

CAPPS Desk Aid

CAPPS Recruit (TAM/CG) FAQs

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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CAPPS Recruit (TAM/CG) FAQs

Overview

The purpose of this desk aid is to provide answers to the most common questions put forth during agency Conference Room Pilots (CRPs) and Recruit instructor-led training sessions.

If you do not see the information that you are looking for in this list, please contact your agency's CAPPS Level 1 support staff to open a Service Request (SR) ticket with the CAPPS Service Desk (CSD).

Frequently Asked Questions by Category

The questions and answers below are divided into sections by topic or function. You may also search for keywords to quickly find relevant information for your inquiry.

General Information

Recruit Roles

What are the roles used by Recruit?

Recruit uses several different roles based on the security needs of the given role. Role access has a hierarchical structure. Users with a given role can also perform functions of lower roles.

Role	Role Assignment	Role Description
RS Recruiter Administrator	TX_HCM_RS_RECRUITER_ADMIN	Access to all recruiting functions across the agency, including restricted fields. Note: This is the agency super user role.
RS Recruiter	TX_HCM_RS_RECRUITER	Access to standard recruiting functions across the agency, including restricted fields.
RS Inquiry	TX_HCM_RS_INQUIRY	Inquiry-only access across the agency, including restricted fields.
RS Hiring Manager (dynamically assigned)	TX_SS_MANAGER_RS	Access to create job openings and manage the selection process for specific job openings and applicants. This role can be assigned automatically to managers.
RS Recruit Coordinator	TX_HCM_RS_RECRUIT_COORDINATOR	Same permissions as the RS Hiring Manager , but the agency must request that the role be assigned. Has access to create job openings and manage the selection process for specific job openings and applicants.
RS Hiring Manager Limited (dynamically assigned)	TX_SS_MANAGER_RS_LTD	Can view specific job openings and applicants, participate in interviews, and approve job openings and job offers. This is a limited manager self-service role and can be assigned automatically to managers.
RS Interviewer	TX_HCM_RS_INTERVIEWER	Has permissions similar to the RS Hiring Manager Limited, but without approval access or access to offers. Can view specific job openings and applicants and participate in interviews. The agency must request that the role be assigned.
RS Approver	TX_HCM_RS_APPROVER	Can approve CAPPS Recruit items.
Query Manager-Limited	TX_PS_QUERY_MANAGER_LTD	Access to the <i>Query Manager</i> page in PeopleSoft (PS) Query, but not to the <i>Query Tree</i> , which must be granted with a Limited Query Access role.

Role	Role Assignment	Role Description
Query Viewer-Limited	TX_PS_QUERY_VIEWER_LTD	Access to the <i>Query Viewer</i> page in PS Query, , but not to the <i>Query Tree</i> , which must be granted with a Limited Query Access role.
Query-TAM	TX_HCM_QRY_TAM	Query access to PS Query for records containing restricted Recruit Talent Acquisition Manager (TAM) data.
Recruiting Self-Service	TX_HCM_HR_UPD_NEWHIRE_RECRUIT	Access to RSS View/Update Candidate and Hire Candidate for users who complete competitive selection actions (such as hires and promotions) for employees selected through CAPPS Recruit.
OnBoarding Administrator	TX_HCM_OB_ONBOARDING_ADMIN	Limited access to all onboarding functions and reports within the OnBoarding module.

What is the purpose of the Recruiting Solutions Approver role?

Six recruiting roles (Recruiter Administrator, Recruiter, Hiring Manager, Hiring Manager Limited, Recruiting Coordinator and Approver) can approve job openings and job offers.

The Recruiting Solutions (RS) Approver role is for users who need to approve job openings and offers but do not have another role that already grants them approval.

The Approver role can be used in conjunction with the Inquiry and Interviewer roles, if necessary.

Is there a limit to the number of approvers or reviewers that can be added?

No, there is no limit.

Is there a limit to the number of interviewers that can be assigned to an agency?

There is no limit to the number of interviewers that an agency can have. Interviewers must be granted access through agency security coordinators (ASCs). Once the RS Interviewer role has been added to a user's profile, they can be selected for the hiring team in **Job Opening/Hiring Team** or as an interviewer on the interview schedule.

Can managers update a job opening?

Neither RS Hiring Manager nor RS Hiring Manager Limited has authority to update a job opening once it has been approved.

What is an evaluator?

Evaluators score the applicant's responses to open-ended questions. All members of the hiring team can access open-ended questions and an applicant's responses, but only evaluators can score them.

Can evaluators be changed?

Evaluators should be set up before a job opening is posted. If an evaluator is added later in the process, they will be unable to score responses to questions on applications submitted before their addition.

Is there a limit on how many evaluators a job opening can have?

