

PASONA Crossing User Manual

PASONA N A, INC.



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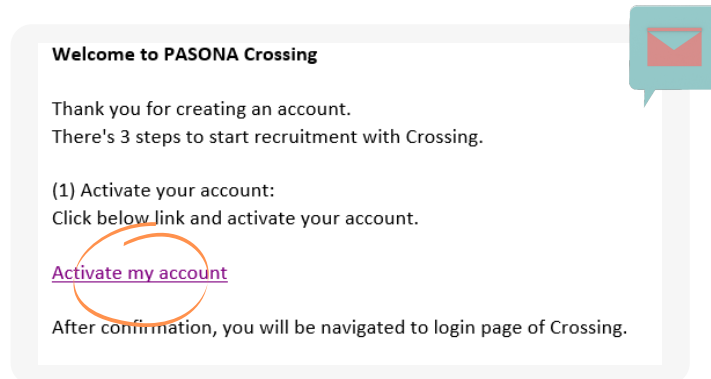
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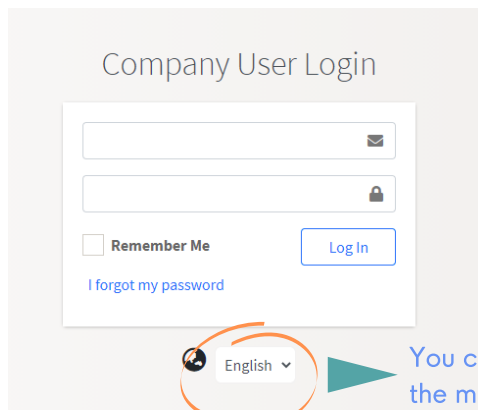
1. Introduction

1-1. Login to the Management Page (First Time)

You should have received a welcome email from crossingapi.com at the email address you registered.



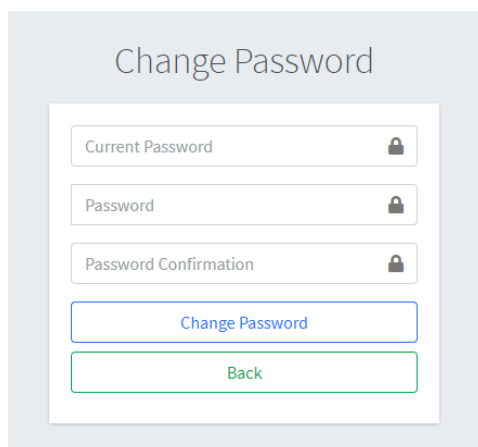
Click on the [Activate my account](#) link.



When the login screen appears, enter your User Name (registered email address) and password to log in.

The information you need to log in is provided in the welcome email.

You can switch the language from here. You can also switch on the management page after logging in.



Once you have successfully logged in, you will be redirected to the password change page where you will need to enter your new password and click the [Change Password](#) button.

1. Introduction

1-2. Login to the Management Page (Second Time Onwards)

① Enter from the login URL

The login URL for the management page is as follows.

<https://crossingapi.com/login>

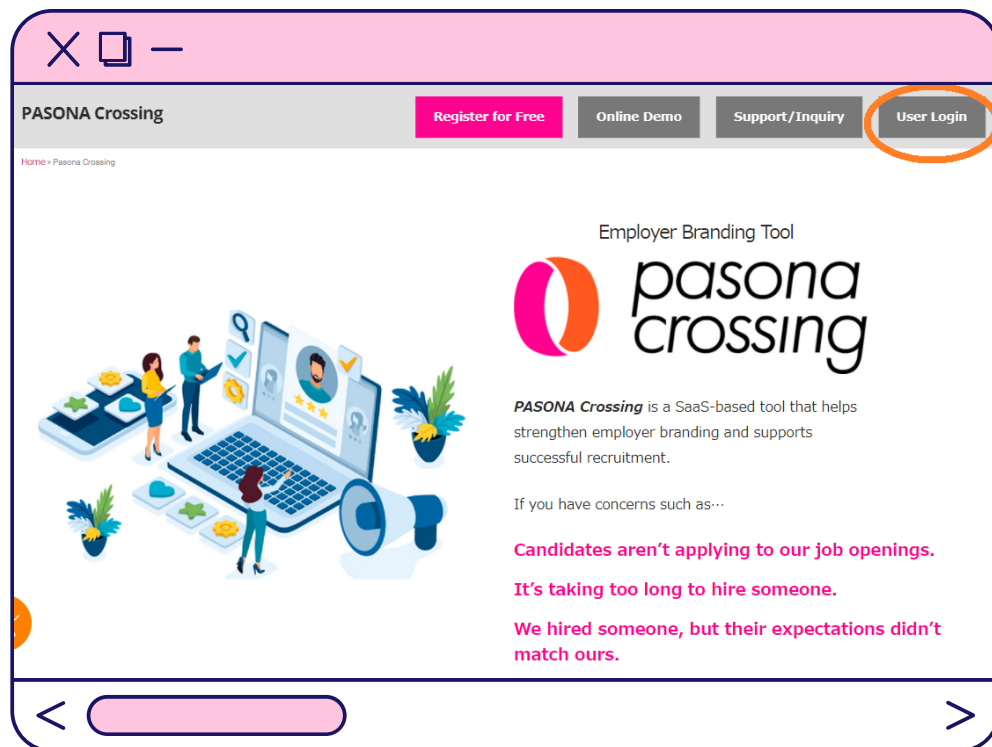
When you access this URL, the login screen will be displayed.

※ We recommend that you bookmark this page.

② Enter from Pasona Crossing's web page

At the top of the Pasona Crossing web page, there is a button for user login.

<https://www.pasona.com/en/crossing/>



1. Introduction

1-3. Forgot Your Password?

Company User Login

Remember Me

[I forgot my password](#)

English

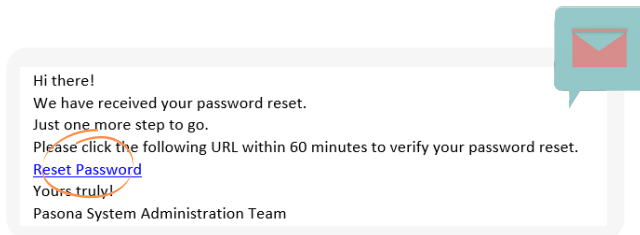
Click **I forgot my password** at the bottom left of the login screen.

Reset Password

When the Reset Password screen appears, enter your registered email address and click the **Send Password Reset Link** button, and the following green pop-up will appear.

An email was sent to you.

If you want to go back to the login screen again, click the Go to login button.



Review the email and click on the **Reset Password** link in the body.

Company Admin

Enter your new password, and the same password again for confirmation, then click the **Reset Password** button.

