PASONA Crossing User Manual

PASONA N A, INC.

pasona
crossing

CONTENTS

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.

Welcome to PASONA Crossing

Thank you for creating an account.
There's 3 steps to start recruitment with Crossing.

(1) Activate your account:
Click below link and activate your account.

Activate my account

After confirmation, you will be navigated to login page of Crossing.
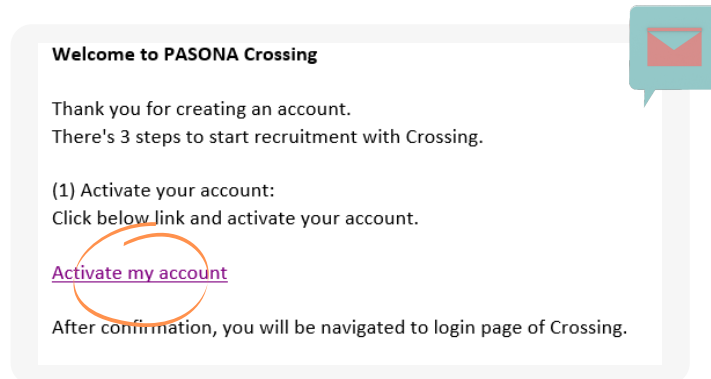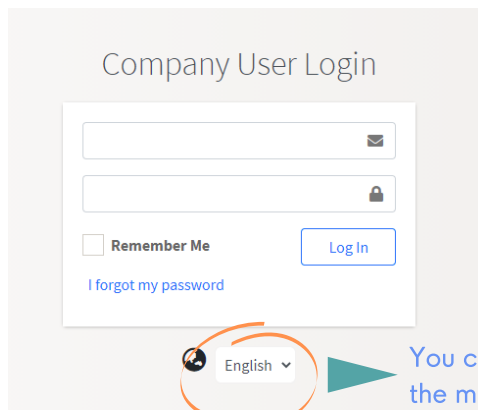
Click on the **Activate my account** link.

Company User Login

☐ Remember Me   Log In

I forgot my password

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.

English

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

Change Password

Current Password

Password

Password Confirmation

Change Password

Back
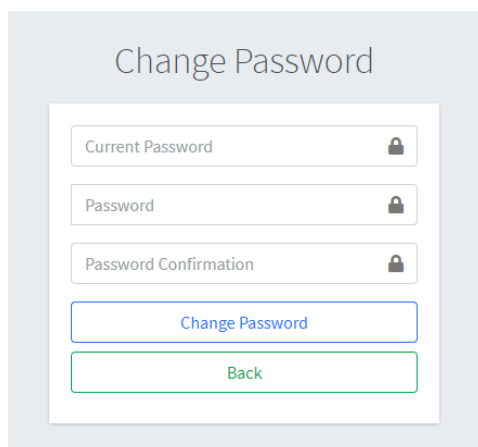
Once you have successfully logged in, you will be redirected to the password change page where you will need to enter your new password and click the **Change Password** button.

2

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

①Enter from the login URL

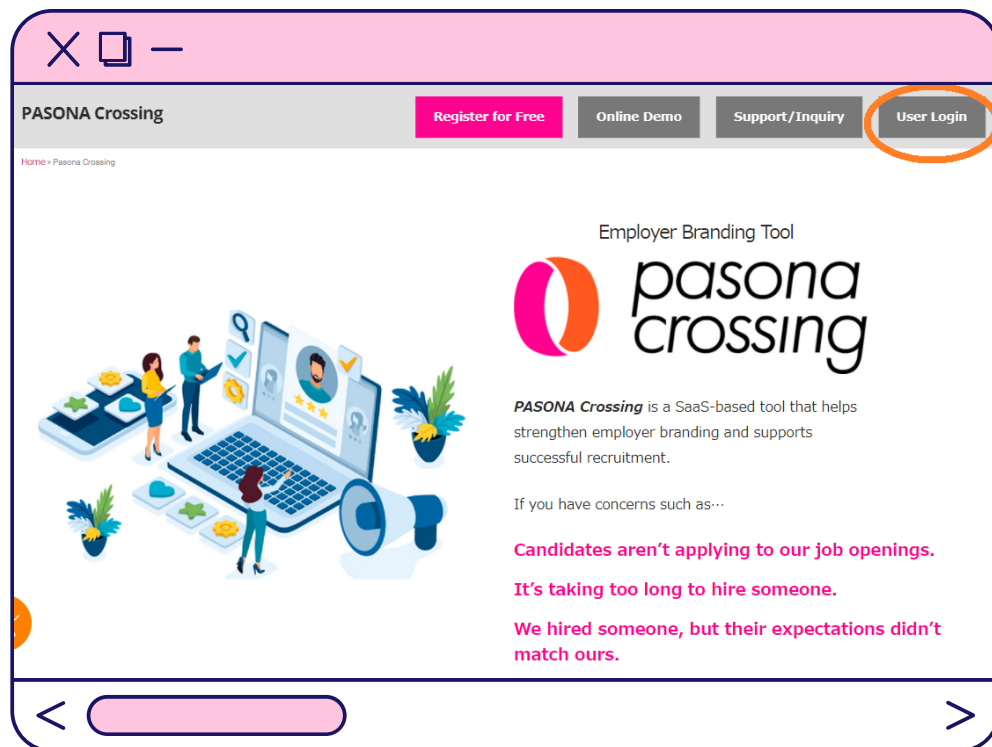The login URL for the management page is as follows.
https://crossingapi.com/login
When you access this URL, the login screen will be displayed.
※We recommend that you bookmark this page.

