

PrismHR Hiring Partner Success Starter Pack

Essential resources to activate your ATS offering and empower your clients.



PRISM**HR**
HIRING
POWERED BY HiringThing

Everything you need to know to empower your clients to attract and hire great candidates

Welcome to the PrismHR Hiring applicant tracking (ATS) platform powered by HiringThing! We're excited to support you as you onboard clients and grow your business. This guide outlines everything you'll need to get started and succeed with your branded ATS platform.

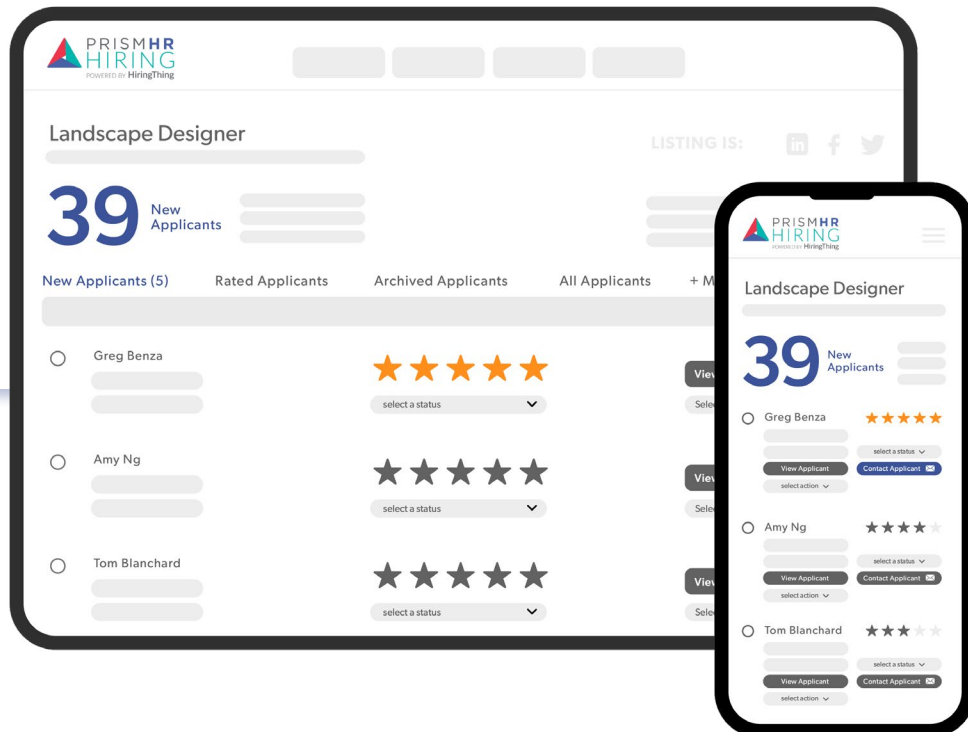


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New HR Service Provider Partner Onboarding

As a PrismHR Hiring partner, your onboarding journey begins with hands-on training focused on platform functionality, best practices, and key resources to support both your internal team and your clients.

The screenshot displays the PrismHR Hiring dashboard interface. At the top, there are three main summary cards: 'Jobs' (5 Online, 15 Total), 'Applicants' (44 Unrated, 1,034 Total), and 'Scheduled Interviews' (You have no interviews scheduled.). Below these is a 'Notifications (0)' card (You have no notifications.).

The main content area features a navigation bar with 'Create a New Job' and 'View All Applicants' buttons. A search bar is present with a 'Filter' dropdown, a 'Reset' button, and a search input field. The search results are filtered to 11 of 15 total jobs, sorted by 'Recently Published'. Two job listings are visible:

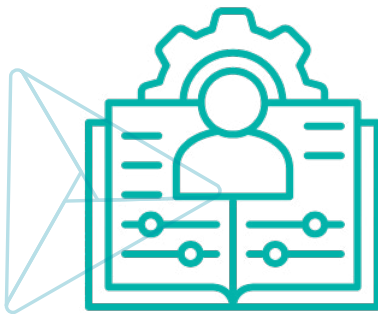
- IT Support Lead** (ABC Consulting • Austin, TX): 0 Active Job Ads, 7 Applicant Sources, 14 Total Applicants, 3 Unrated Applicants, 5 Rated Applicants, 6 Archived Applicants. Distribution: None.
- Account Manager** (ABC Consulting • Lansing, MI): 0 Active Job Ads, 0 Applicant Sources, 0 Total Applicants, 0 Unrated Applicants, 0 Rated Applicants, 0 Archived Applicants. Distribution: None.

This guide is designed to serve as an ongoing reference, highlighting the essential tools and materials that will empower you to confidently navigate the platform and showcase its value to your clients with clarity and ease.

Implementations and Guided Setup

Most SMB clients are able to get started on their own and post jobs almost immediately. However, we do offer training options and guided implementations for those seeking additional assistance. You may [reference and share this flyer](#) with your clients for details on options and pricing.