Company User Login

Remember Me

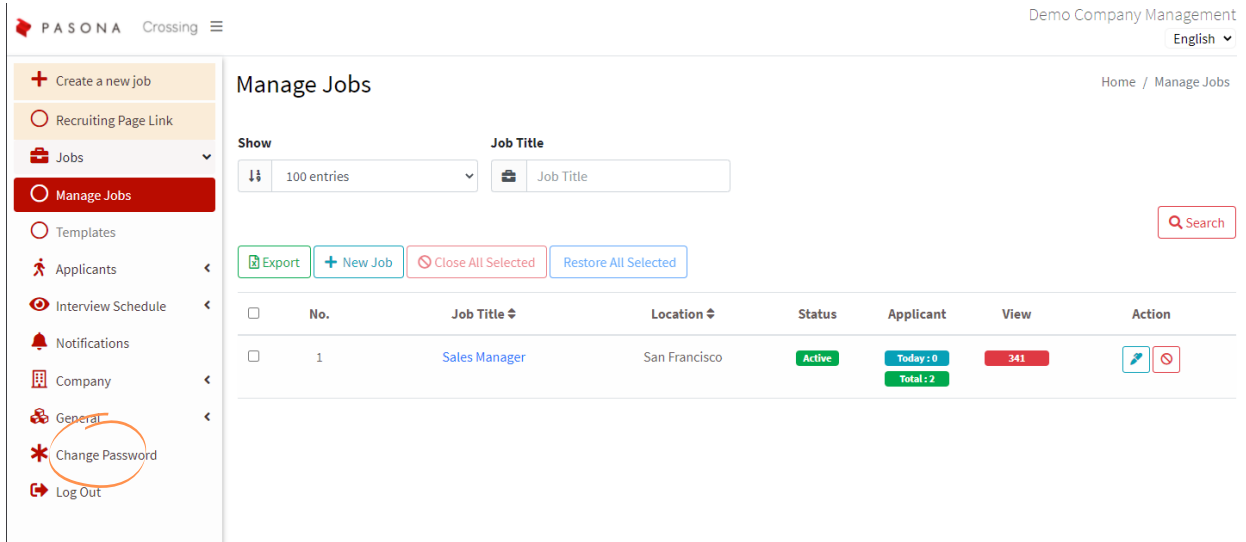
[I forgot my password](#)

English

You will be taken back to the login screen, so please enter your new password and login again.

1. Introduction

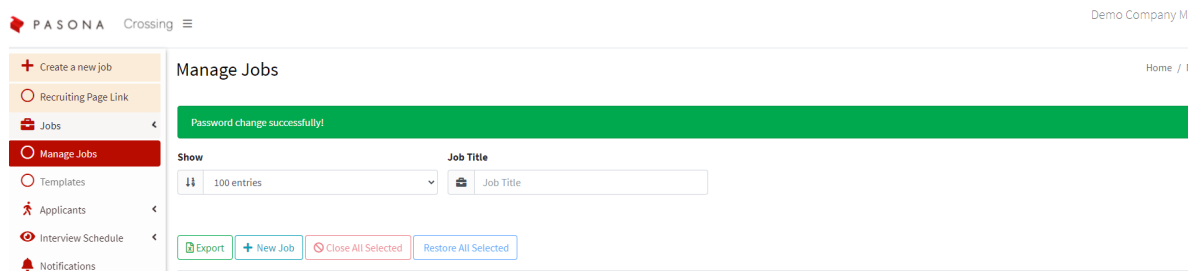
1-4. How to Change Your Password



Select **Change Password** from the left menu.

The 'Change Password' form is displayed in a light gray box. It contains three input fields: 'Current Password', 'Password', and 'Password Confirmation', each with a lock icon. Below the fields are two buttons: 'Change Password' and 'Back'.

Enter your current password, your new password, and the same password again for confirmation, then press the **Change Password** button.

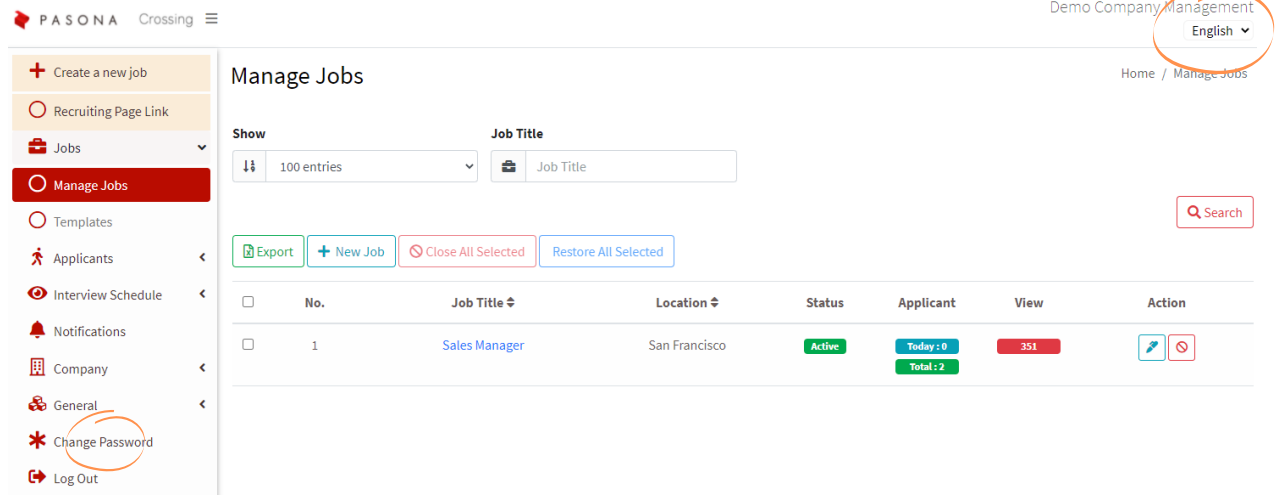


A message will appear on the screen stating that you have successfully updated your password. You can continue to use Pasona Crossing, but please use the new password the next time you log in.

1. Introduction

1-5. How to View the Management Page

You can switch between Japanese and English from here.



Please refer to P4 for instructions on how to change your password.

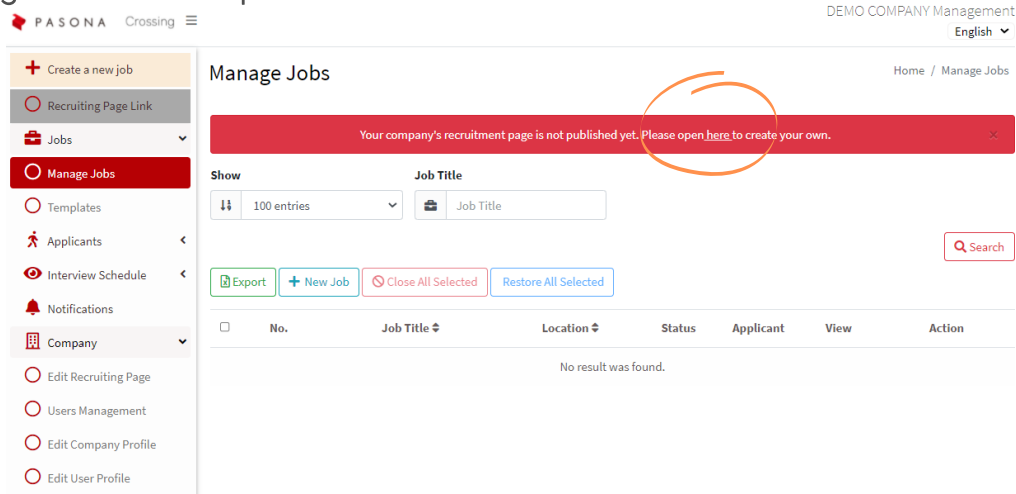
Explanation of the left menu

Jobs	You can create jobs, manage your jobs, and create job templates. →See page 14
Applicants	View and manage the status of applicants, schedule interviews, and more. →See page 18
Interview Schedule	View scheduled interviews and start online interviews. →See page 19
Notifications	Notifications from the system administrator (Pasona) will be displayed in a list.
Company	You can edit the recruiting page, add users, and update company information. →See page 21