②Enter from Pasona Crossing's web page

At the top of the Pasona Crossing web page, there is a button for user login.
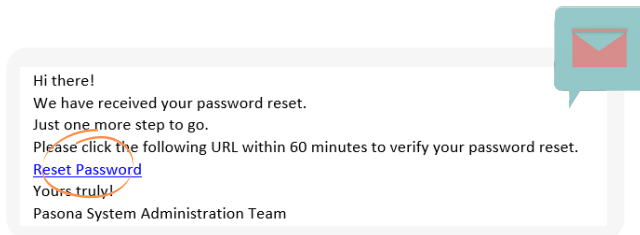https://www.pasona.com/en/crossing/

1-3. Forgot Your Password?

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

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.

Hi there!
We have received your password reset.
Just one more step to go.
Please click the following URL within 60 minutes to verify your password reset.
Reset Password
Yours truly!
Pasona System Administration Team

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

Enter your new password, and the same password again for confirmation, then click the **Reset Password** button.
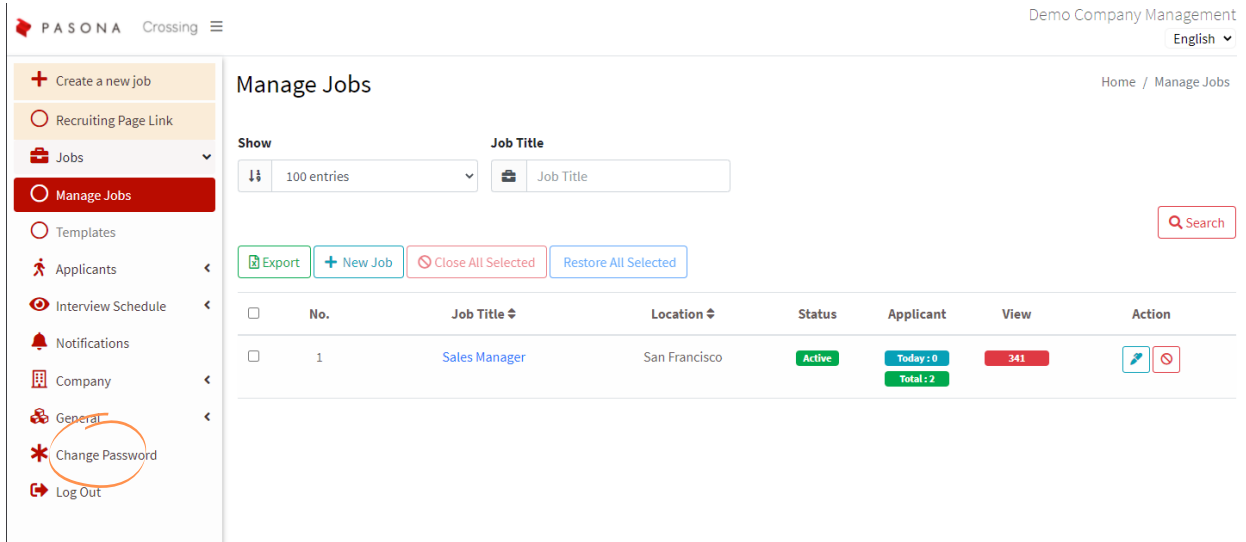
You will be taken back to the login screen, so please enter your new password and login again.

