



CENTRALIZED ACCOUNTING & PAYROLL/PERSONNEL SYSTEM

CAPPS Desk Aid

Recruiting Self Service

Note: This Desk Aid was written to the specifications of CAPPS Central agency modules and may not reflect the unique process variations implemented by individual or non-Central agencies.

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Recruiting Self Service

Recruiting Self Service Overview

The Recruiting self-service functionality in CAPPS allows users at CAPPS Recruit agencies to complete a competitive selection (hire, rehire, promotion, etc.) in CAPPS HR/Payroll. Applicants' information and offer details from CAPPS Recruit are integrated into the Recruiting self-service pages, whose functionality is meant to be straightforward, with minimal data entry required.

The *Recruiting* self-service dashboard includes two tiles:

- View/Update Candidate
- Hire Candidate

Note: Use of the *Hire Candidate* tile is the preferred method for completing a competitive selection when the applicant was selected in CAPPS Recruit, rather than using the *CAPPS Custom Hire* page (for hires or rehires) or the *Manage Job* page (for internal movements).

This desk aid provides guidance for:

- Integration Broker (IB) messages.
- View/Update Candidate.
- Hire Candidate.
- Troubleshooting common hiring issues.

Note: The *Recruiting Self Service* desk aid supplements the *Prepare for Hire* desk aid, which focuses on the *CAPPS Recruit* module. In contrast, this desk aid focuses on completing the hire or competitive selection within CAPPS HR/Payroll.

Security

Users with the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role have access to the *View/Update Candidate* and *Hire Candidate* pages, collectively known as *Recruiting self service*.

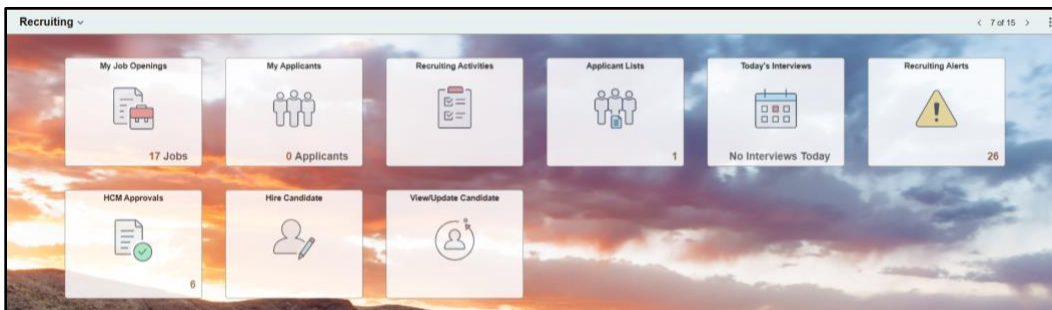
Typically, users with this role are in the agency's Human Resources (HR) department. If a user at a CAPPS Recruit agency can hire via the *CAPPS Custom Hire* page, that user should also have the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role. Conversely, users can have the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role due to its self-service nature without having access to *CAPPS Custom Hire*.

Additionally, although not always, the user also has access to CAPPS Recruit with permissions for either:

- Recruiter administrator
- Recruiter
- Inquiry

Navigation

The Recruiting Self Service pages for *View/Update Candidate* and *Hire Candidate* are available on the *Recruiting* dashboard.



Access the *Recruiting* dashboard from the user's primary dashboard menu. Once opened, all tiles the user has access to for the Recruit module display, including the *View/Update Candidate* and *Hire Candidate* tiles. If the user does not have access to the CAPPS Recruit modules, only the *View/Update Candidate* and *Hire Candidate* tiles display.

Integration Broker Messages

The Integration Broker (IB) is a mechanism that transfers data between CAPPS modules. Recruiting Self Service is integrated with the CAPPS *Recruit* module through three IB messages:

- Hire Request
- Withdraw from Hire Request
- Post Hire Request

Hire Request

When a user successfully submits the *Prepare for Hire* action in the CAPPS *Recruit* module, the IB *Hire Request* message initiates sending CAPPS *Recruit* data to a staging table used by the *View/Update Candidate* and *Hire Candidate* pages in CAPPS HR/Payroll. The *Hire Request* includes data such as:

- Applicant name and contact information
- Applicant national ID (Social Security number)
- Date of birth
- Position number
- Salary from the accepted offer
- Start date

The IB *Hire Request* message happens immediately and there is no need to wait for an interface. With the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role, the applicant can be viewed on the *View/Update Candidate* and *Hire Candidate* pages.