2. Creating a Recruitment Page

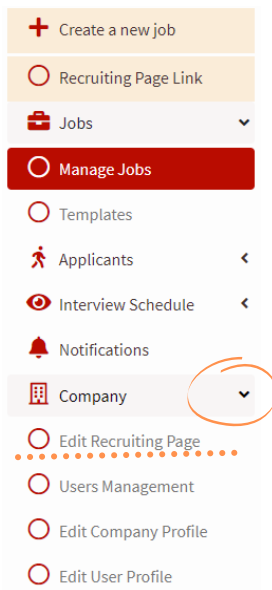
2-1. How to Enter the Recruiting Page Editing Page

① When logging in to the admin page for the first time or when the recruiting page has not been published:



When you log in to the admin page, a message will appear in red stating that the recruiting page has not been published yet. Click [here](#) to open the recruiting page creation page.

② If you want to edit the page you have created:



From the menu on the left side of the screen, select **Company** → **Edit Recruiting Page**.

2. Creating a Recruitment Page

2-2. How to Edit the Recruiting Page①

①Page URL

Page URL*

This "Page URL" will be used as your recruitment page URL in Crossing platform.
Inputting your company name with small letter and hyphen (-) is recommended. Example: my-company-name
This URL can't be changed after the registration.

The URL for the recruiting page is <https://crossing.pasona.com/XXXXX>, but you can specify the XXXXX part at the end of the URL.

Example: my-company name

※The URL cannot be changed once it is registered.

②GENERAL

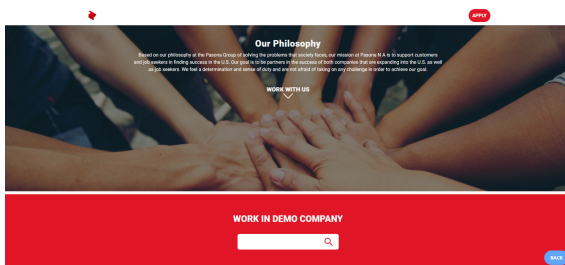
Logo (Optional)
(Minimum width is 150px, minimum height is 50px; Format: PNG)

Primary color

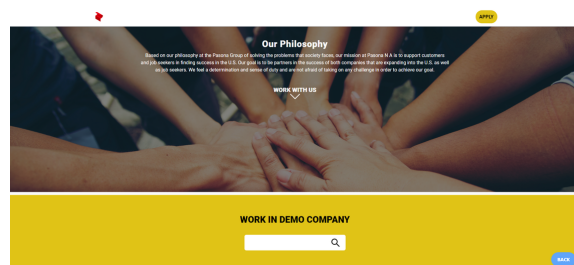
Text Color

Here you can set the company logo and the color scheme of the recruiting page. Use of the logo is optional. You can use PNG files that are at least 150 px wide x 50 px tall.

The primary color will be reflected in the background color of the job search area and Apply button, and the text color will be reflected in the text.



Example:
Primary Color: Red
Text Color: White



Example:
Primary Color: Yellow
Text Color: Black

If you want to stop editing the recruiting page, or if you want to check the status of your work up to that point, click the **Preview** button in the upper right corner of the screen. Your edits up to that point will be saved.

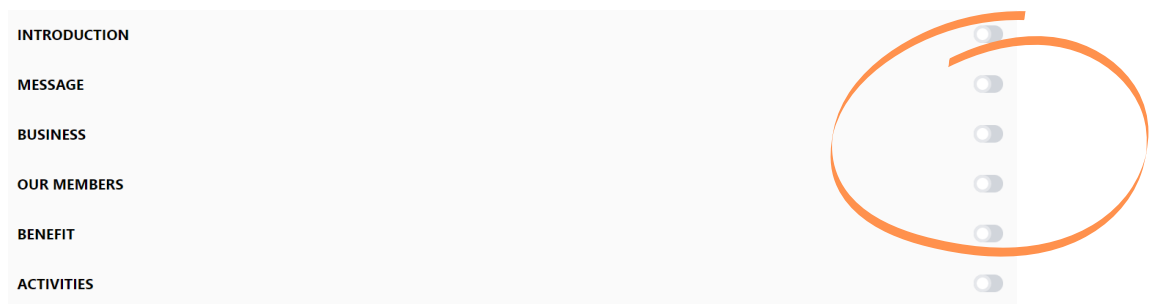
2. Creating a Recruiting Page

2-2. How to Edit the Recruiting Page^②

③TOP

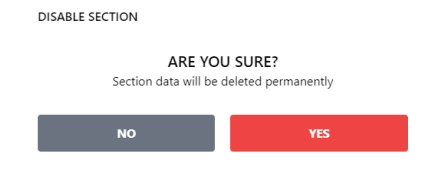


Configure the settings for the top page.
Specify the photo, title, and description to be displayed below the title. You can upload your own photos or use photos from the library.



All other settings are optional. The settings screen will appear when you turn on the toggle button for the item you wish to display.

※Once a section is displayed, hiding it will result in the loss of the information you had previously entered. You will get a warning message as shown on the right.



If you want to stop editing the recruiting page, or if you want to check the status of your work up to that point, click the **Preview** button in the upper right corner of the screen. Your edits up to that point will be saved.

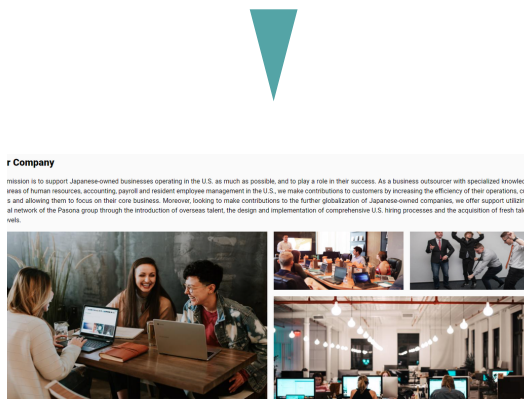
2. Creating a Recruiting Page

2-2. How to Edit the Recruiting Page^③

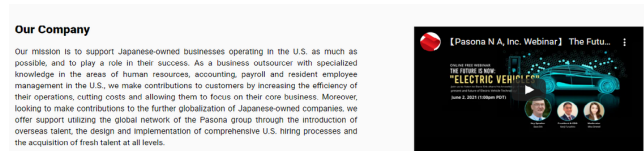
④ INTRODUCTION

The form has two main sections: 'Video' and 'Photos'. The 'Video' section is selected with a radio button and includes a 'URL' input field. The 'Photos' section is unselected and includes 'Upload' and 'Media library' buttons. Below these are fields for 'Title' (up to 100 characters) and 'Description' (up to 1000 characters).