1-4. How to Change Your Password

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

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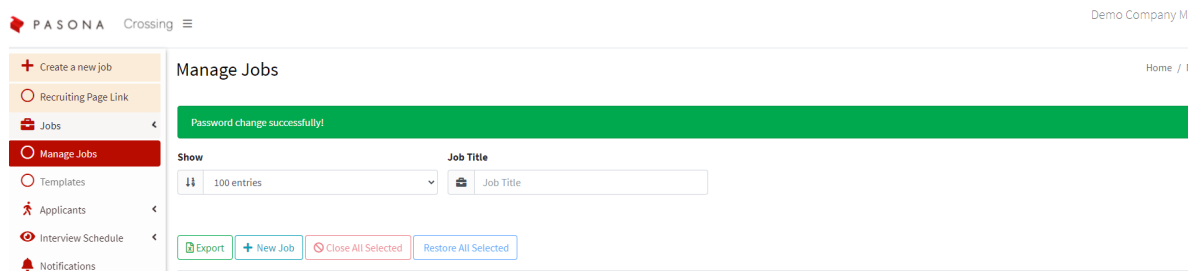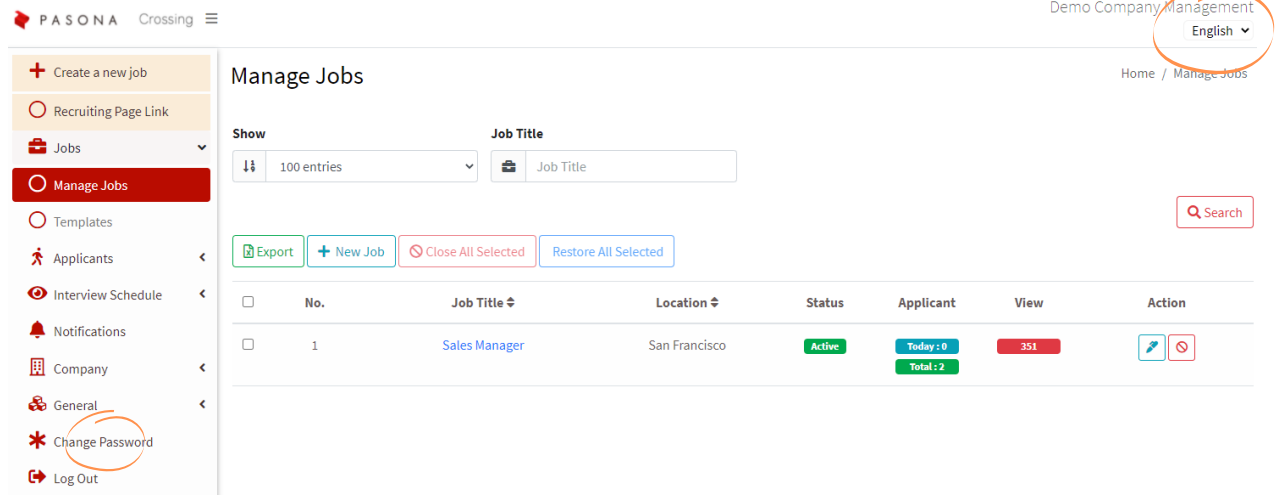

A message will appear on the screen stating that you have successfully updated your password. You can continue to use Pasona Crossing, but please use the new password the next time you log in.

1-5. 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

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

①When logging in to the admin page for the first time or when the recruiting page has not been published:
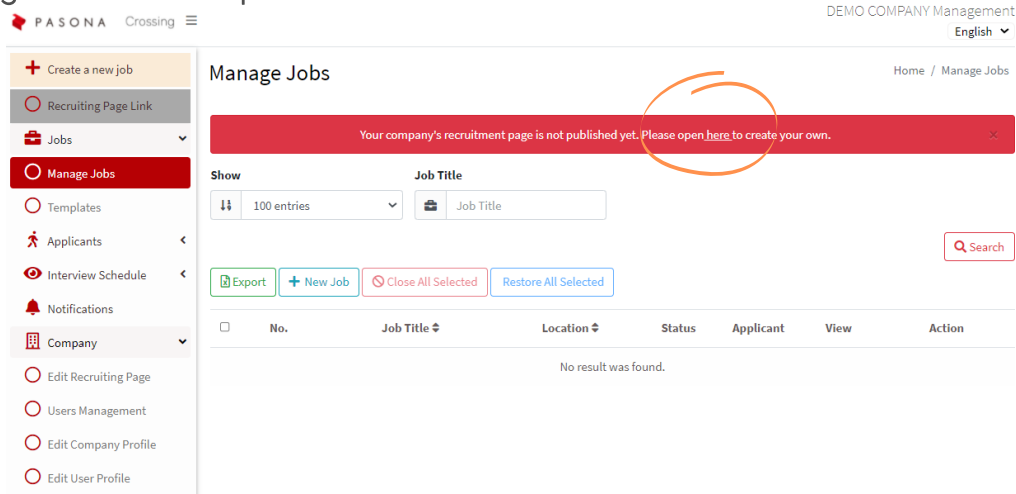
When you log in to the admin page, a message will appear in red stating that the recruiting page has not been published yet. Click **here** to open the recruiting page creation page.

②If you want to edit the page you have created:
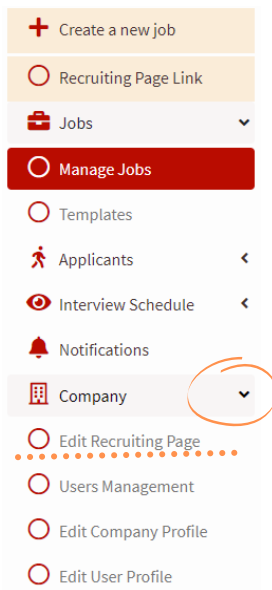
From the menu on the left side of the screen, select **Company**→**Edit Recruiting Page**.

