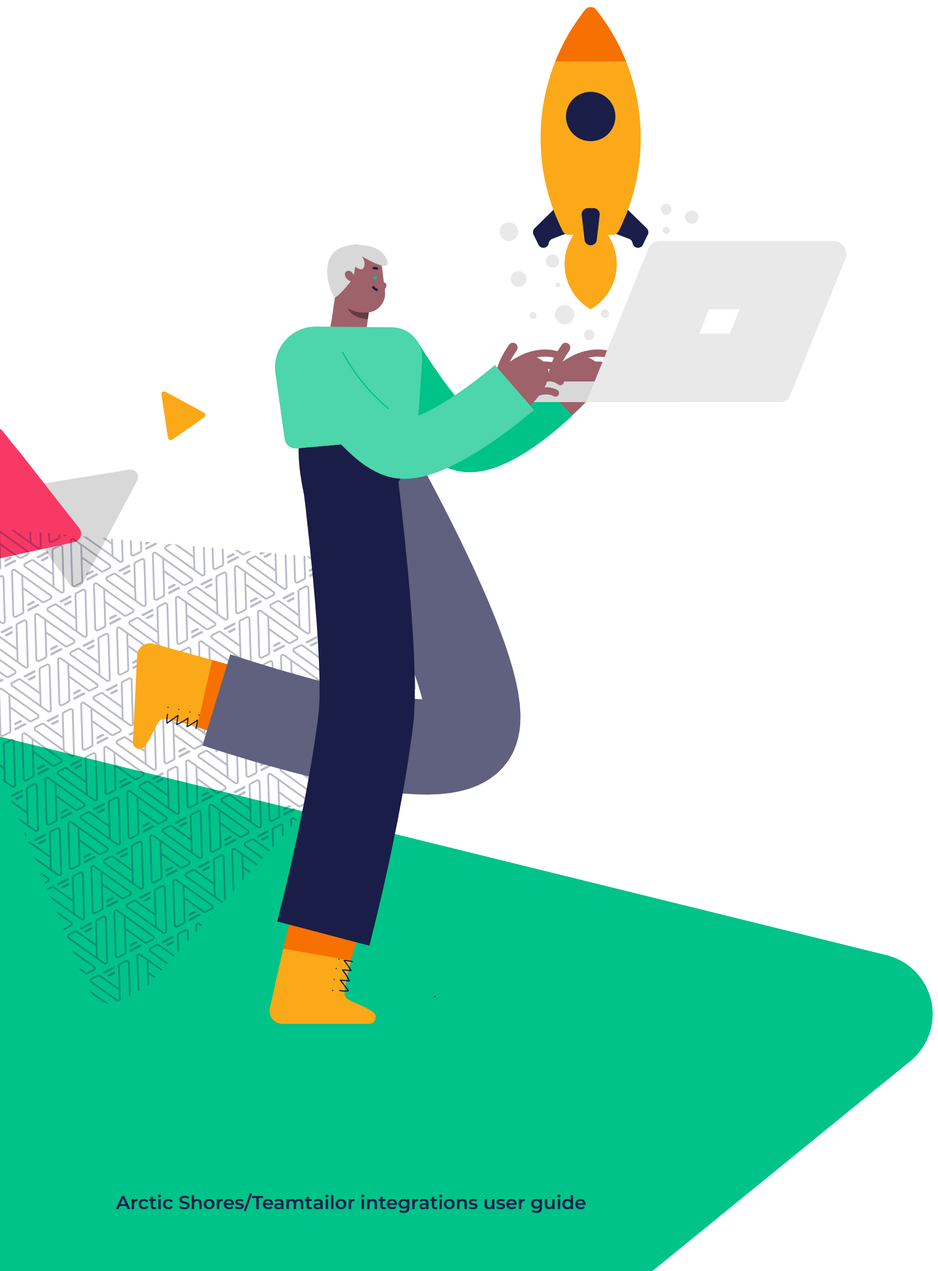
Arctic Shores/Teamtailor integrations user guide