Withdraw from Hire Request

Like the Hire Request message, there is an IB message for Withdraw from Hire. When a user successfully submits the *Withdraw from Hire* action in the CAPPS *Recruit* module, the IB Withdraw from Hire Request message initiates the removal of CAPPS *Recruit* data from the staging table used by the *View/Update Candidate* and *Hire Candidate* pages in CAPPS HR/Payroll.

With the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role, it is possible to confirm on the *Hire Candidate* page that the applicant is no longer available for hire. On the *View/Update Candidate* page, the CANDIDATE DISPOSITION STATUS field displays *Invalid* and the CANDIDATE DISPOSITION REASON field displays *Withdrawn from Hire*.

Post Hire Request

Once a competitive selection transaction is completed in CAPPS HR/Payroll, an IB message (the *Post Hire Request*) updates the application's disposition (status) in CAPPS *Recruit*. The *Post Hire Request* IB message is triggered when:

- A transaction is saved on the *Hire Candidate* page.
- and–
- The CANDIDATE DISPOSITION STATUS field is saved as *Hired* on the *View/Update Candidate* page for a particular applicant.

Users with the TX_HCM_HR_UPD_NEWHIRE_RECRUIT role can confirm that the applicant no longer appears on the *View/Update Candidate* and *Hire Candidate* pages. A user with CAPPS *Recruit* access to the application in question can confirm that the application's disposition was updated from *080 Ready to Hire* to *090 Hired*.

Note: When the application's disposition is updated to *090 Hired* for the final vacancy of a job opening, the job opening status updates to *110 Filled/Closed* and the other applications' dispositions update to *110 Reject*.

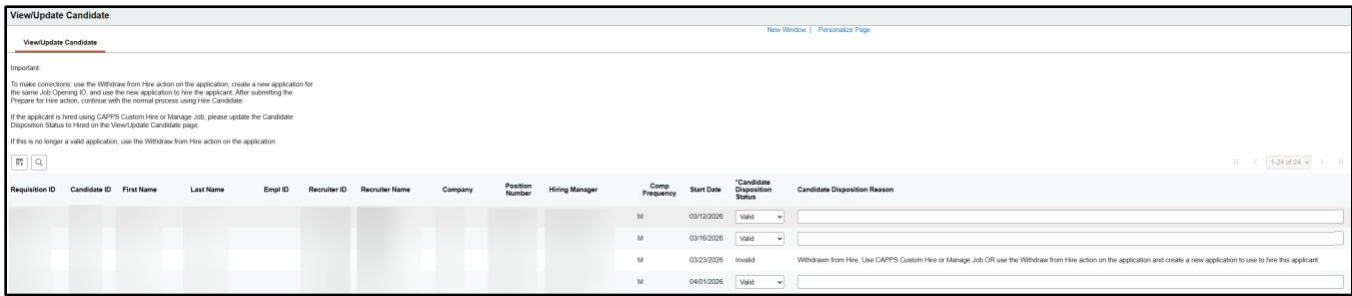
View/Update Candidate

Navigation

Dashboard: Recruiting; **Tile:** View/Update Candidate

The *View/Update Candidate* page:

- Primarily serves to display staged candidates (applicants) for hiring and other competitive selections.
 - Pending candidates originate from CAPPS Recruit via the *Hire Request* IB message.
 - Candidates are removed from the page once they are hired.
 - The candidates listed typically:
 - Are waiting for their start date to arrive (the *START DATE* field has a future date).
 - Have passed initial data checks in CAPPS Recruit when the *Prepare for Hire* action was completed (the *CANDIDATE DISPOSITION STATUS* field displays *Valid*).
- Includes two editable fields:
 - *CANDIDATE DISPOSITION STATUS*
 - *CANDIDATE DISPOSITION REASON*



Update Candidate Disposition Status and Reason

Some updates are permitted on the *View/Update Candidate* page for valid candidates:

- A note may be added in the *CANDIDATE DISPOSITION REASON* field.
- The *CANDIDATE DISPOSITION STATUS* field may be updated to *Hired*.
 - Use the *Hired* option only when the competitive selection transaction was completed in CAPPS using the *CAPPS Custom Hire* page or the *Manage Jobs* page.
 - Using the *Hired* option does not hire the applicant in CAPPS HR/Payroll.
 - If the *CANDIDATE DISPOSITION STATUS* field is updated, a *CANDIDATE DISPOSITION REASON* is required.

Note: The *CANDIDATE DISPOSITION STATUS* also displays an *Invalid* status; however, CAPPS will not allow saving an *Invalid* status. Refer to the [Troubleshooting](#) section of this desk aid.

If an update was made to the *View/Update Candidate* page, select **Save** to save the changes.