2-2. How to Edit the Recruiting Page①

①Page URL

Page URL*	https://crossing.pasona.com/	

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)

⬆ Upload

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.
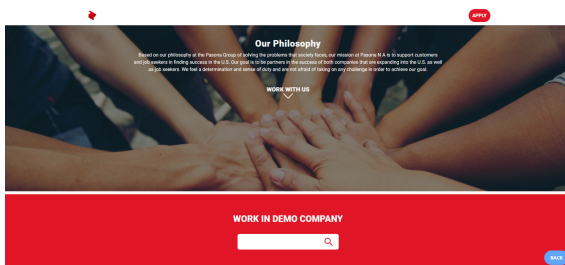
Example:
Primary Color: Red
Text Color: White
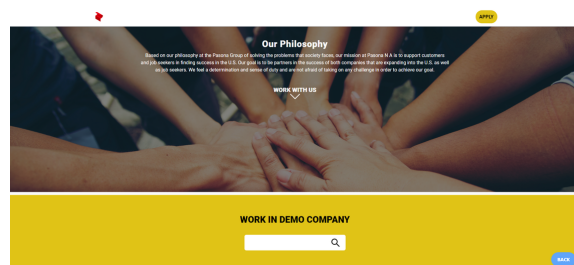
Example:
Primary Color: Yellow
Text Color: Black

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.
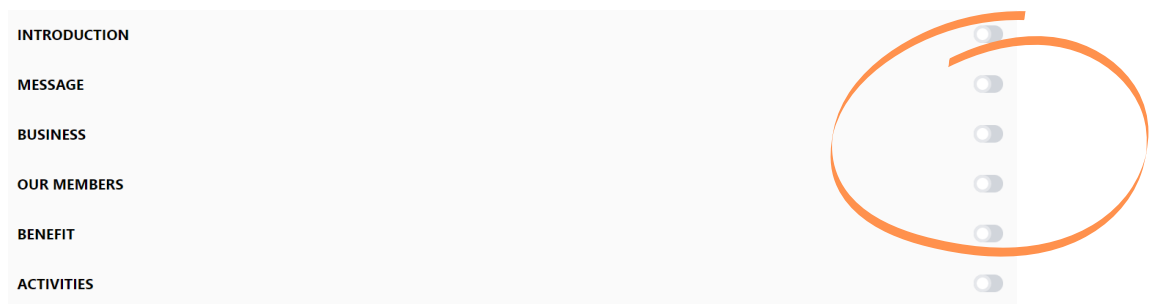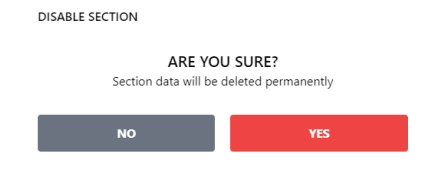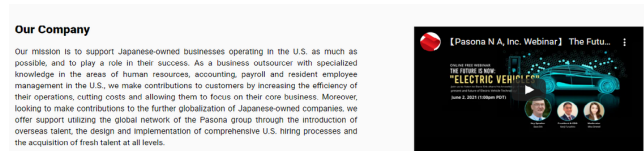
2-2. How to Edit the Recruiting Page②

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.

# 2-2. How to Edit the Recruiting Page③

④INTRODUCTION

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.
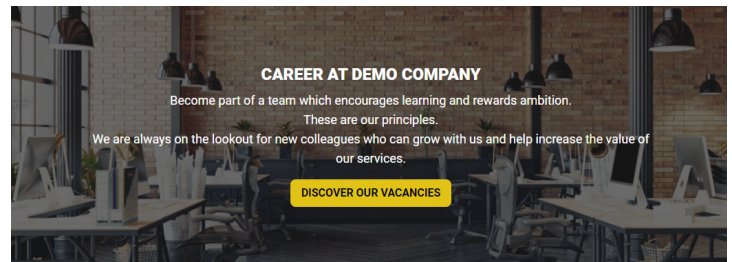
When a video is included
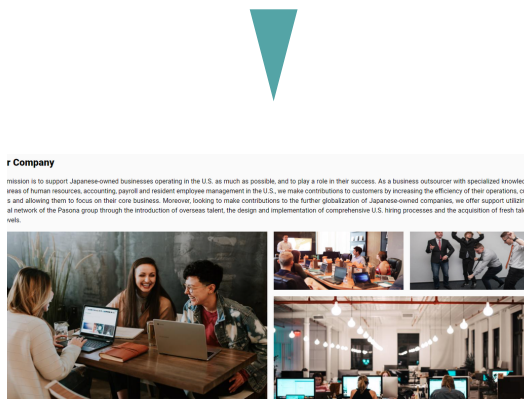
When 4 photos are included

With 3 photos
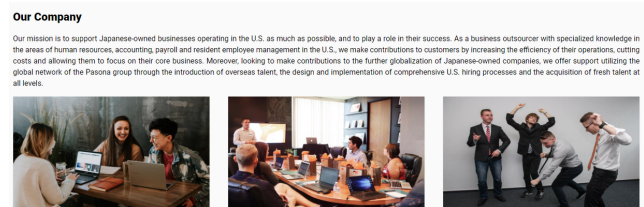
⑤MESSAGE

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.