ARCTIC SHORES
Seeing more in people



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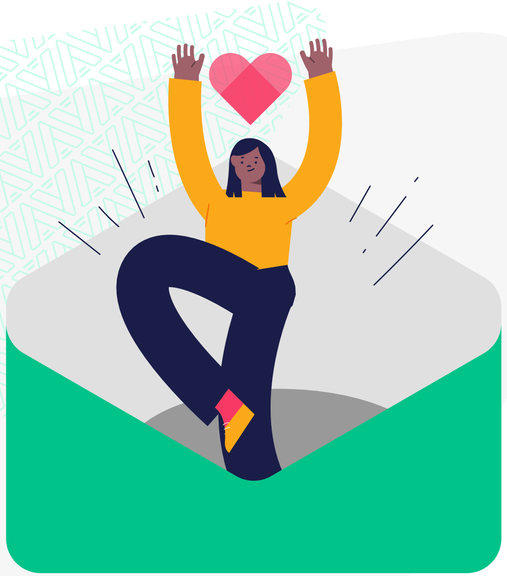
Key features of the integration

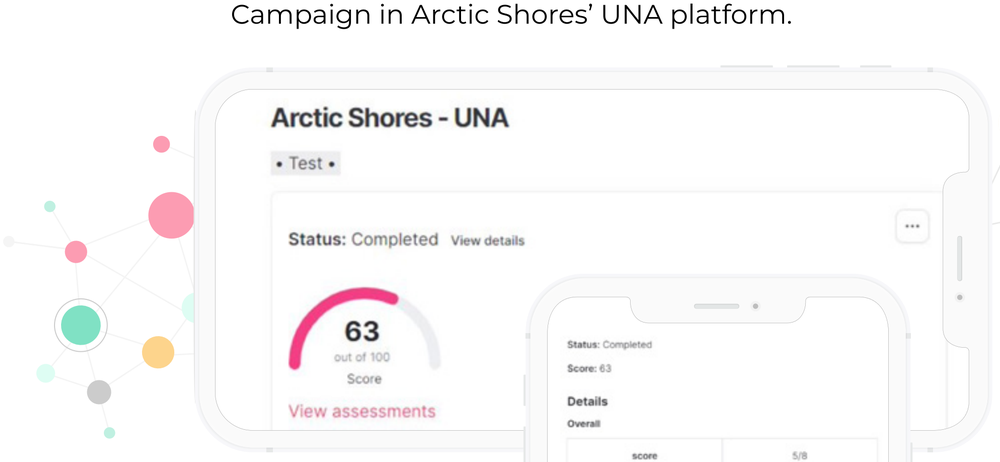


From the Teamtailor platform, you are able to add the Arctic Shores assessment as a stage in your recruitment process. It will allow you to invite candidates to take the assessment directly from the Teamtailor platform, and an email invitation will be sent from Arctic Shores to candidates with the instructions and a link for them to start. Once candidates have completed the assessment, their scores will be shared with Teamtailor, and you are able to progress or reject candidates directly from there.

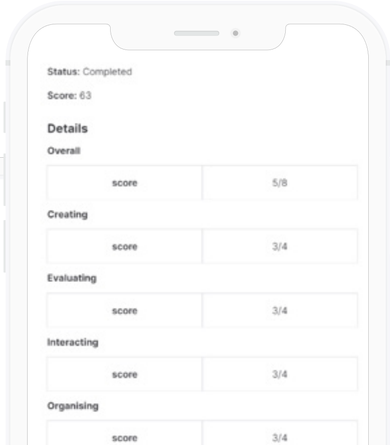
Arctic Shores UNA user

If you are an Arctic Shores customer using our UNA platform, then through the integration you will be able to receive;

- An overall score of the candidate's fit against the key Success Criteria for that Campaign (on the candidate card in Teamtailor this score is converted into a score out of a 100).
- A breakdown of the scores on each of the Success Criteria selected for that Campaign.
- A link that takes you directly to the relevant Campaign in Arctic Shores' UNA platform.



Presentation of overall score on candidate card in Teamtailor.