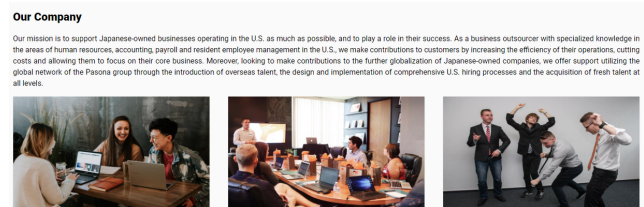
In the Introduction section, you can post a video or a photo of your company. Click on the radio button of your choice. For the video, provide the URL of a video storage location such as Youtube or Vimeo. Direct upload is not possible. For photos, you need to upload 3 to 6 photos. (The maximum size of a photo is 4MB.) The layout will automatically change depending on the number of photos.



When 4 photos are included



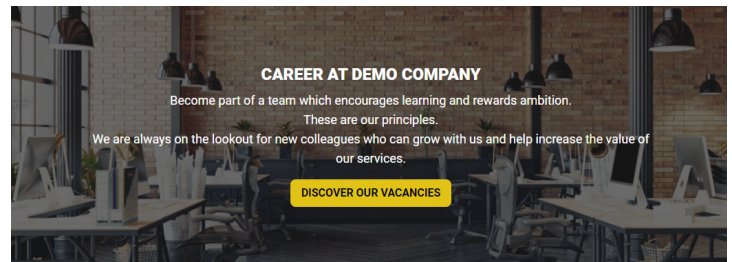
When a video is included



With 3 photos

⑤ MESSAGE

The form has three fields: 'Background image' (with 'Upload' and 'Media library' buttons), 'Title' (up to 80 characters), and 'Description' (up to 250 characters). A teal arrow points from the form to the preview image on the right.



You can edit the section that contains the button to jump to the job listing. Specify the background image, title and text to be displayed.

If you want to stop editing the recruiting page, or if you want to check the status of your work up to that point, click the **Preview** button in the upper right corner of the screen. Your edits up to that point will be saved.

2. Creating a Recruiting Page

2-2. How to Edit the Recruiting Page ④

⑥ BUSINESS

BUSINESS 1

Icon

Title (Up to 50 characters)

Description (Up to 300 characters)

BUSINESS

- Human Resource Solutions**
The way we work has changed drastically over the past decade. Human capital, the value of an employee's experience and skills, has become one of the factors in determining the success of a company. Because of this, there is an increased need for a company to create a human resource strategy.
- Business Process Re-engineering**
The global economy is growing in complexity due to advancements in technology and trends for economic liberalization. In order to stay competitive, companies need to address dynamic competitive requirements of ever-changing market demands by allocating resources effectively.
- Knowledge Process Outsourcing**
As competition heats up amid globalization, the world is moving at a rapid pace and there is an overwhelming amount of data. This has created a high demand for increased value to business activities and for the taking of action based on access and analysis of necessary data.

You can describe your business. Select the icon and enter the title and description, or click "Add Box" to display additional fields if you want to enter more than one description.

⑦ OUR MEMBERS

MEMBER 1

Photos

Member's Name (Up to 50 characters)

Position/Department (Up to 100 characters)

Description (Up to 300 characters)

OUR MEMBERS

- JONAS KAKAROTO**
CFO
Jonas attributes his success in multiple performance-based industries on the belief that he was committed to providing significantly more value to his
- BEATRIX CAMPBELL**
Founder and CEO
Beatrix is a serial entrepreneur and investor. As a marketing and sales expert, she and her team have helped hundreds of companies streamline customer acquisition
- SERGIO PAULA**
CTO
Sergio's passion for the technical side of digital marketing has led him to specialize in SEO, web analytics, and web coding and design. His data-driven mindset

An introduction to the company's members can be included. If you want to add more than one person, click "Add Member" to display additional fields.

⑧ BENEFITS

BENEFIT 1

Icon

Title (Up to 50 characters)

Description (Up to 300 characters)

BENEFITS

- 4 months Company Paid Parental Leave**
We will provide up to 16 weeks of paid parental leave to employees following the birth of an employee's child or the placement of a child with an employee in connection with adoption or foster care.
- Flexible Work Schedule**
Flextime, in which an employee works eight hours per workday, but there is flexibility in an employee's set scheduled starting and ending times.
- Birthday Paid Leave**
You can take either your birthday or the day after your birthday as paid leave, on top of your annual PTO.

This is the section to fill out the benefits information. It is recommended that you focus on the points that appeal to job seekers here. If you want to include more than one benefit, click "Add Box".

If you want to stop editing the recruiting page, or if you want to check the status of your work up to that point, click the **Preview** button in the upper right corner of the screen. Your edits up to that point will be saved.

2. Creating a Recruiting Page

2-2. How to Edit the Recruiting Page ⑤

⑨ ACTIVITIES

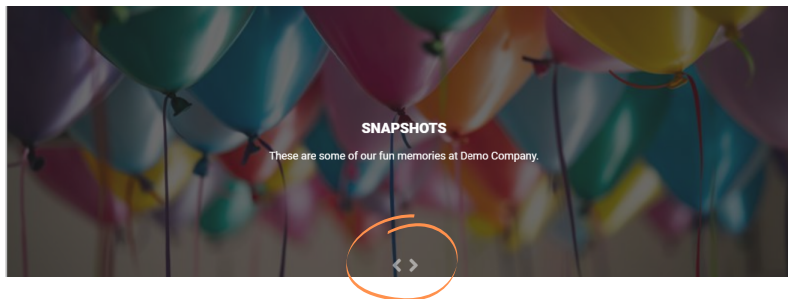
• Set multiple images for 1 text ○ Set text for each image

Slide Photo
(Minimum width: 800px, Format: JPEG)

Activity's Name
(Up to 100 characters)

Description
(Up to 200 characters)

You can set up a photo gallery for your company's non-business activities and internal events. You can choose to have one text for all the photos or different text for each photo. If you change this setting in the middle of the process, the information you have entered up to that point will be lost, so please choose which setting you want to use first before you start uploading photos or entering text.



If you have uploaded more than one photo, press the arrows to switch between the photos.

⑩ FOOTER

Company Name (Optional)
(Up to 20 characters)


Company URL (Optional)

Address (Optional)

Phone (Optional)

Email (Optional)

SNS (Optional)



DEMO COMPANY

Address
340 Madison Avenue, Suite 12-B, New York, NY 10173

TEL
000-000-0000

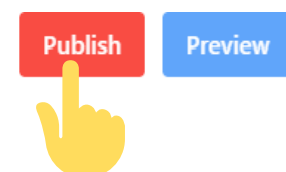
Email
noreply@career.com

Configure the Footer settings.

You can set the company name, company website URL address, address, phone number, email address, and social media sites. In the social media field, you can display Facebook, Instagram, YouTube, Twitter, LinkedIn, and website.

If you set Facebook, the Facebook icon will appear in the upper right corner of the Footer.

This completes the editing of the recruiting page. Press **Publish** in the upper right corner of the screen to publish the recruiting page. After publishing, you can edit the recruiting page at any time from the Edit Recruiting Information page in the Company tab.