⑥BUSINESS

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.

⑦OUR MEMBERS

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.

⑧BENEFITS

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.

2-2. How to Edit the Recruiting Page⑤

⑨ACTIVITIES

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

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

[Upload]

Activity's Name
(Up to 150 characters)

Description
(Up to 300 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.

SNAPSHOTS
These are some of our fun memories at Demo Company.
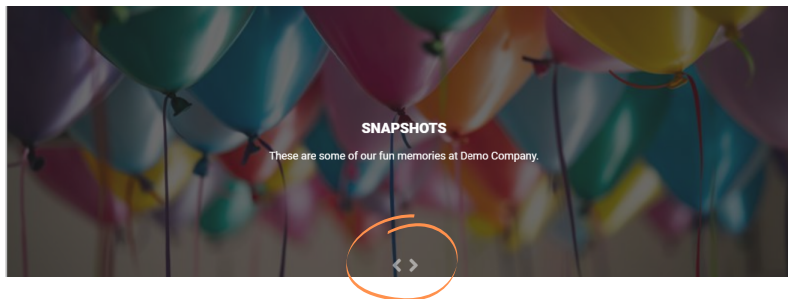
If you have uploaded more than one photo, press the arrows to switch between the photos.

⑩FOOTER

Company Name (Optional)
(Up to 20 characters)   Demo Company

Company URL (Optional)   https://www.pasona.com/

Address (Optional)   340 Madison Avenue, Suite 12-B, New York, NY 10173   ×   [+ Add]

Phone (Optional)   000-000-0000   ×   [+ Add]

Email (Optional)   noreply@demo.com   ×   [+ Add]

SNS (Optional)   Facebook ▼   https://www.facebook.com/yourcompany
[+ Add]

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.
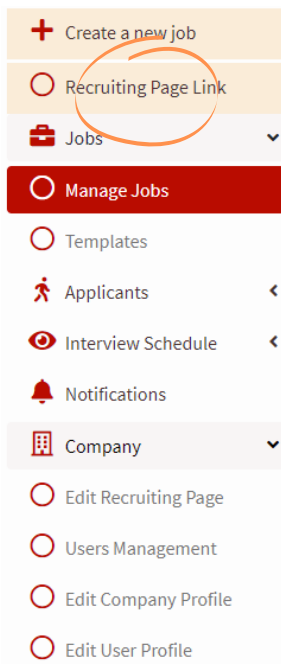
[Publish] [Preview]
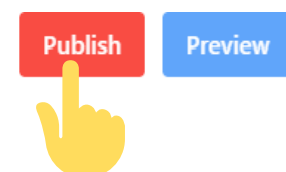
2-3. Access to the Recruiting Page

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.

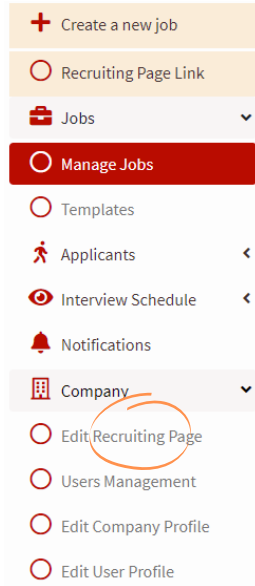Please select the recruiting page URL link from the left menu of the admin page.
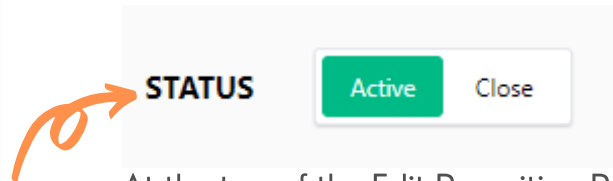The recruiting page will launch in a new browser tab.
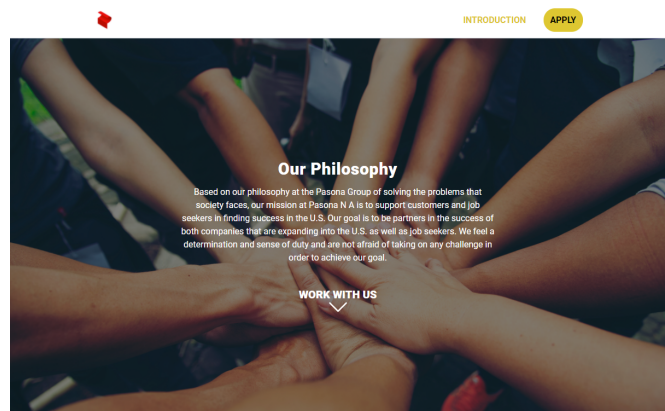
2-4. Public/Private Settings for the Recruiting Page