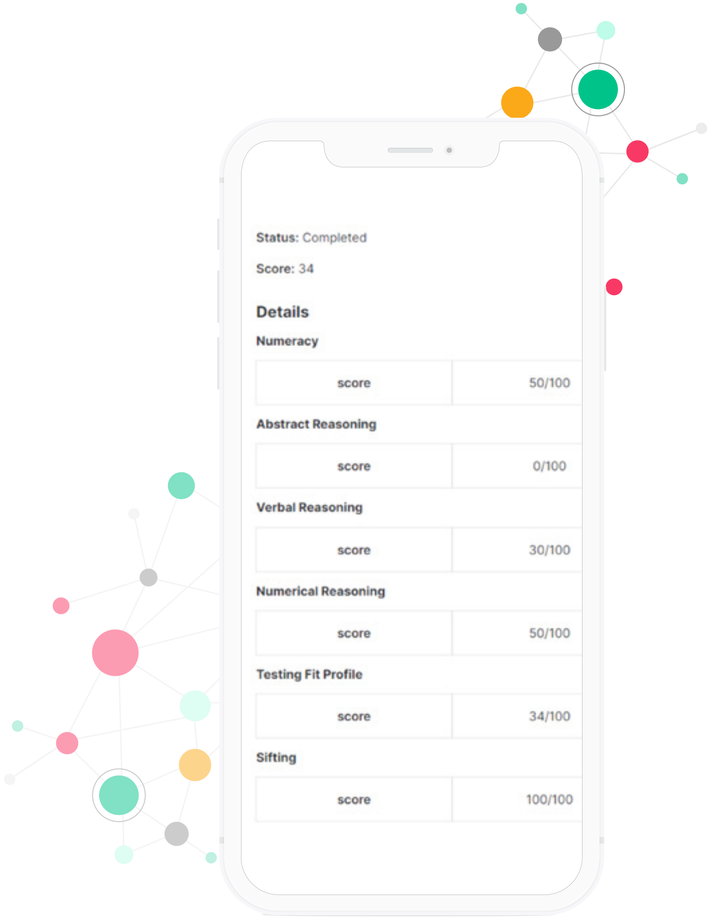
Breakdown of scores on individual Success Criteria, which can be accessed by clicking on "view details".

Key features of the integration

Arctic Shores Datahub user

If you are an Arctic Shores customer using our Datahub platform, then through the integration you will be able to receive;

- One or more Fit Scores: the Fit Score represents the level of ‘fit’ with the quintessential requirements for the specific job role, department or organisational culture (which is presented as a percentile score, from 1 to 100).
- Aptitude scores (if you test this as part of your recruitment process).
- Competency scores (if this is what has been agreed with Arctic Shores).
- The main Fit score will be visible on the candidate card, and all additional scores that are shared can be found under “View details”.
- A link that takes you to the candidates’ page in Datahub where you are able to access and download their reports (accessed by clicking on “View assessments”).



Datahub specific additional scores that can be found under “View details” on the candidate card in Teamtailor.

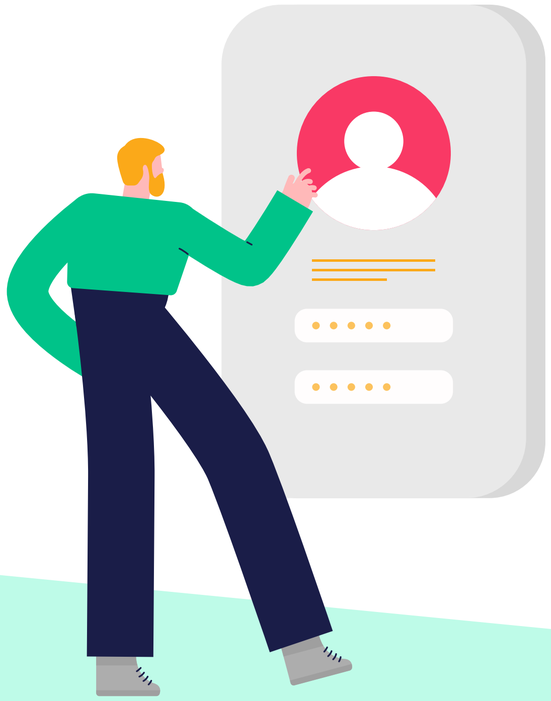
TIP

You can click on “View assessments” on the candidate card in Teamtailor to be taken directly to the respective Arctic Shores platform and page. However, you have to be logged into Arctic Shores’ respective UNA or Datahub platform to be able to access the page.