Guided Setup and Implementation (\$855) for clients includes:



- One 30-minute discovery call
- One 60-90 minute guided setup session with an admin (or two 45-minute sessions), including a recording for future training needs
- A 30-minute post Go-Live check-in and Q&A session (~30 days after launch)



You and your clients can request an end user guided setup by completing this form: [Guided Setup Request](#)

While implementations are optional, we're here to support you and your clients. If additional training beyond the outlined sessions is needed, we can explore a custom package with additional hours.

Custom Training Option (\$199) for clients includes:



- A 1-hour training session for clients who have started independently but want to explore key features or schedule a Q&A

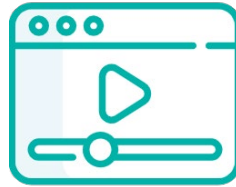


You and your clients can request an end user custom training by completing this form: [Custom Training Request](#)

Managing Client Accounts

PrismHR Hiring Configuration and Account Creation

Prior to creating client accounts, you'll want to make sure that PrismHR Hiring has been enabled and configured for your clients. For more information on configuring and activating PrismHR Hiring, watch our [configuring PrismHR Hiring video](#) and access our [written step by step instructions](#).



[Watch a video](#)



[Step by step instructions](#)

How to Create New Client Accounts

1. Switch to the client's database in PrismHR and select "Hiring" from the HR menu.
2. Accept the terms and create the ATS account for the organization.

Note for those on the Quick Start Pricing Model:

Each account includes one free job posting per month. [Watch this video](#) for a helpful overview of the Quick Start pricing model.

How to Create Demo Accounts

If your team needs a demo account for sales and training purposes, you may enable PrismHR Hiring on the appropriate demo client account.



After creating a new demo account, please email partners@talent.software immediately with the company name of the account and your PEO ID so we can set it up as a sandbox account and **avoid any billing charges**. We're happy to populate demo accounts with example job and candidate data, let us know if you are interested in this service when you contact us.

How to Cancel an Account

Request an account cancellation [here](#). Cancellation requests are effective upon receipt, or upon requested effective date, whichever is later.

Resources for New ATS Users

These essential resources make it easy for your clients to get started, covering everything from account setup and scheduling to automation and job postings. Share them to help new users build confidence and see value quickly.

You can also point clients to our [Knowledge Base](#) for best practices and step-by-step answers to common questions, perfect for reinforcing training and reducing support needs.

Getting Started Guide



- We've curated this essential guide to help new ATS users hit the ground running. From account setup to making your first hire, this guide has everything new users need to get started.



Access and share the [Getting Started Guide](#)

Additional Resources:

- [Practice Guide](#): Instructions for common tasks.
- [Calendar Integration](#): Learn how to connect calendars and send interview invites.
- [Message Templates](#): Customize for better communication with candidates.
- [Document Templates](#): Use for sending applicant documents.
- [Automations](#): Set up workflows, approvals, and automatic messages like Thanks But No Thanks (TBNT) emails.
- **Job Boards**
 - [Linking Your LinkedIn Account](#)
 - [What Free Job Boards are Available?](#)
 - [Refresh Jobs on Free Job Boards](#)
- **Additional Features**
 - [Background Checks](#)
 - [Automated Reference Checks](#)

Sales and Marketing Resources

The [PrismHR Hiring Sales and Marketing Resource Center](#) is your one-stop shop for your team to market and sell your ATS, including brandable marketing materials. Use these templates to promote your ATS to prospects and to educate existing clients and your own team members.

PrismHR Hiring Sales & Marketing Resource Center

Our unparalleled recruiting platform enables you to provide hiring software to your clients, while generating top-line revenue for you.



Some of our most popular items in the Resource Center include:

- [On-Demand Demo](#): Shareable video to help your team and clients get acquainted with PrismHR Hiring.
- [Book a Live Demo](#): Request a live demo for your client or prospect.
- [PrismHR Hiring Partner Playbook](#): A comprehensive guide to marketing and selling the ATS, including key selling points and strategies.
- [Personalized Sales Strategy Session](#): Request a session with our sales team to discuss leveraging PrismHR Hiring to boost your revenue.
- [Qualify Leads Faster](#): A curated list of questions designed to quickly qualify candidates for PrismHR Hiring.



Visit your [Sales and Marketing Resource Center](#) now.



Support–We’re Your Partner in Hiring Success

Whether you’re setting up a new client, looking for marketing support, or have a platform question, we’re here to help. You’ve got a team behind you:

- **Customer Success:** For technical support or help navigating the ATS, for you or your clients, use the in-platform Chat, or [submit a ticket](#) anytime.
- **Partner Success:** Need marketing or sales support, or want to kick off a new client implementation? We’ve got your back. Reach us at partners@talent.software.

We’re in this together, thank you for joining us in our mission to deliver Hiring Happiness® to your clients and Partner Perfection™ to you and your team. We’re cheering you on and ready to support every step of the way.