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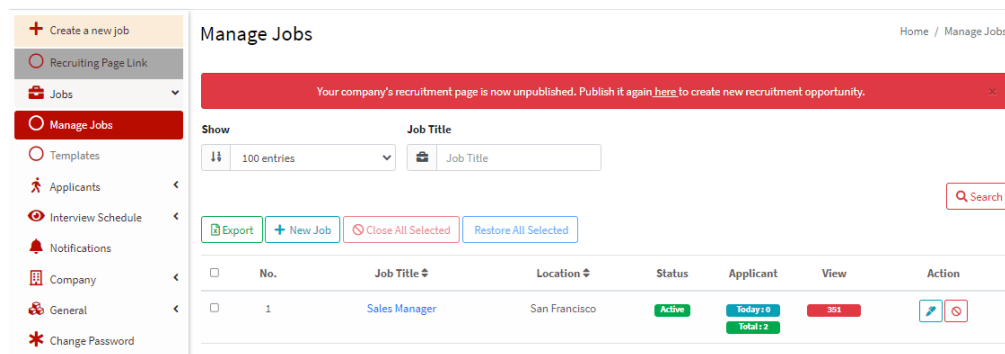Select **ACTIVE** to make the recruiting page public, or **CLOSE** to make it private.

If you choose to make it private, the following confirmation screen will appear.
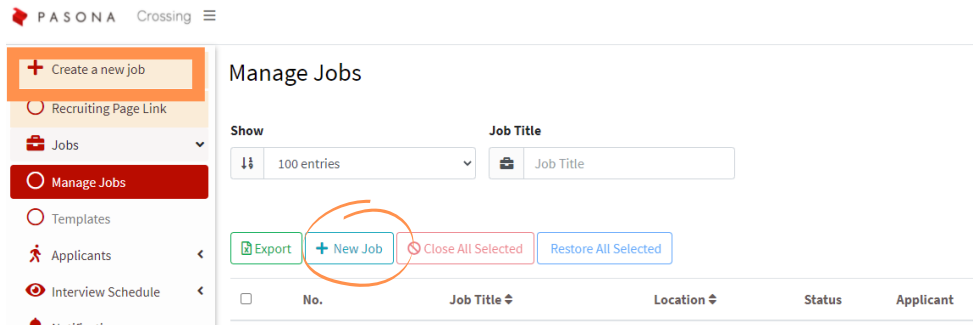
If you choose to make the recruiting page private, a red banner will appear at the top of the admin page stating that the recruiting page is private, and the **Recruiting Page Link** in the left menu will become inactive.
To publish the recruitment page again, click on the **here** text in the banner to enter the recruiting page edit screen, and switch STATUS to **ACTIVE.**

3-1. 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.

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

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

Please select a currency.

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

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

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.

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

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

NEW

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.

Job Description

Title Label (*) [Title Label]

Content (*) [Comments]

Remove

Video CV ☐ Make Video CV required

Add

SNS Post
☐ Publish this job to Facebook

Add

[Back] [Save]

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.

Video CV ☐ Make Video CV required

Question (*) [   ] Remove

Timer (sec) (*) [0]

Add

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.

3-2. 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.

✏ 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.
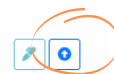
3-3. Creating a Template

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.

📋 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.

The content of the template is the same as that of a regular job posting, so please refer to page 13 for details.
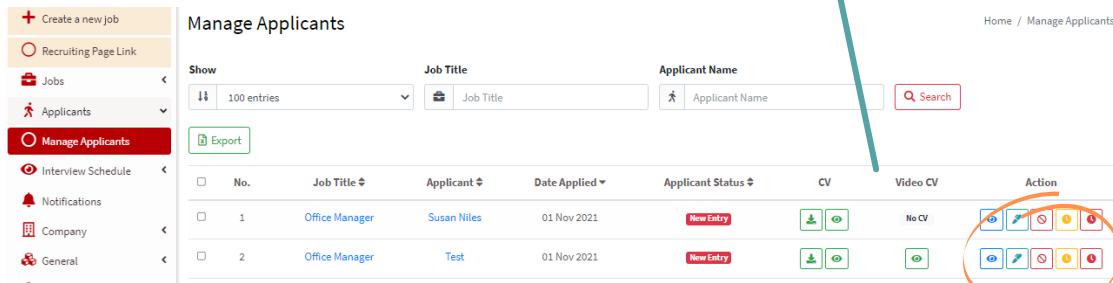
※It is not possible to change a job that has already been created into a template.