Enabling the integration

1. Complete your onboarding process with Arctic Shores.

Before being able to use the Arctic Shores/Teamtailor integration, we need to make sure that your customer onboarding process has been completed with Arctic Shores and your Campaigns/Programmes have been set up.



2. Integration User set up by Arctic Shores.

At the end of your onboarding process with Arctic Shores, you will be requested to share the email address with us that you would like to have set as your integration user account. This email address will then be used going forward to enable the integration in the Teamtailor platform and for our systems to authenticate (allow) the use of the integration. Once this has been shared with us, our developers will complete the setup of the integration user.

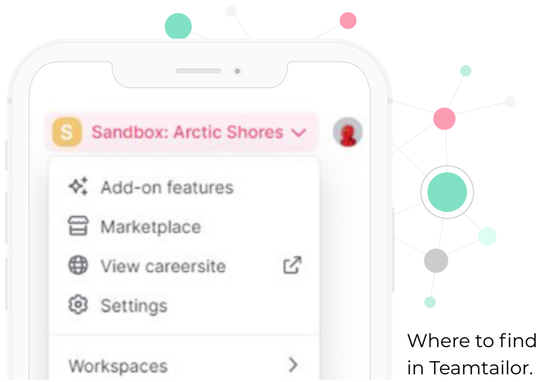
TIP

Please note that this should be a working email address.

Enabling the integration

3. Activate the integration from the marketplace in Teamtailor.

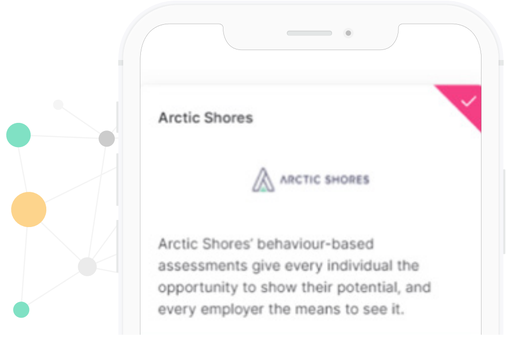
Go to your Teamtailor account and click on **Settings.**



Where to find Settings in Teamtailor.

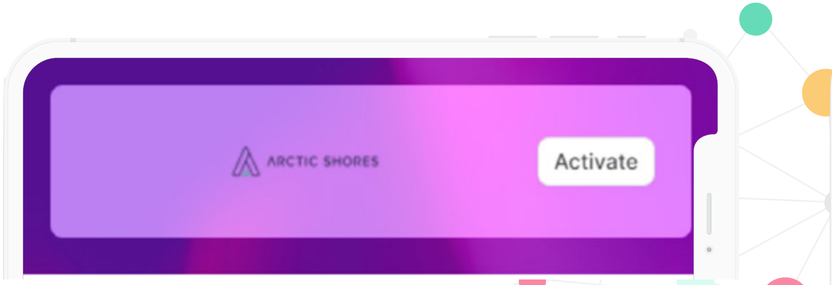
Click on **Marketplace**.

From the list of available partners on the marketplace, click on **Arctic Shores**.



Arctic Shores app to be selected in the Teamtailor marketplace.

A screen will appear where on the bottom left you are able to click **Activate**.

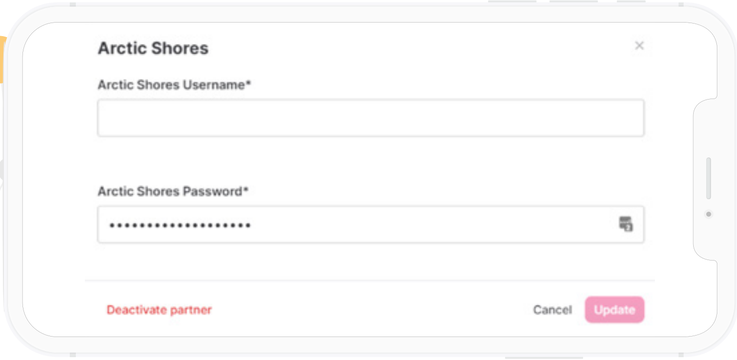


Activating the Arctic Shores integration.