No. The system will average the score of all evaluators who enter a point value.

Which roles can post or unpost a job offer?

The following roles can post or unpost a job offer:

- Recruiter Administrator
- Recruiter
- Hiring Manager (not Hiring Manager Limited)
- Recruiting Coordinator

Can the recruiter's name be the same as the person who posted or created the job?

Yes. The `RECRUITER` field on the offer populates from the hiring team assignment, specifically the primary recruiter.

Building a Job Opening

Job Screening

If a Job Opening is in **DRAFT** status, can applicants be screened for it?

Applicants cannot be linked to a draft job opening.

If a required license or certification for a position is not on the list, how does it get added?

The vendor delivers the list of licenses and certifications. Agency Level 1s must submit a *Request an Enhancement* SR ticket in CSD to have the list updated.

Target Openings/Available Openings

In what scenario would target openings and available openings differ on the Job Opening/Job Details tab?

TARGET OPENINGS and AVAILABLE OPENINGS can differ when a position is posted for a specific city or state but the new hire is expected to work at or be assigned to a different location. In these cases, the TARGETED RECRUITING LOCATION may be set to zero, and the PRIMARY TARGET RECRUITING LOCATION must be less than or equal to the number of AVAILABLE LOCATIONS.

Employment/Skills Questions

On the Screening tab, are hand-entered employment or skills questions applicable only to that specific requisition?

This is correct. If there are questions you use repeatedly, you can configure them via *Question Sets* and select them as needed. Any edits made to a specific *Question Set* apply to all job openings that use that set.

What is the difference between employment questions and skills questions?

Both categories function identically. Agencies can choose to break out questions into these categories or keep all questions under a single category. The State of Texas Application (SOTA) questions are configured as employment questions.

Position Management

If a change or update to a position is made in Position Management, is the updated information immediately available in TAM Job Opening?

It is available immediately in TAM. The user may need to refresh the *Job Opening* page to view the changes.

If the position is not vacant when a Job Opening is created, can the job code classification be changed?

Yes. Users should be able to select and enter data for the specific job opening. However, the job code information in *Position Management* must be updated and the position must be vacant before the *Prepare for Hire* step is completed. If the position is not vacant or the job code data is out of date, the *Prepare for Hire* process fails.

Building a Job Posting

Job Posting Index

How often does the Job Posting index interface with CAPPS HR?

The *Job Posting* index runs on even hours, primarily during business hours:

- 8 a.m.
- 10 a.m.
- noon
- 2 p.m.
- 4 p.m.
- 12:15 a.m.

Remove Date

What is the default Remove Date calculation?

The default REMOVE DATE calculation is 15 calendar days from the posting date (i.e., equivalent to posting the job for 10 business days). It may be manually adjusted by the recruiting user unless the POSTING DURATION (DAYS) field is used. When the POSTING DURATION field is used, the system automatically calculates the REMOVE DATE, which cannot be changed directly; any adjustment must be made by updating the POSTING DURATION value.

If we take down a job posting by editing the REMOVE DATE, is the removal instantaneous?

When the REMOVE DATE is changed to the current date, the job posting is immediately locked from accepting applications. However, the posting continues to appear on the *Careers* page until the next *Job Posting* index runs (see the *Job Posting Index* section above).

Job Posting Titles

In the Job Posting Title, must an underscore character be used between the agency acronym and the job title?

The *Job Posting Title* derives from the position number. We encourage agencies to modify the *Job Posting Title* by adding an agency acronym prefix, followed by an underscore (e.g., *CPA_Program Spclst IV*). However, you may choose to use a hyphen instead (i.e., *CPA-Program Spclst IV*).

Job Posting Descriptions

What is the minimum requirement (i.e., the most basic setup) for a job posting?

The minimum setup for a job opening:

- On the *Job Details* page: the RECRUITMENT CONTACT field and at least one RECRUITING LOCATION.
- On the *Hiring Team* page: one RECRUITER must be listed to approve the job opening.
- On the *Job Posting*: the JOB DESCRIPTION(S) and POSTING DESTINATION(S).

Is it possible to use a single description type for the entire job description?

Yes.

Can we reorder the job description types on the job posting?

No, the order is set in the statewide CAPPS Recruit configuration. Select **Preview** to view the posting.

Is there a preferred way to add a hyperlink in a job description type?

Hyperlinks should be added by selecting **Hyperlink** in the text editor.

Preference and Screening Questions

Do I need to exit a posting to create its questions and answers?

Screening questions and scoring rules must be configured before adding them to a job opening, and screening questions must be added to a job opening before it is posted to the careers site.

With the preferences questions no longer appearing on the State of Texas Application (SOTA), will Recruit still include them?

