per competency. To view rating descriptions, hover over the rating numbers. 1 is *Unsatisfactory* and 5 is *Outstanding*.

Competency	Rating
Communication	3
Planning and organizing / work management	4
Adaptability / flexibility	4
Quality commitment/ work standards	4
Summary	3.75
↑ Interview notes	
Overall Rating	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>

- If applicable, add a comment per rating by clicking *Comments* alongside each competency rating. Enter the comment and click **Add**.
- To upload interview notes for the candidate, click [Interview notes](#).
Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request. See: [Uploading interview notes](#).
- In the *Overall Rating* section, indicate whether the candidate is appointable or not by selecting *Recommended* or *Not Recommended*. The selected option will appear in blue shading.

Overall Rating	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/>
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- Repeat from the previous page to add competency ratings for each candidate.
- When ratings have been entered for every candidate, click **Save**.
- Click **Finish** (bottom right) to return to the *Home* page.

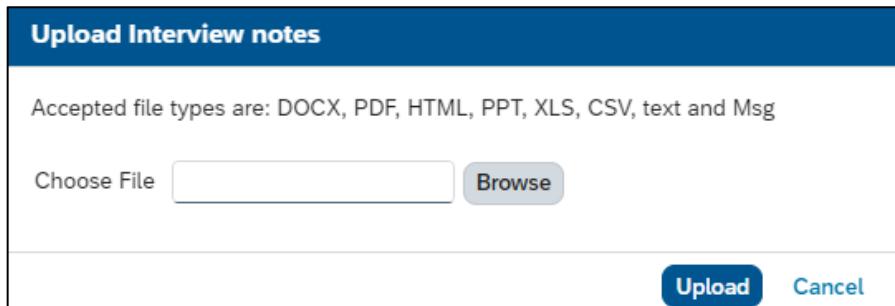
Uploading interview notes

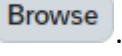
Background

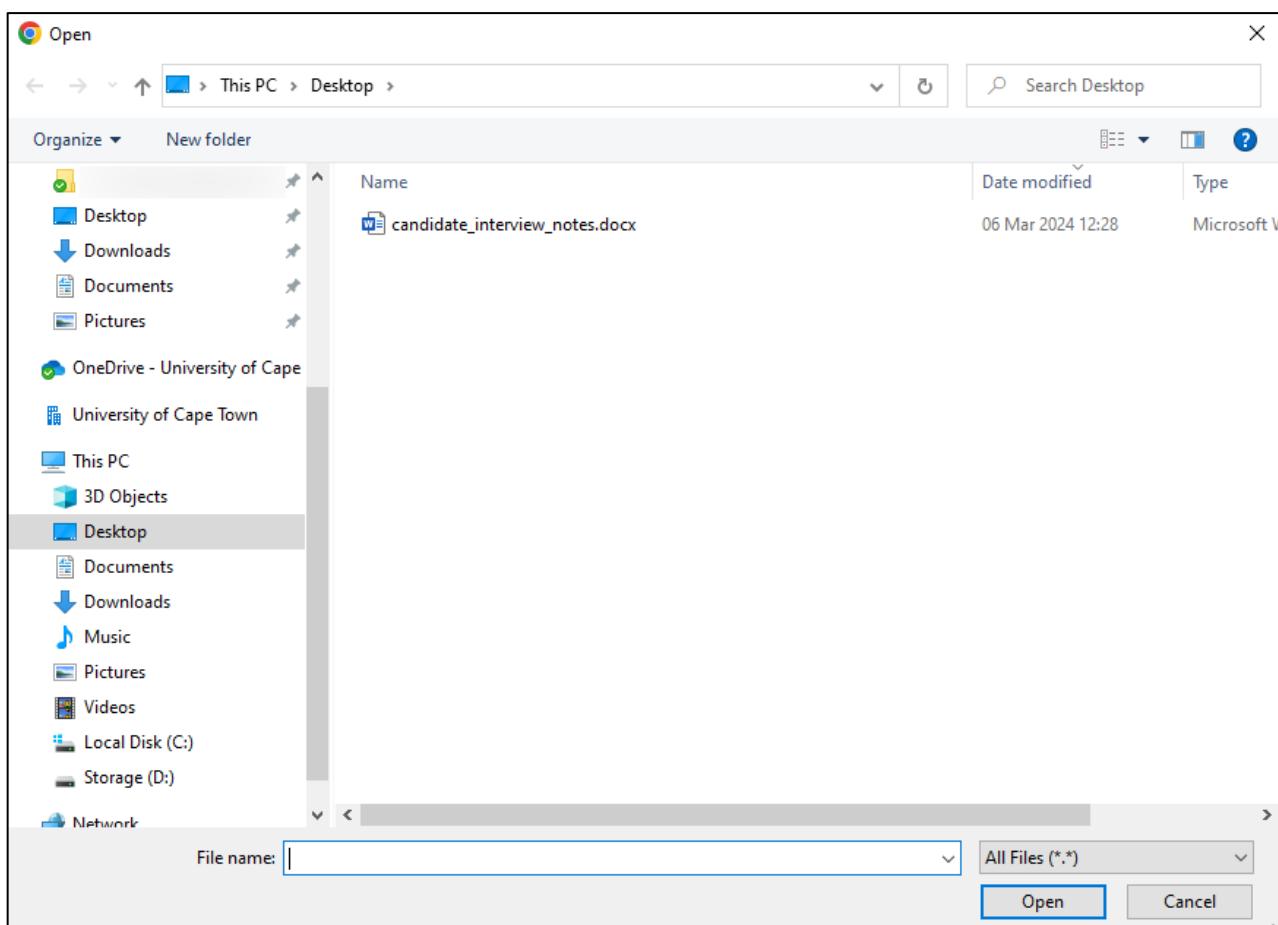
This procedure continues from step 3 of [Adding interview ratings for candidates](#).