TIP

Please note that this is the integration user email address and password that has been set up in step 2, and is therefore different from your personal email address or another email address that you use to login to the Arctic Shores platform.

This is where you then insert your **Integration user email address and password**.



Insert your integration email address and password to enable the integration.

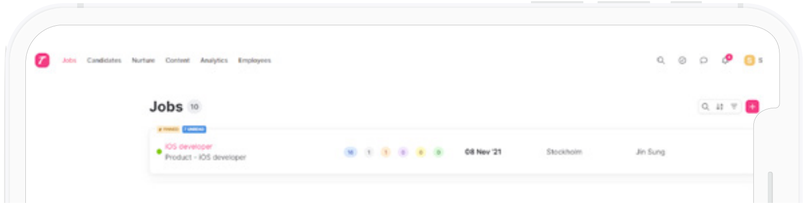
TIP

If the credentials that you insert are incorrect, an error message will not appear immediately. However, it will be impossible to set up a trigger and this is where an error message will show up to let you know.

Enabling the integration

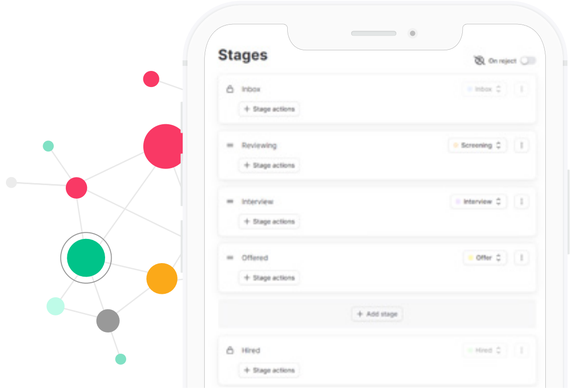
4. Job and stage set up in Teamtailor

From the main menu, you are able to see the jobs that are available already, and this is where you can set up a new **Job**.



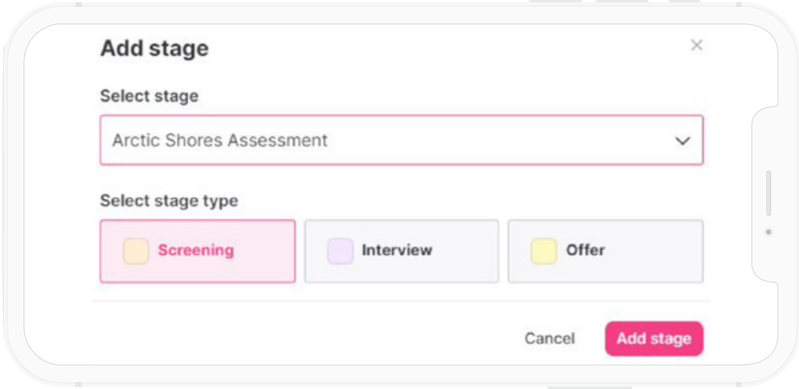
A job set up in Teamtailor.

During the job set up process, you will have the ability to configure the **stages** that will be part of the recruitment process for this job.



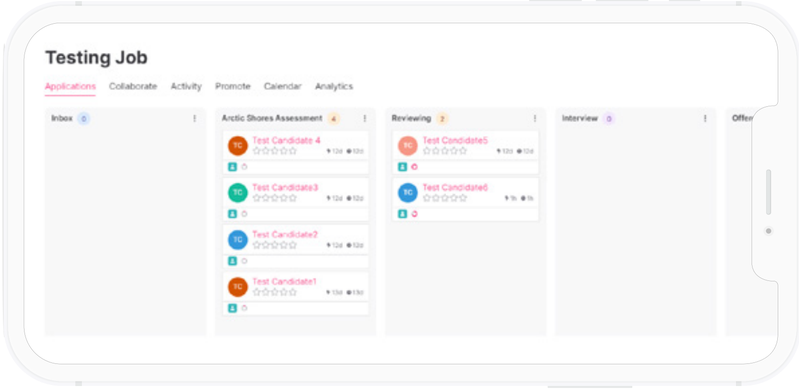
Adding a stage to your recruitment process.

If you click on **Add stage,** you can add the Arctic Shores assessment as a stage in your recruitment process.