4-1. 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.
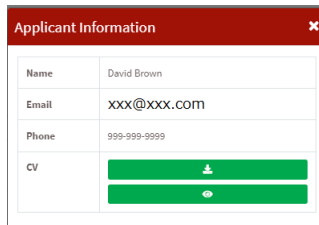

👁 Click this mark to view the applicant's information→①
✏ You can edit an applicant's information by clicking this button→②
🚫 You can delete an applicant's information from this button
⏰ You can schedule an online interview from this button→③
🕐 You can edit the online interview from this button→④
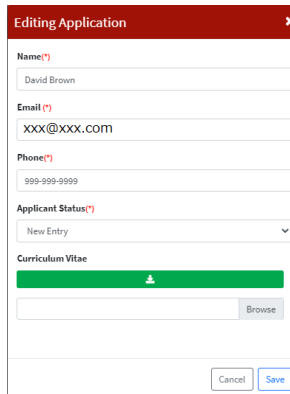
Export   This button allows you to export the list of applicants to Excel.

①

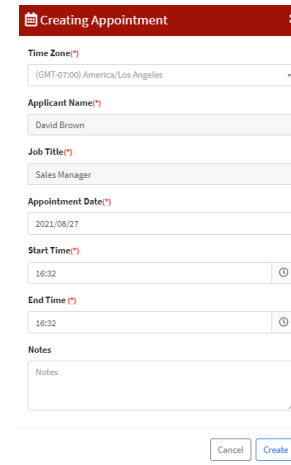You can choose to download the resume or view it in your browser.

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.
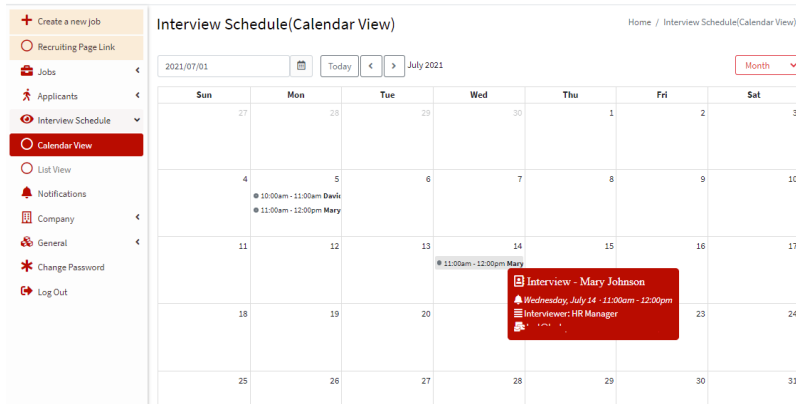
④
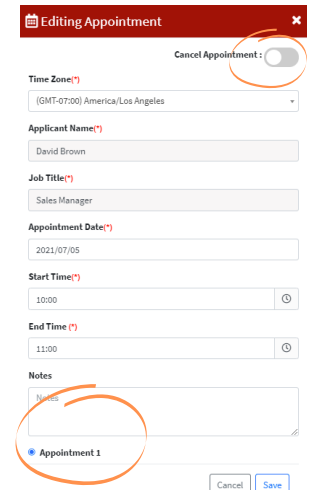
You can edit the interviews you have already set up. You can cancel an interview from the top right corner of the screen. If you have more than one interview scheduled, use the buttons at the bottom of the screen to switch between them.

5-1. 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.
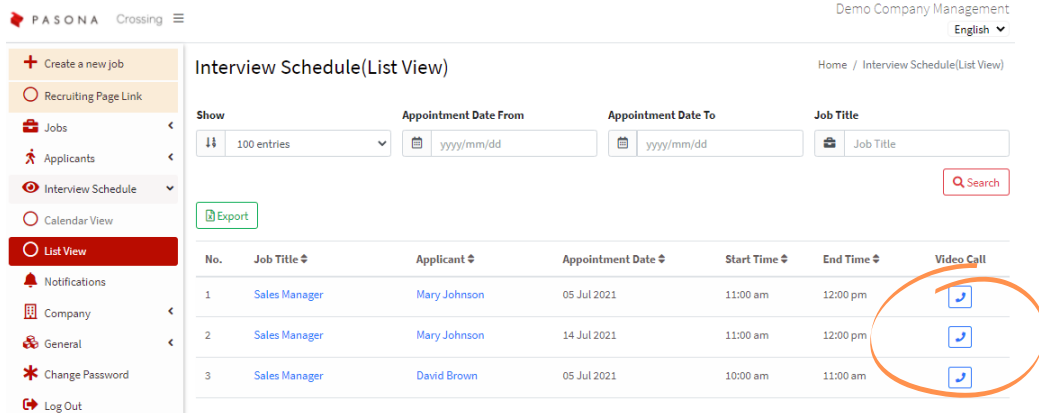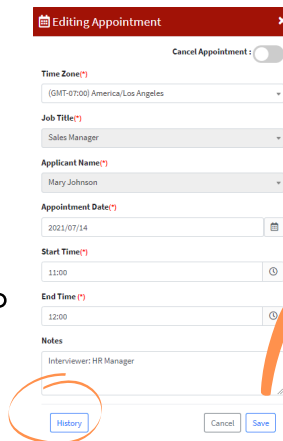
Selecting List View will show you a list of all scheduled online interviews. You can also filter by interview date or job title. Clicking on a job title will take you to the job detail screen, and clicking on an applicant will take you to the applicant's detail screen.

