

## Information and frequently asked questions



Sage Payroll HCM is a web-based Software as a Service application you can access from any web-enabled device. The application and all data are stored on cloud-based servers to make the infrastructure scalable. Below are some common questions and answers about Sage Payroll HCM.

For detailed information about security and business continuity, please refer to the Sage Payroll ["Security and business continuity overview" datasheet](#).

### Product and technology

#### **Which browser should I use to access Sage Payroll HCM?**

The entire Sage Payroll Platform is completely cross-browser compatible, meaning you can use your preferred browser to access and work in the software.

#### **How are email notifications sent out, and to whom do they go?**

We schedule and send all system emails based on a schedule we control. For example, when job requisitions are posted, we queue up the job alerts to passive candidates and send those once a day. Internal routing emails are sent real-time, as the action is being performed.

#### **What job application will our candidates use?**

While we implement your system, we provide you with sample application templates. We work with you at that time to make sure you are happy with the job application. If you need configuration changes, let us know. Most requests can be addressed with the custom assessments feature.

#### **What reports are available in the system?**

Out of the box, Sage Payroll HCM has more than 20 standard reports ranging from job requisition details to EEO-1 and other compliance reports. As new reports are created, they are made available to users.

#### **How many users can access the system?**

There is no limit to the number of users who can access the system.

#### **What is resume parsing?**

Resume parsing is a sophisticated feature of Sage Payroll HCM that allows you and your candidates to upload resumes into the system, while our technology extracts information from searchable fields. The process is not 100% accurate, but it is useful when searching candidate pools and is available to you at no additional cost.

# sage Payroll HCM

## **How does Sage Payroll HCM integrate with Microsoft Outlook®?**

We provide a Microsoft Outlook add-on that allows you to schedule candidate interviews from within Microsoft Outlook and then have it sync to your Sage Payroll HCM web application at customizable intervals. We help you install and configure the software, which is an independent Microsoft Installer package that may require IT involvement.

## **How does Sage Payroll HCM integrate with Facebook and Twitter?**

During installation, we work with you and your marketing or social media departments to link our system to your company Facebook and Twitter accounts. Once those systems are integrated, we do not store Facebook or Twitter usernames and passwords.

## Security

For detailed information about security and business continuity, please refer to the Sage Payroll [“Security and business continuity overview” datasheet](#).

## **What happens to resumes or other documents that are uploaded?**

Any documents that candidates or administrators upload into the system are programmatically converted to PDF documents, encrypted, and password-protected to provide a high level of security while at rest.

## **How do you audit application transactions or record views?**

We automatically log and track every candidate record or transaction in the system, allowing us to report on who saw candidate detail records at any point in time.

## Product configuration and training

We perform all product configuration and training through web-based technology. Once you have scheduled a training date and time with us, we activate the subscribed HCM modules within Sage Payroll Services and prepare you for training. There is a small questionnaire that you need to complete.

Once the system is active, there is an initial administrator training session that takes approximately two hours from start to finish. We can also train your hiring managers, if needed. In addition, several training videos are available for individuals to view on demand.

## Implementation import workbook

Your implementation specialist provides you with an Excel workbook in which you may gather your data for import. This data includes:

- Jobs.
- Candidate status codes.
- Requisition status codes.
- Candidate dismissal reasons.
- Recruiting source channels.

For more info, visit: [www.sage.com/us/sage-payroll-services](http://www.sage.com/us/sage-payroll-services)  
or contact us at 888-591-5151