Hire Candidate

Navigation

Dashboard: Recruiting; **Tile:** Hire Candidate

The *Hire Candidate* page:

- Displays staged candidates for hiring and other competitive selections, such as:
 - Hires
 - Rehires
 - Promotions
 - Demotions
 - Lateral movements

Note: All candidates listed on the *Hire Candidate* page are also listed on the *View/Update Candidate* page.

- Is used to complete the competitive selection in CAPPS HR/Payroll once the **START DATE** (the effective date) arrives.

Hire Candidate Search

The *Hire Candidate* search page displays valid candidates from the *View/Update Candidate* page with a **START DATE** of today or prior.

The screenshot shows the 'Hire Candidate' search interface. At the top, there's a header 'Hire Candidate' and a 'New Window' link. Below that, the 'As Of Date' is set to '03/08/2026'. A message says 'Select the Candidate Name from the list below to begin the hiring process.' There are search and filter icons. A table lists candidates with the following columns: Candidate Name, Candidate ID, Start Date+, Requisition ID, Recruiter ID, Recruiter, Empl ID, Position Number, Company, and Hiring Manager. The table shows four rows of data with candidate names Z, P, V, and C. The Recruiter column shows 'C' for Z and 'D' for P, V, and C. The Position Number is '000' for all. The Hiring Manager column shows 'D', 'K', 'M', and 'M' respectively.

The **AS OF DATE** defaults to today's date but can be changed. If the date is changed to a future date, future-dated hires (candidates) are included in the view. Do not process future-dated candidates.

Once you are ready to complete the transaction, select the candidate's name.

Personal Data

Selecting a candidate's name displays their *Personal Data* page. The page differs slightly depending on whether the applicant is a new hire, a rehire or an internal move.

New Hires or Rehires

For a new hire or rehire, the fields in the *Personal Data* section are available for data entry. Existing information comes from the candidate's record in CAPPS Recruit and should be validated and updated (if necessary).

For example:

- A nickname must be updated to a legal name.
- Incomplete information must be filled in (e.g., providing ethnicity if that field was left blank).

- Ensure the national ID is correct – update if necessary (refer to the *Troubleshooting* section for [Incorrect Social Security Number](#)).

Note: The national ID is used to match this candidate with any potential past employee records. If a previous CAPPS record is found, the employee ID displays in the EMPL ID field.

- The *Info Release Indicators* section uses web service calls to determine if an employee’s information should be automatically protected.

Hire Candidate

Personal Data
Job Data
Payroll Data

Verify and validate the personal information for the employee. If the phone and the address is incorrect instruct the employee to update this information when they log onto CAPPS HR for the first time.
 Ensure the employee's full name is their full legal name, validate their social security or national ID number and update the military status and veteran status information.

Name: Empl ID: NEW

Personal Data

First: <input type="text"/> Middle: <input type="text"/> Last: <input type="text"/> Date of Birth: <input type="text"/> <input type="calendar"/> Gender: <input type="text" value="Female"/> Ethnic Group: <input type="text" value="White"/>	Military Status: <input type="text" value="Not a Veteran"/> Spouse of Veteran: <input type="checkbox"/> Orphan of Veteran: <input type="checkbox"/> Spouse Member: <input type="checkbox"/> Spouse Primary: <input type="checkbox"/> Former Foster Child: <input type="checkbox"/> Selective Service: <input type="checkbox"/>
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National ID

Country: <input type="text" value="USA"/>	National ID Type: <input type="text" value="PR"/>	Description: <input type="text" value="Social Security Number"/>
		National ID: <input type="text"/>
		Confirm National ID: <input type="text"/>

Address: <input type="text"/>	City: <input type="text"/>
Address 2: <input type="text"/>	State: <input type="text" value="TX"/>
Home Phone: <input type="text"/> Preferred: <input type="checkbox"/>	Postal Code: <input type="text"/>
Cell Phone (Personal): <input type="text"/> Preferred: <input checked="" type="checkbox"/>	

Info Release Indicators

Enter employee's choice for the required Info Release indicators below. These must be completed before the hire can be saved.

NOTE: If Commissioned Peace Officer box is checked or the employee's data is protected under the law for some other reason, you cannot update this information. Employee may contact their HR Administrator for assistance.

Commissioned Peace Officer:

Allow the following to be released to the public: Release All: Release None:

Home Address Release: <input type="text"/>	SSN release: <input type="text"/>	Emergency Contact Info Rel: <input type="text"/>
Home Telephone Release: <input type="text"/>	Family Info Release: <input type="text"/>	Protect Indicator: <input type="text"/>

[Return To](#)
[Select Candidate](#)

Internal Movements

For internal movements, the information on the *Personal Data* page:

- Can only be reviewed.
- Is not editable.