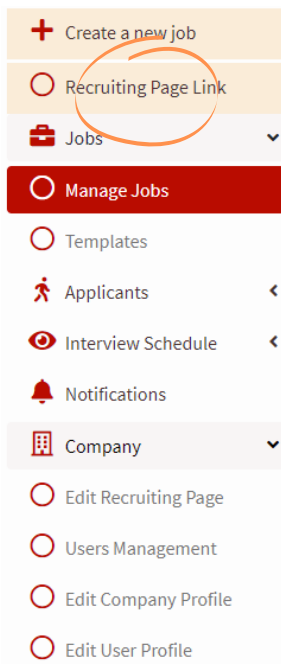


2. Creating a Recruiting Page

2-3. Access to the Recruiting Page

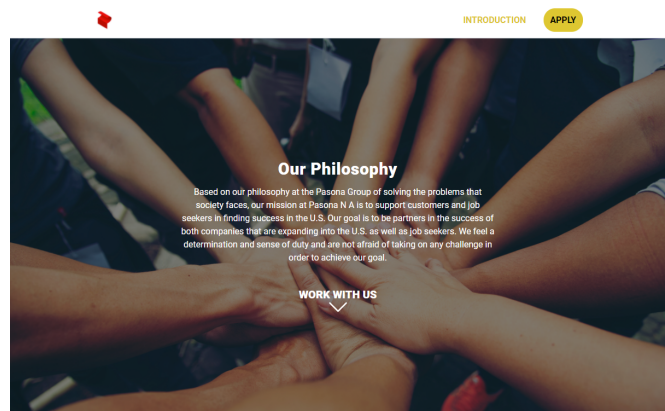
The URL link of the recruiting page will be the one you specified when you created the recruiting page.

After the recruiting page has been published, you can access it directly from this link or from the admin page.



Please select the recruiting page URL link from the left menu of the admin page.

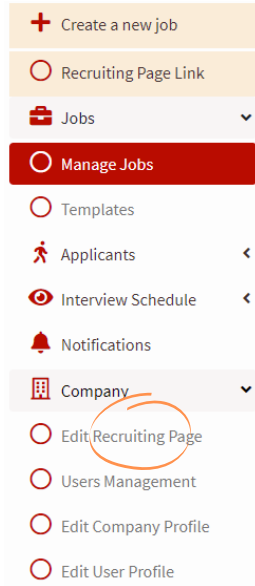
The recruiting page will launch in a new browser tab.



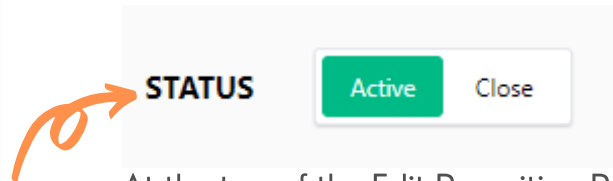
2. Creating a Recruiting Page

2-4. Public/Private Settings for the Recruiting Page

Even once a recruiting page has been made public, you can switch it to private with the click of a button. Even after the page is set to private, you can make it public again.



Select "Edit Recruiting Page" from the "Company" menu on the left side of the admin page.



At the top of the Edit Recruiting Page screen, you will see a button called **STATUS**.

Select **ACTIVE** to make the recruiting page public, or **CLOSE** to make it private.

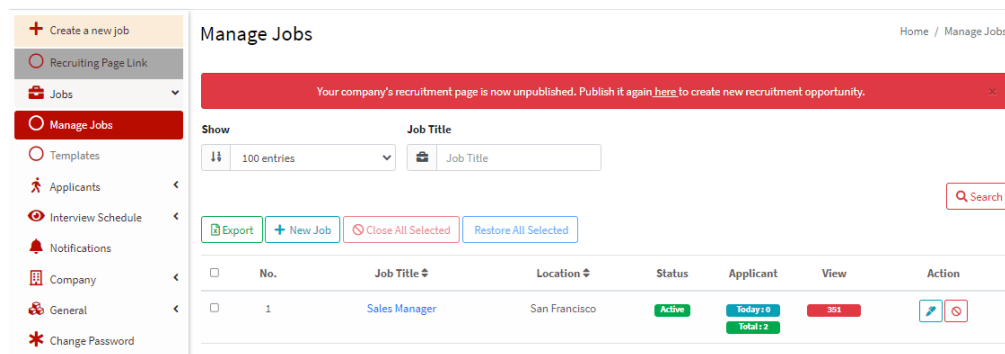
CLOSE PAGE

Are you sure to make your recruitment page close?

CANCEL

OK

If you choose to make it private, the following confirmation screen will appear.



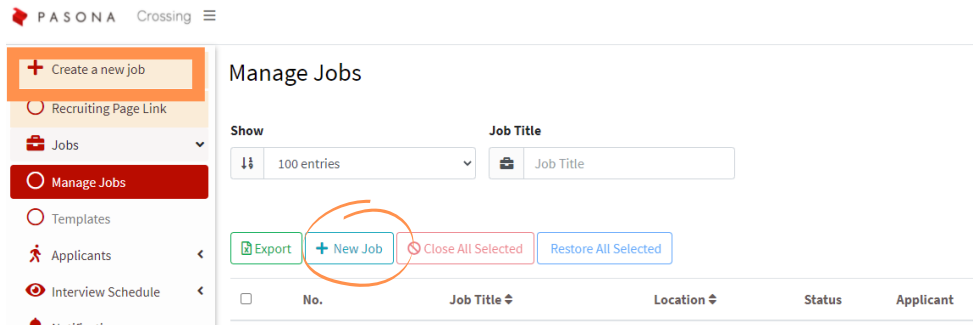
If you choose to make the recruiting page private, a red banner will appear at the top of the admin page stating that the recruiting page is private, and the **Recruiting Page Link** in the left menu will become inactive.

To publish the recruitment page again, click on the **here** text in the banner to enter the recruiting page edit screen, and switch STATUS to **ACTIVE**.

3. Job Management

3-1. Create a New Job

Select **Create a new job** from the left menu on the top page.
Alternatively, select the **New Job** button in the Manage Jobs page.



If this box is checked, Negotiable will be displayed in the Salary field.

In the job detail page, it will appear as Additional Information under the Job Title and Salary.

If you select Active, the job will be listed in the job list on the recruitment page. If you are not ready to publish, please select Inactive.

Include the location information that will appear on the job listing.

Include a brief description of the job that will appear on the Careers page. (Underlined section)

Please select a currency.

You can set up to three images to be posted with the job (optional).

Be sure to press Enter after entering the hashtag. You can set multiple hashtags.

3. Job Management

3-1. Create a New Job (Continued)

The Title Label and details may contain sample text, but you can overwrite them and edit them freely.

There are 6 job requirement boxes displayed by default. If you don't need them, please delete them.

If you want to add more boxes, click the Add button.

Click here if you would like to set a Video CV.

When you are done, click the Create button.

If you want to post jobs on social media, please check the checkbox. You will be redirected to the login information confirmation page for each social media site.

【What is a Video CV】

Video CV is a tool that allows job applicants to send in a video reply to application questions set by the company. If you would like to add the Video CV setting, please click on the Add button on the right.