Preference questions are not included in the delivered Recruit setup. If an agency wants to include preference questions, they can be defined in a *Question Set* and added to the *Screening* tab of the job opening. When preference questions are created this way, the *Screening Type – Job Preference* must be excluded from the screening process, meaning point values should not be assigned to those questions.

Internal/External Postings

How do we post a job for internal applicants only?

Select the agency-specific Careers site in the **DESTINATION** field within *Job Posting Destinations* and delete the *CAPPS Careers* row to post a job for internal applicants only.

Note: Even when a posting is limited to the internal careers site, it is still considered an *External* posting within the system.

What qualifies as an **INTERNAL** versus **EXTERNAL** posting?

In Recruit, all postings are configured as external postings. To restrict a posting to current employees only, add the agency's career site to the *Destinations* list and remove the *CAPPS Careers* row. Any posting sent to *CAPPS Careers* also displays on **WorkInTexas**. We recommend including a screening question that confirms the applicant is employed by the agency (or a particular division) when configuring the posting.

Candidates and Candidate Gateway

Applicants Applying to Job Posting

Can we help candidates update their applications?

Yes. Details (such as date of birth and social security number, etc.) can be updated by the Recruiter Administrator or a Recruiter, or the information may be requested on the *Prepare for Offer* page.

Can an applicant apply multiple times to the same job posting?

No. The applicant can withdraw their application and submit a new one, but cannot have multiple active applications for the same job posting.

If an applicant changes their name on Candidate Gateway, is the new name reflected on previous applications or only on future submissions?

If an applicant updates their name on their Candidate Gateway user account, the changes are global across all applications.

Can applicants attach documents to their applications after the job posting closes?

Recruit allows applicants to add attachments while the job opening is in *Open* status. The posting need not remain active for attachments to be added. Applicants can also add attachments after submitting an application — this is the only postsubmission update permitted. Attachments may also be added during the *Acceptance of Offer* step.

How is an applicant's education entered if only 30 college credit hours are completed?

Select the option labeled **Some College**. If agency-specific screening detail is required beyond that option, a separate screening question is recommended.

How do I print or create a PDF of an application that includes the full text of all employment and skills questions, with the candidate's answers (in the order they were asked) in the posting?

1. Navigate to the *Manage Application* page.
2. Select the **Print** (printer) icon to open the print settings.
3. Select all criteria related to the screening functionality.
4. Within a questionnaire-type section, select all applicable criteria that include *Content Available*. The system generates a PDF containing the questions on the *Job Opening – Screening* page.

The applicant's answers display based on the selected correct answers.

The sort order of the screening questions on the PDF is determined by the **SCREENING QUESTION ORDER NUMBER** entered on the *Job Opening – Screening* page. If no question order value is entered, all screening questions display in a random order.

Attachments

Are interview attachments required to be in Word (.docx) format?

Interview attachments may be submitted in any file format permitted by CAPPS. However, certain file types (such as .exe, .zip and .html) are not allowed by the system and therefore cannot be uploaded.

If we don't send the attachments to the manager via email, can they still access them?

If the Hiring Manager is designated as a member of the hiring team on the *Job Opening*, they can access the attachments within Recruit. If they were not added to the hiring team, they can only access the attachments if a hiring team member routes them via email.

Screening, Evaluating and Scoring Applications

Screening

If we do not use all the routing features, can we go straight to hiring?

The Recruiter Administrator or Recruiter can move an applicant directly to the *Offer* step (if applicable) by using the *Prepare Job Offer* action.

Can the answers to the screening questions be included when routing the job posting application?

No. The routing function allows only the resume and attachments to be included. To route applications and screen question responses, agency Level 1s must submit a *Suggest an Enhancement* SR ticket in CSD.

Is there a section to add reference check documents?

No. Reference check documents can be added as a *Checklist* item.

Evaluating and Scoring

Is every evaluator required to score open-ended questions?

No. Evaluators are not required to submit scores for open-ended questions. The applicant's score is calculated as the average of all provided scores and agencies determine how evaluators rate/assign points.

Note: If an evaluator does not score an open-ended question, the automated screening process skips it, resulting in a lower overall screening score for the applicant.

To account for military employment or foster preference during advanced screening, should we assign artificially high points to veteran/foster questions in the preliminary or final screening process?

On the *Job Details* page, you can edit the correct answers to screening questions and add points before running the screening process.

If we do not add an evaluator, will the Hiring Manager still be able to view answers to open-ended questions?

Without evaluators, applicants will not receive points for their responses to open-ended questions. They may be screened out depending on the *Screening Level* criteria. All users with access to the job opening can view an applicant's screening questionnaire responses.

Does the recipient of a routing need to have any of the Recruit roles to view the routing?

No. The recipient does not require a Recruit role. The documents are attached to an email.