Note: Personal data for existing employees can be updated through normal channels (such as self service).

- Includes the candidate’s national ID, which is used to match the candidate with an employee record.

Hire Candidate

Personal Data
Job Data
Payroll Data

Verify and validate the personal information for the employee. If the phone and the address is incorrect instruct the employee to update this information when they log onto CAPPS HR for the first time.
Ensure the employee's full name is their full legal name, validate their social security or national ID number and update the military status and veteran status information.

Name: Empl ID:

Personal Data

First: <input type="text"/> Middle: <input type="text"/> Last: <input type="text"/> Date of Birth: <input type="text"/> Gender: <input type="text"/> Ethnic Group: <input type="text"/>	Military Status: <input type="checkbox"/> Not a Veteran Spouse of Veteran: <input type="checkbox"/> Orphan of Veteran: <input type="checkbox"/> Spouse Member: <input type="checkbox"/> Spouse Primary: <input type="checkbox"/> Former Foster Child: <input type="checkbox"/> Selective Service: <input type="checkbox"/>
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National ID

Country:	National ID Type:	Description:	National ID:
USA	PR	Social Security Number	<input type="text"/>

Address: City:
 Address 2: State:
 Home Phone: Preferred: Postal Code:
 Cell Phone (Personal): Preferred: Email ID:

Info Release Indicators

Enter employee's choice for the required Info Release indicators below. These must be completed before the hire can be saved.

NOTE: If Commissioned Peace Officer box is checked or the employee's data is protected under the law for some other reason, you cannot update this information. Employee may contact their HR Administrator for assistance.

Commissioned Peace Officer:

Allow the following to be released to the public: Release All: Release None:

Home Address Release: N	SSN release: N	Emergency Contact Info Rel: N
Home Telephone Release: N	Family Info Release: N	Protect Indicator: <input type="text"/>

[Return To](#)
[Select Candidate](#)

Job Data

The *Job Data* tab displays organizational and job-related data for employees and candidates.

Hire Candidate

Personal Data **Job Data** Payroll Data

Verify and validate all organizational and job related data for the employee and enter the date for the employee's first day at work.

Name: [Redacted] Empl ID: NEW

Effective Date: 03/01/2026

Action: HIR Reason: 010 010--New Hire or Rehire

Organizational Information

Position Number: [Redacted]

Agency: [Redacted]

Business Unit: [Redacted]

Department: [Redacted]

Location: [Redacted] Mail Drop ID: [Redacted]

Job Information

Job Code: [Redacted]

Full/Part Time: Full-Time FTE: 1.000000

Regular Shift: N Probation Date: 09/01/2026

Hazardous Duty: Position Function: Not Applicable

Return To [Select Candidate](#)

The information in the *Job Data* tab:

- Requires review and confirmation.
- Should match the agency's personnel action form (PAF).
- Defaults from:
 - Offer information
 - Position data
 - Job code
 - Web services calls
- Includes:
 - POSITION NUMBER:
 - A key piece of information.
 - Most of the other information displayed in the *Organizational Information* and *Job Information* sections comes from the position.
 - EFFECTIVE DATE:
 - The only editable field on the *Job Data* tab.
 - The first day this employee enters the position.
 - Originates from the `START DATE` in CAPPS Recruit.
 - If it must be adjusted on the *Job Data* tab, the `START DATE` should also be updated in CAPPS Recruit for consistency.

Note: A change to the `EFFECTIVE DATE` may affect the `ACTION` and `REASON` codes, especially for interagency transfers.

- `ACTION` and `REASON` codes:
 - Are derived automatically.
 - Are based on the applicant's information, offer details, current job record (if they are an active employee) and web services calls.
 - Include all competitive selection actions and reasons.

Note: When the `ACTION` and `REASON` display `ZZZ` and `999`, CAPPS cannot identify the appropriate action and reason for this movement. When an invalid action/reason code is present on the *Hire Candidate* page, then refer to FMX for the [Reason Code Definitions and Restrictions for State Agencies](#). Also, refer to the [Troubleshooting](#) section of this desk aid.

Troubleshooting

Troubleshooting the *Recruiting* self-service functions entails navigating a variety of hiring situations where a correction, update or workaround may be required. The sections below outline common scenarios and the appropriate steps to address them.

Note: Multiple users with different access may be required to collectively resolve some scenarios. Resolutions may involve a user with access to CAPPS Recruit (such as a recruiter or recruiter administrator), a user with access to *Recruiting* self service and/or a user with access to update *Manage Position*.