If you would like to require a Video CV, please check the checkbox. Once checked, it will require applicants to video-answer all questions. Please note that if you require a Video CV, applicants will not be able to apply until they upload their video-answers.

Enter a question into the Question box.

Set a time limit on how long the video may be by using the Timer (sec) bar.

For more than 2 questions (max. 5), click here to add more boxes.

3. Job Management

3-2. How to View the Manage Jobs Page

You can choose to display 100, 150, or 200 jobs.

You can also search by Job Title.

Status

Active: The job is listed on the recruiting page.

Inactive: The job is not listed on the recruiting page.

Closed:

Applicant

Today: Number of people who applied for the job today.

Total: The number of people who applied for this job in total.



View

Number of times this job has been viewed.

Manage Jobs

Show: 100 entries | Job Title: Job Title

Export | + New Job | Close All Selected | Restore All Selected

No.	Job Title	Location	Status	Applicant	View	Action
1	Sales Manager	San Francisco	Active	Today: 0 Total: 2	351	 

 You can edit the jobs you have created by clicking this button.

 You can close jobs from this button.

Export

This button allows you to export the job list to Excel.

+ New Job

Click on this button to open the New Job screen.

*See PXX for details.

Close All Selected

If you check the box next to the job number and click this button, the job will be closed and will no longer appear on the recruiting page.

Resume All Selected

Check the box next to the job number and click this button to reopen the job and post it on the recruiting page.

When you close a job, the status will change to **Closed** as shown below and you will not be able to edit the job. To make the job editable again, click the **Restore Jobs** button in the Actions section or check all the jobs that apply and click the **Restore Selected Jobs** button.

1

Sales Manager

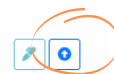
San Francisco

閉じ済み

今日: 0

150

合計: 2



3. Job Management




3-3. Creating a Template




If you plan to use a similar position more than once, it is useful to have a template ready. If you have more than one template, you can search by template name.

Templates

Show 100 entries Job Template Search

+ New Template Delete All Selected

No.	Template	Created At	Last Update	Created By	Action
1	Sales Template	01 Jul 2021	02 Jul 2021	XXXXXXXX	  

-  You can create a job using this template from this button.
-  Click this button to edit a template you have created.
-  You can delete a template from this button.

+ New Template

Clicking this button will open the Creating Job Template screen shown below.

Delete All Selected

Check the box next to the appropriate template number and click this button to delete the selected template.

Creating Job Template

Template name (*)

Job Title (*)

Description for job list (Max: 120 characters)(*)

Salary (*) From ~ To VND

Negotiable

Remark (Max: 1000 characters)

Size recommendation 1920 x 1080px

Thumbnail Icon 1

Thumbnail Icon 2

Thumbnail Icon 3

The content of the template is the same as that of a regular job posting, so please refer to page 13 for details.

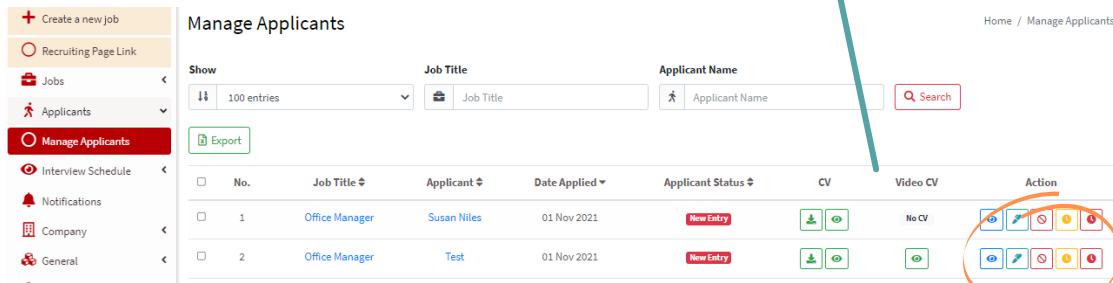
※It is not possible to change a job that has already been created into a template.

4. Applicant Management

4-1. Applicant Management

You can manage a list of applicants for a job.
You can search by Job Title or Applicant Name.

You can choose whether to download a resume, or to open it in the browser.
When a Video CV is uploaded, the [📺] icon will appear and you can click on this icon to view the video.

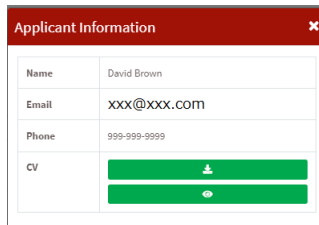


- Click this mark to view the applicant's information → ①
- You can edit an applicant's information by clicking this button → ②
- You can delete an applicant's information from this button
- You can schedule an online interview from this button → ③
- You can edit the online interview from this button → ④

Export

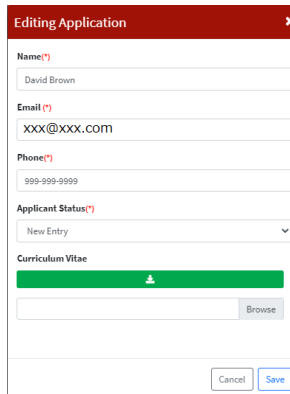
This button allows you to export the list of applicants to Excel.

①



You can choose to download the resume or view it in your browser.

②

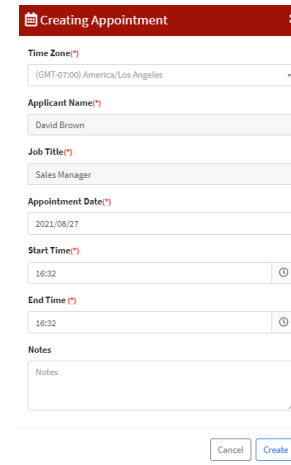


You can manage the Applicant Status from the status drop-down list.

《Status Options》

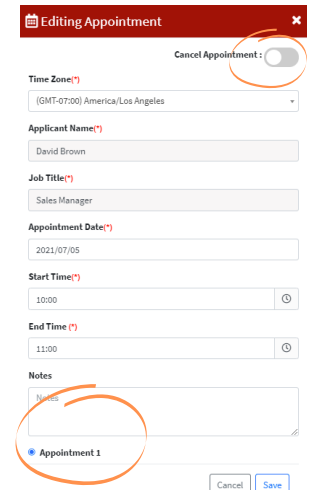
- New Entry
- Rejected
- Passed First Interview
- Passed Second Interview
- Passed Final interview
- Rejected after First Interview
- Rejected after Second Interview
- Rejected after Final Interview
- Cancel

③



After filling out the information and pressing Create, the interview notification will be sent to the candidate.