Selecting the Arctic Shores Assessment as a screening stage.

Once set up, the stage will be visible in your job view.

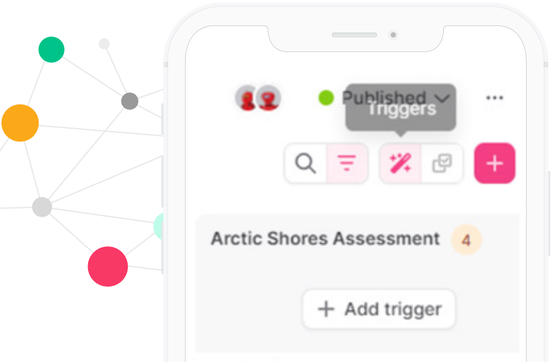


Job view in Teamtailor with all candidates in the different stages of the process - including the Arctic Shores assessment stage.

Enabling the integration

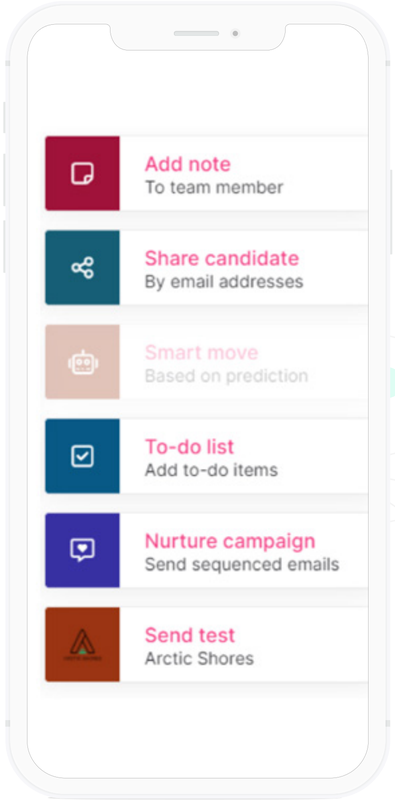
5. Setting up triggers

To automatically trigger the integration from Teamtailor to Arctic Shores when a candidate is moved to the Arctic Shores stage, you need to set up a trigger. Triggers can be set up by clicking on the magic wand icon (top right) and the **Add trigger** option for the Arctic Shores stage.



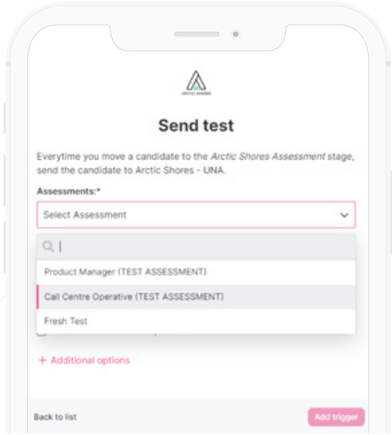
Starting the trigger set up process.

Select the Arctic Shores assessment option called **Send test Arctic Shores**.



List of available integrations for your Teamtailor account.

Select the Campaign (UNA) or Programme (Datahub) that the job you're recruiting for aligns with (e.g. if you're recruiting for a Product Manager, then select the Product Manager Campaign from the dropdown).

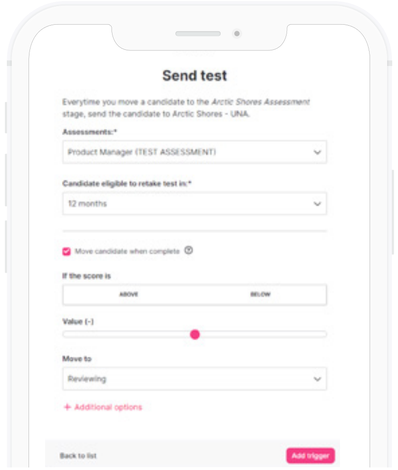


Selecting the relevant Campaign or Programme that corresponds with the job you're recruiting for.

TIP

Please note that the integration won't allow you to add the same candidate with the same email address to the same Assessment/ Job multiple times within a 12 month period. As this is psychometrically not desirable.