Action/Reason Codes ZZZ/999

Issue

When the *Job Data* tab (on the *Hire Candidate* page) displays an ACTION code of ZZZ and a REASON code of 999, the most recent fiscal year [Reason Code Definitions and Restrictions for State Agencies \(FPP R.022\)](#) were not followed.

Resolution

1. Review the agency's PAF to understand the expected ACTION and REASON codes.

Note: Confirm the *To* and *From* details (including the salary calculation) align with the [Reason Code Definitions and Restrictions for State Agencies \(FPP R.022\)](#).

2. Review the position number to ensure it is classified correctly.

Note: If the position number is not classified correctly, reclassify and return to the *Hire Candidate* page to see if the error is resolved.

3. Review the offer to ensure the offer and salary amount are correct.

Note: If the offer has an incorrect position number or salary amount, refer to the [Pending Hire with Incorrect Offer Details](#) section of this desk aid.

Hire Another Person from Filled Job Opening

Issue

Another applicant (candidate) must be hired after the job opening was updated to *110: Filled/Closed*.

Resolution

1. Clone the filled job opening or create a new job opening.
2. Link one or more applicants (candidates) from the original job opening to the new job opening.
3. Make the selection using the new job opening.

Pending Hire with Incorrect Offer Details

Issue

The *Prepare for Hire* action was submitted for a candidate's application (current disposition is *080 Ready to Hire*), and the offer has an incorrect position number and/or salary amount.

Resolution

Option 1 (recommended)

1. Correct the offer.
2. Complete the competitive selection using *CAPPS Custom Hire* or *Manage Job*.
3. Update the *View/Update Candidate* record to *Hired*.

Results:

- Recruiting and HR data are correct.
- The application disposition updates to *090 Hired*.
- Other applications update to *110 Reject*.
- The job opening updates to *110 Filled/Closed*.

Option 2

1. Use the *Withdraw from Hire* action in CAPPS Recruit.
2. Create a new applicant/application for the job opening.
3. Complete recruiting steps through *Prepare for Hire* (including corrected offer).
4. Complete competitive selection using *Hire Candidate*.

Results:

- Recruiting and HR data are correct.
- The new application disposition updates to *090 Hired*.
- Other applications update to *110 Reject*.
- The job opening updates to *110 Filled/Closed*.

Did Not Complete Prepare for Hire

Issue

The application disposition is in *080 Ready to Hire*. However, the applicant is not listed on the *View/Update Candidate* or *Hire Candidate* page. This scenario occurs when the CAPPS Recruit user did not complete the *Prepare for Hire* action and most likely used the *Edit Disposition* action to manually change the disposition.

Resolution

Option 1 (recommended)

1. Complete the *Prepare for Hire* action.
2. Complete the competitive selection using *the Hire Candidate* option.

Results:

- The IB Hire Request sends data to the *View/Update Candidate* and *Hire Candidate* pages.
- The competitive selection is saved.
- The application disposition updates to *090 Hired*.
- Other applications update to *110 Reject*.
- The job opening updates to *110 Filled/Closed*.

Option 2

1. Complete competitive selection using *CAPPS Custom Hire* or *Manage Job*.
2. Edit the application's disposition to *090 Hired*.
~~–or–~~
 Update the *View/Update Candidate* record to *Hired*.

Results:

- The application disposition updates to *090 Hired*.
- Other applications update to *110 Reject*.
- The job opening updates to *110 Filled/Closed*.

Incorrect Social Security Number

Issue

The *Prepare for Hire* action was already submitted for an application, but the Social Security number (SSN) is incorrect.

Resolution

Option 1 (recommended)

1. Use *Hire Candidate* to hire and update the national ID (SSN) before saving.
2. Update the national ID through *Manage Applicant* for accuracy.

Results:

- Recruiting and HR data are correct.
- The ACTION and REASON codes reflect the appropriate codes based on the edited national ID.

Option 2

1. Use the *Withdraw from Hire* action in CAPPS Recruit.
2. Create a new applicant/application for the job opening.
3. Complete recruiting steps through *Prepare for Hire* (including corrected national ID).
4. Complete competitive selection using *Hire Candidate*.

Results:

- Recruiting and HR data are correct.
- The new application disposition updates to *090 Hired*.
- Other applications update to *110 Reject*.
- The job opening update to *110 Filled/Closed*.

Tips for After *Prepare for Hire* Action

For no-show applicants or late withdrawals, use the *Withdraw from Hire* action in the recruiting module.

When a competitive selection is completed through *CAPPS Custom Hire* or *Manage Job*, update the *View/Update Candidate* record to *Hired*.

Revision History

Date	Description of Change	Changed By
May 18, 2026	Initial release.	R. Kelly