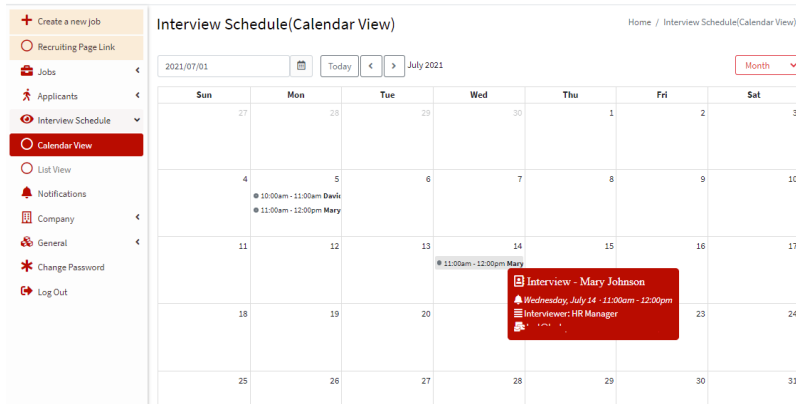
④



You can edit the interviews you have already set up. You can cancel an interview from the top right corner of the screen. If you have more than one interview scheduled, use the buttons at the bottom of the screen to switch between them.

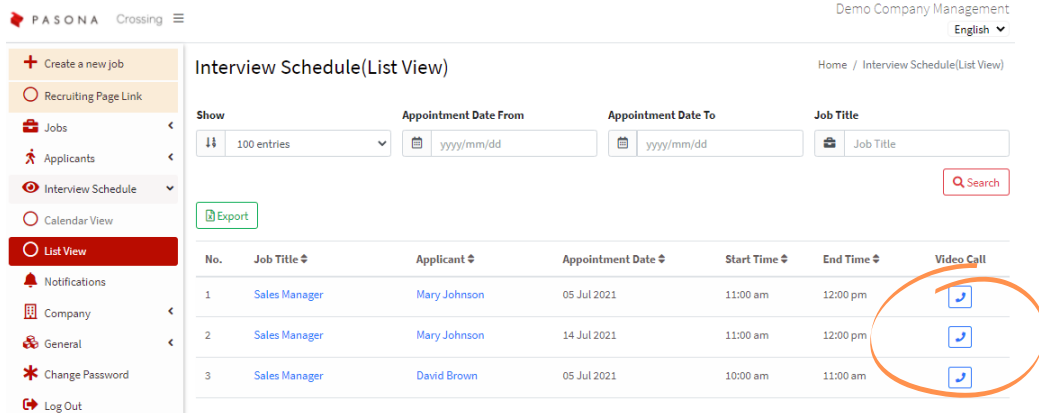
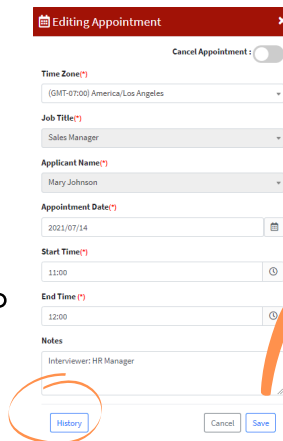
5. Interview Date

5-1. Calendar and List Views



If you choose to view the calendar, you will be able to see all of your scheduled online interviews in a calendar. The time and the applicant's name will be displayed in the calendar, but you can hover over it to see the details and click on it to open the edit screen.

Only when you open the Editing Appointment screen from the calendar view, you will see a button called History in the lower left corner, which you can click to view all the interview appointments set for this candidate.



Selecting List View will show you a list of all scheduled online interviews. You can also filter by interview date or job title. Clicking on a job title will take you to the job detail screen, and clicking on an applicant will take you to the applicant's detail screen. When it is time for the interview, click the video call button on the far right to conduct the interview.

Export

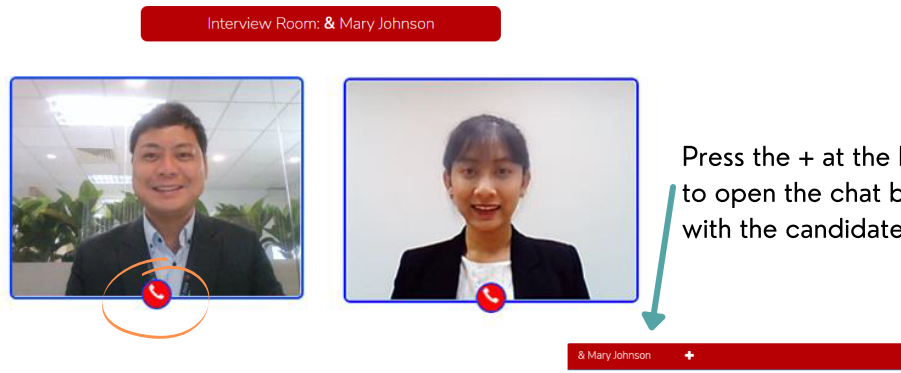
You can export the interview list to Excel by clicking this button.

5. Interview Date

5-2. How to Conduct Online Interviews

At the interview time, press the video call button from the scheduled interview list to start the video interview.

Press the handset button to end the call. If you accidentally press it, go back to the list of scheduled interviews and press call again.

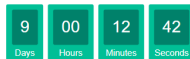


Interview Room

& Mary Johnson

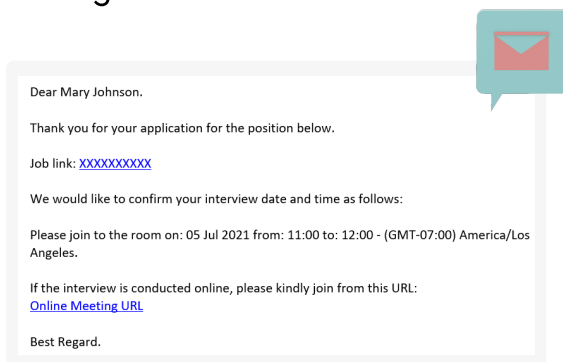
It's not time to start.

It automatically join the video chat room when the timer runs out.



If you click the button before the start time, you will see a countdown screen as shown on the left and the interview will not start.

Job seekers will receive an email with the interview URL link when they set up the interview and can click on it to join. Only job seekers will see the screen shown on the right at the end of the call.



Interview Room

Thank you for participating the interview. Please close this page.

6. Company Information

6-1. User Management

※Please see page 13 for the URL link of the recruiting page and page 8 for editing the recruiting page.

In the Company User Management section, you can view and add information about people who are registered as corporate users.

The screenshot shows the 'Company User Management' page in the PASONA Crossing system. The left sidebar contains navigation options like 'Jobs', 'Applicants', and 'Users Management'. The main content area displays a table of users with columns for 'No.', 'User Name', 'Email-Address', 'Last Login', 'Status', and 'Action'. A single user, 'Demo User', is listed with email 'xxx@xxx.com' and status 'Active'. Above the table are controls for 'Show' (100 entries), 'User Name' search, and buttons for 'Export' and '+ New User'.

Export

This button allows you to export the list of corporate users in Excel.

+New User

When you click this button, you will see the following pop-up, enter the information and click the Create button to add a corporate user.

Creating Company User

Full Name(*)

Full Name

Email-Address(*)

Email-Address

Password(*)

Password

Confirm Password(*)

Confirm Password

Send notification email to new user

Cancel

Create

The password you enter here will be displayed in your email.

If this box is checked, an email will be sent to the user as shown in the figure on the right.

Hi XXXXX

XXXXX who belongs to Demo Company invited you to PASONA Crossing Company Admin.

This is your access information.

Login Link: XXXXX

Username/Email: XXXXX

Password: XXXXX

It is recommended to change password after you success to login.