When it is time for the interview, click the video call button on the far right to conduct the interview.
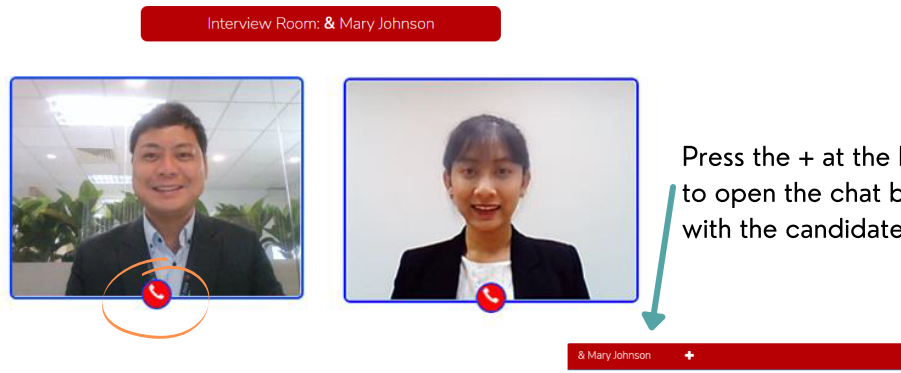
Export   You can export the interview list to Excel by clicking this button.

5-2. How to Conduct Online Interviews

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

Interview Room: **&** Mary Johnson

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.
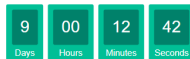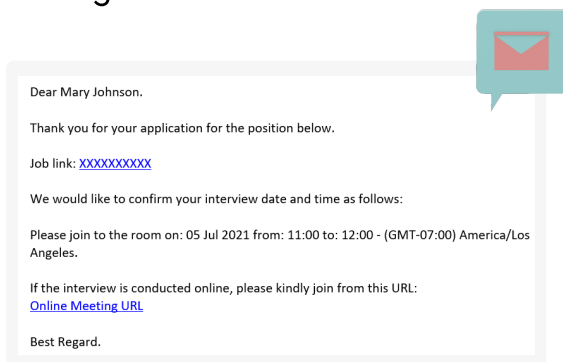
Press the + at the bottom right to open the chat box and chat with the candidate.

& Mary Johnson ✚

P A S O N A

Interview Room

& Mary Johnson

It's not time to start.
It automatically join the video chat room when the timer runs out.

9	00	12	42
Days	Hours	Minutes	Seconds

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.

Dear Mary Johnson.

Thank you for your application for the position below.

Job link: XXXXXXXXXX

We would like to confirm your interview date and time as follows:

Please join to the room on: 05 Jul 2021 from: 11:00 to: 12:00 - (GMT-07:00) America/Los Angeles.

If the interview is conducted online, please kindly join from this URL:
Online Meeting URL

Best Regard.

P A S O N A

Interview Room

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

※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.

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.

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.

6-2. 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.
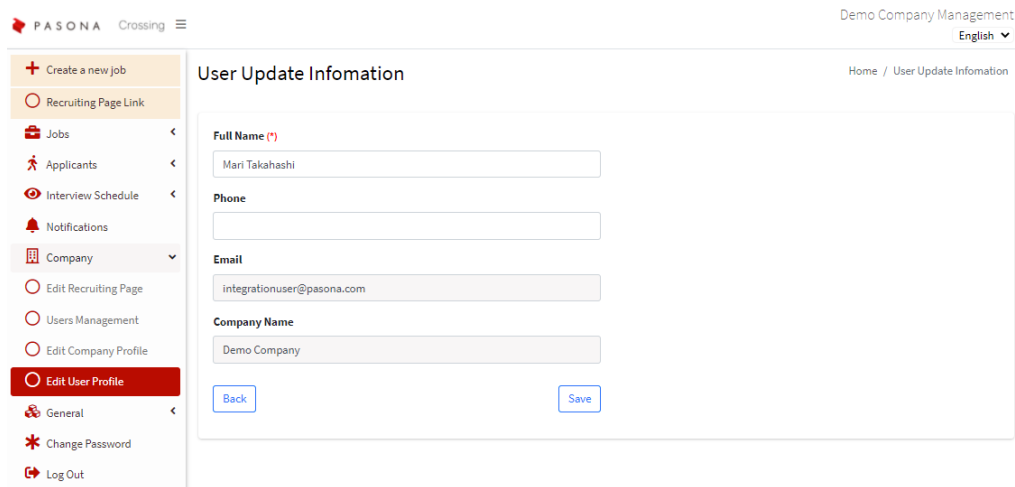
※To post a job on LinkedIn, you must first enter your information in the LinkedIn section of the company information page.

6-3. Update User Information

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

PASONA