You can then also select the option to automatically **Move candidates** to the next stage or a different stage in the recruitment process if they score above or below a certain value. If you're uncertain about what value is appropriate, speak to your Arctic Shores contact.



Trigger set up screen in Teamtailor.

TIP

If you use Teamtailor's 'copy' job functionality, it will also copy the trigger, which is pointed at the original Campaign/Programme in Arctic Shores it was set up for, and therefore may have to be changed to the relevant one for that specific job.

Using the integration

When you've completed the setup process described above, you can start using the integration. The integration flow is explained in the steps below.

1. Move candidates to the Arctic Shores assessment

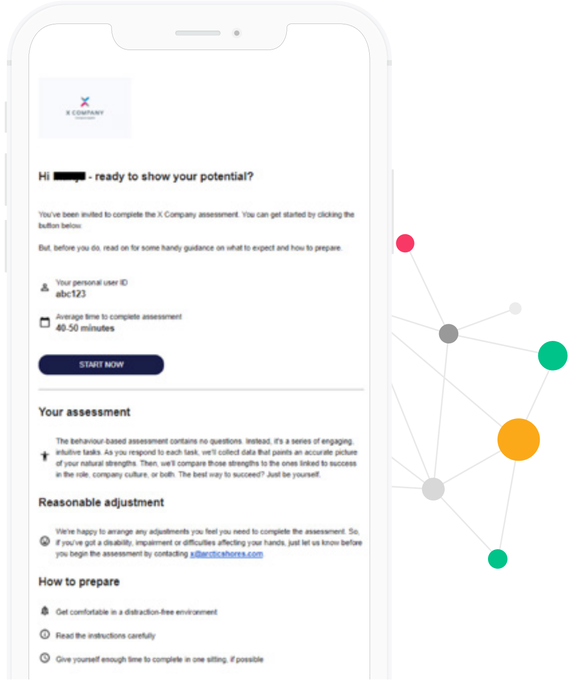
When candidates are moved to the Arctic Shores assessment (after you have set up the trigger), Teamtailor lets us know via the API which candidates to register on the relevant Campaign or Programme. It's important that we receive their names and email address, as for this integration, the candidate communications are sent from the Arctic Shores platform.

TIP

For the integration to work, the candidate needs to be registered from the Teamtailor platform. If they are added manually to the Campaign/Programme in the Arctic shores platform instead, then their scores won't be received in Teamtailor and the integration will not work.

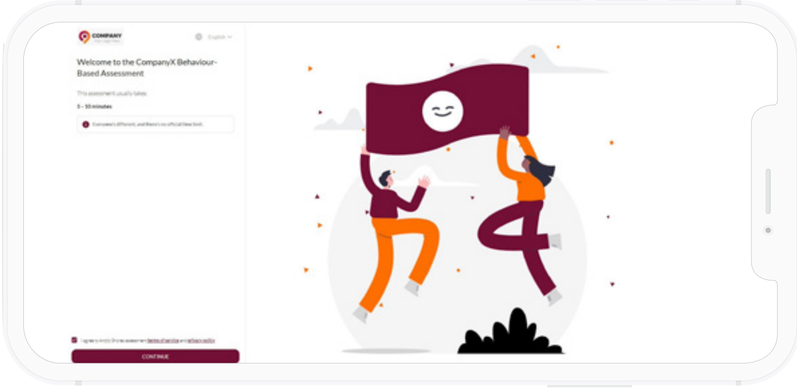
2. Candidate is sent an invitation to complete the assessment

The candidate is then sent an invitation by Arctic Shores.



Example invitation candidates receive from Arctic Shores.