6. Company Information

6-2. Update Company Information

In the Company Update Information section, you can edit your company information. Currently, the information you enter here will not be automatically used on the recruiting page.

※The company name and website URL (the URL of the recruiting page you created) cannot be changed.

Company Update Information

Work Locations +

Company English Name	Company Local Name
<input type="text"/>	<input type="text" value="Demo Company"/>
President/CEO/Owner	Company Size
<input type="text"/>	<input type="text"/>
Date Incorporated	Date Operation Started
<input type="text"/>	<input type="text"/>
City (*)	Address
<input type="text" value="Ho Chi Minh"/>	<input type="text"/>
Zip Code	Company Phone (*)
<input type="text" value="123456"/>	<input type="text"/>
Email	Contact Page Url
<input type="text"/>	<input type="text"/>
Website	
<input type="text" value="https://d1ke3qhi91fs04.cloudfront.net/pasona-demo"/>	
Description	
<input type="text"/>	

LinkedIn +

LinkedIn -

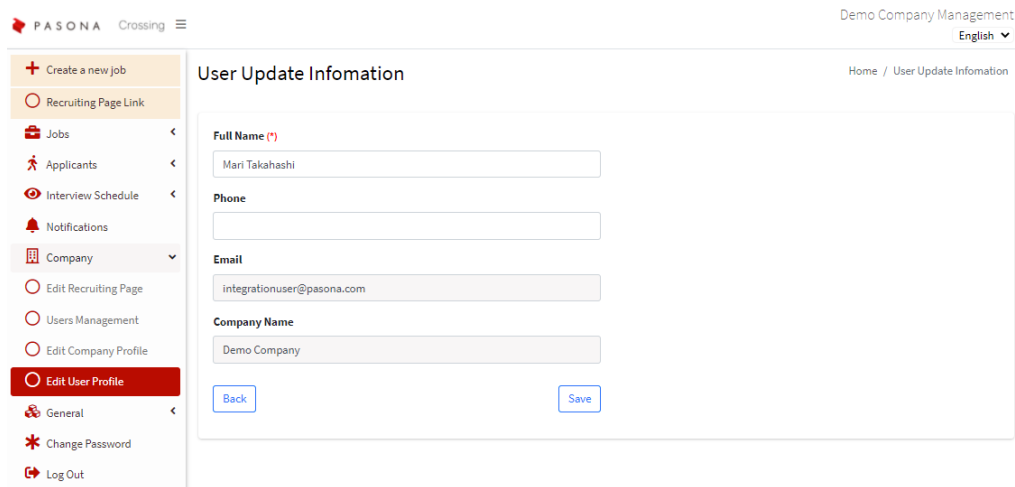
All of this information is required for posting jobs to LinkedIn

Client ID	Client Secret
<input type="text"/>	<input type="text"/>
Organization Urn	
<input type="text"/>	

※To post a job on LinkedIn, you must first enter your information in the LinkedIn section of the company information page.

6. Company Information

6-3. Update User Information



The screenshot shows the PASONA web application interface. The top left corner displays the PASONA logo and the text "Crossing". The top right corner shows "Demo Company Management" and a language dropdown menu set to "English". A left-hand navigation menu is visible, with "Edit User Profile" highlighted in red. The main content area is titled "User Update Information" and contains a form with the following fields:

- Full Name (*)**: A text input field containing "Mari Takahashi".
- Phone**: An empty text input field.
- Email**: A text input field containing "integrationuser@pasona.com".
- Company Name**: A text input field containing "Demo Company".

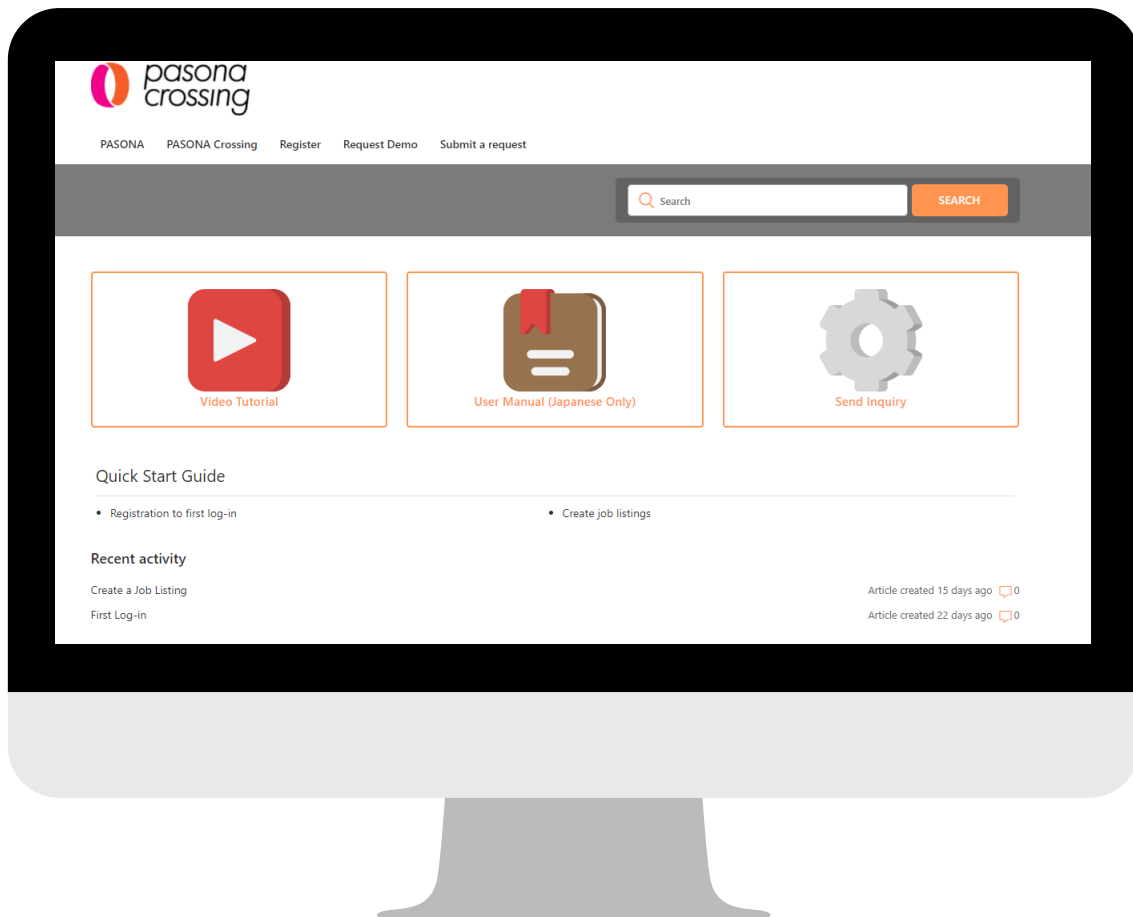
At the bottom of the form are two buttons: "Back" and "Save".

In the User Update Information section, you can update your own user information. Edit the content and then click the Save button.

※You cannot change your email address.

Contact Us

If you have any questions about how to use Pasona Crossing, please visit our Support Center. We accept specific questions at the Support Center.



<https://crossingsupport.pasona.com/hc/en-us>