Procedure

1. To upload interview notes for the candidate, click  [Interview notes](#) in the *Summary* section.
Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request.
2. The *Upload Interview notes* dialogue box appears.



- In the *Choose File* field, click .
3. The *Open* dialogue box appears.



- Select the interview notes document from your computer.
- Click .

Uploading interview notes

4. The *Upload Interview notes* dialogue box reappears with the file name shown in the *Choose File* field.

Upload Interview notes

Accepted file types are: DOCX, PDF, HTML, PPT, XLS, CSV, text and Msg

Choose File

- Click **Upload**.

L	M
Competency	
Overall Rating ?	1 2 3 4 5 ? 1 2 3 4 5 ?
Summary	5.00 4.00
Notes 	↑ Interview notes
Overall Rating	  ?   ?

- The *Notes* link appears below the *Summary* score. To remove the notes, click  *Delete Interview Notes*.
- Return to step 3 of [Adding interview ratings for candidates](#).

Reviewing or editing interview feedback

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. This page provides an overview of all the job requisitions you are involved in as a selection committee member (e.g. Programme Officer job requisition below).

- Click [Interview Central](#).

Reviewing or editing interview feedback

4. The *Interview Central* page appears. All candidates you've previously rated or marked as *Recommended* or *Not Recommended* are listed.

- If the candidates are not listed, display the candidates and their ratings by clicking the *Job Title*.

Job Requisitions **Preferences** **Interview Central** **Message Centre**

Interview Central

OPENED **CLOSED**

Include Disqualified Candidates Page 1 of 1

Job Title	Req ID	Hiring Manager	Job Description
Programme Officer	1180	L	Job Description

From the Hiring Manager: L

Candidates

Name	Interview Date	Team	Interview Details	Overall Ratings
C	07/11/2025 10:00 AM	5	Print and Go	Recommended 5.00 Edit rating
L	06/11/2025 11:00 AM	5	Print and Go	Not Recommended 3.00 Edit rating

- Click *Edit rating* for any candidate.

5. The *Interview Assessment* page appears, listing all candidates for that job requisition. The candidates either received a single overall rating or were rated on a set of competencies.

Interview Assessment: Programme Officer

Include Disqualified Candidates Page 1 of 1

Competency	Overall Rating	Notes	Interview notes
Communication	1 2 3 4 5		
Planning and organizing / work management	1 2 3 4 5		
Adaptability / flexibility	1 2 3 4 5		
Quality commitment/ work standards	1 2 3 4 5		
Summary	4.00		
Overall Rating	Recommended		

Interview Assessment: Programme Officer

Include Disqualified Candidates Page 1 of 1

Competency	Overall Rating	Notes	Interview notes
Communication	1 2 3 4 5		
Planning and organizing / work management	1 2 3 4 5		
Adaptability / flexibility	1 2 3 4 5		
Quality commitment/ work standards	1 2 3 4 5		
Summary	4.00		
Overall Rating	Recommended		

- To change a rating, select a new number for the applicable rating scale.
- To add interview notes, click [Interview notes](#).
- To change *Overall Rating* in the *Summary* section, select Recommended or Not Recommended. The selected option will appear in blue shading.

Overall Rating	Recommended	Not Recommended
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- When rating changes are complete, click [Save](#).
- Click [Finish](#) to return to *Interview Central*.