3. Candidate completes the assessment



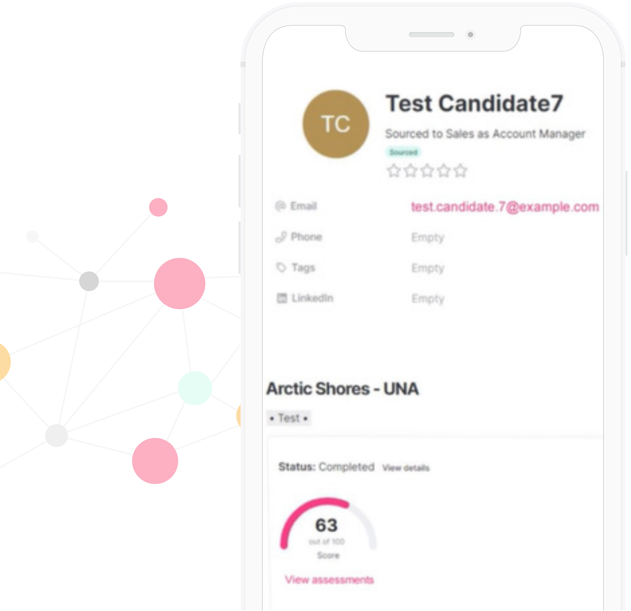
Example opening screen of the Arctic Shores assessment.

Using the integration

4. Results are sent to Teamtailor

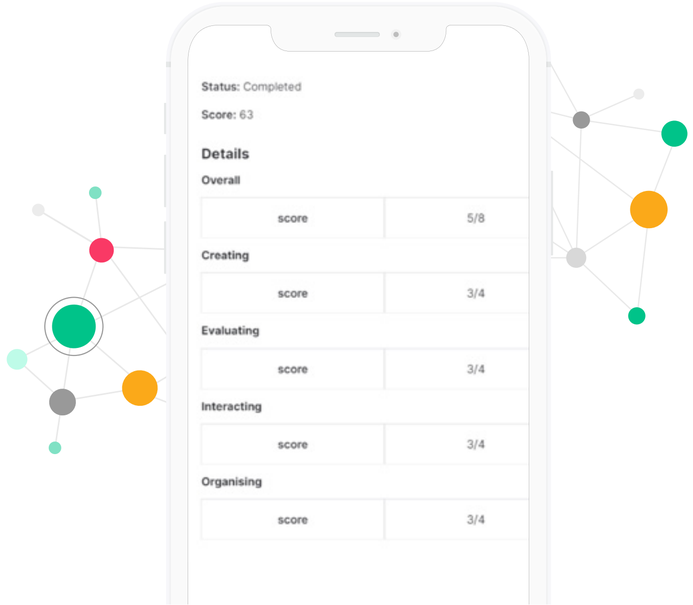
Upon having completed the assessment, their results are shared with Teamtailor, so they show up on the candidate card in Teamtailor. A further breakdown of their scores can be found under **View Details**.

Candidate card:



Candidate card in Teamtailor showing overall score (converted to be out of 100) on the Arctic Shores assessment.

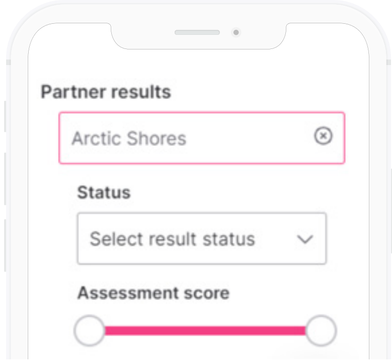
View details:



Breakdown of scores on individual Success Criteria, which can be accessed by clicking on “view details”.

5. Using Teamtailor’s filtering and bulk actions

When the scores are in Teamtailor, you are able to use their features to filter/select certain candidates based on their scores and trigger certain actions or next steps. Using the Partner Results filter in the Teamtailor system you are able to filter candidates based on their scores;



Filter in Teamtailor that can be used to identify candidates with a score above or below a certain threshold.

Using the Bulk actions functionality you are then able to select the relevant group of candidates and take the desired action (e.g. send an email/move to a different stage/reject/add to a different job etc.).

Support processes

If you are experiencing any issues with the Teamtailor platform or the integration between Teamtailor and Arctic Shores your first point of contact is the Teamtailor support team, who can be reached on **support@teamtailor.com**

If you are experiencing issues with either the Arctic Shores assessment or platform (UNA or Datahub), then please contact **support@arcticshores.com**

Both Teamtailor and Arctic Shores support teams are here to help and we will work together when appropriate to ensure your issue is resolved as soon as possible.

If a candidate declares that they require a reasonable adjustment to be applied, then this will have to be applied for them manually in the Arctic Shores system, as this is not added via the integration. Please discuss this process with your Customer Success Manager. Typically the Arctic Shores Support team will be able to assist you with this.

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