Approving Job Applications

Running Reports

Is functionality similar to the Oracle reports that currently exist in Taleo provided, or is PeopleSoft Query the primary method for retrieving report data?

All recruiting data is currently available through PS Query. No prebuilt reports are deployed at this time. Any future reporting needs (including new reports or additional queries) are requested through a post-go-live enhancement process.

Reviewer/Approver Workflow

How do we restart the approval workflow?

Restart the approval workflow by editing specific fields while the job opening or job offer is in *Pending Approval* status.

For job openings, the user must:

1. Restart the workflow by temporarily changing certain fields on the job opening and saving the record.
2. Change the field back to its original value and save again to ensure accuracy. Changes to the following fields restart the approval process:
 - TARGET OPENINGS
 - JOB CODE
 - POSITION NUMBER
 - SALARY ADMINISTRATION PLAN
 - FROM SALARY GRADE
 - TO SALARY GRADE
 - FULL-TIME/ PART-TIME
 - REGULAR/ TEMPORARY
 - STANDARD HOURS

For job offers, the user must:

1. Restart the workflow by temporarily adjusting and saving the `OFFER AMOUNT`. This update prompts the system that the offer changed, which triggers a regeneration of the approval workflow.
2. Reenter the `OFFER AMOUNT` with the original value, which maintains the integrity of the original job offer details.

If a position is posted but the Recruiter or Hiring Manager (or another approver) will be out of the office for an extended period, can a different Recruiter or Hiring Manager be added?

Yes. Additional recruiting users can be added to or removed from the *Hiring Team Assignment* page as necessary. If the approval workflow is in *Pending* status when the *Hiring Team Assignment* is updated, the workflow must be restarted for the changes to take effect.

Can Hiring Managers and Recruiters be added after a position is posted and approved?

Users can be added to or removed from *Hiring Team Assignment* roles (as necessary) by individuals who hold the Recruiter or Recruiter Administrator role. After a job opening is approved, Hiring Managers and Recruit Coordinators cannot make changes to it.

If a reviewer is out of the office for an extended time, would the workflow need to be restarted?

No. The workflow continues and notifies the next approver without needing to be restarted. Reviewers' actions are optional, so the workflow is not dependent on their participation.

Is there a delegation feature that allows an approver to delegate approval of a job opening or job offer to someone else?

No. The recruiter must modify the *Hiring Team Assignment* page for the position and restart the workflow.

Can approver roles be added to the job opening after the job posting was made public?

Users assigned the applicable recruiting roles can be added to the *Hiring Team Assignment* page as necessary. Users assigned to the hiring team have access to the job opening and any associated applications.

Routing for Approval

Can multiple applications be routed at one time?

Yes. There is a **Group Actions** option for *Route Applicants*.

What is the maximum number of applicants that can be routed at a time?

GROUP ACTIONS are limited to 100.

Is it mandatory for approvers to submit comments?

Approver comments are not required.

Are approval notifications sent via email? Are there links to access the job opening/job offer?

Yes. When approval is required, the pending approver receives an email notification with a link to the job opening or job offer. Additionally, all users with recruiting roles that include approval access have an *Approvals* tile on their CAPPS dashboard, providing a centralized location to access pending approvals.

Interviews and Job Offers

Interviews

Can the Hiring Manager schedule interviews?

Yes. Both the Hiring Manager and Hiring Manager Limited have access to interview functionality.

Is it necessary to reject an applicant after an interview if they are not selected to move forward?

No. It is not necessary to manually reject an applicant. When an offer is accepted, all applicants who were not selected are moved to *Hold* status. Once the opening is filled, the system automatically rejects all remaining applicants. The *Reject* status is final and prevents further consideration of the applicant. In contrast, the *Hold* status allows an offer to be extended to an alternate applicant, if necessary.

Can a Manager upload interview documentation, or is this limited to the interviewer role?

Both the Hiring Manager and Hiring Manager Limited have access to interview functionality (at least as much as the interviewer role in this area), including the ability to upload interview documentation.

Can interviewers add the applicant's answers to the interview question section?

This may vary depending on the agency's business process for using the evaluation page. The *Interview Evaluation* page includes a **COMMENT** box where information can be recorded.

We have a policy that allows us six months to select interviewees from an existing applicant pool. How would we make that work?

Once you create the new job opening, you can link a previously rejected applicant from an earlier job opening to the new one.

Job Offers

Why is the option for the Offer Letter grayed out?

The offer details must be approved before the *Offer Letter* can be selected and generated.

If the position is part-time/hourly, should the offer amount still be entered as a full monthly salary, with CAPPS handling the calculations on the back end?

Yes. The full-time monthly rate must be entered, as this amount is what is saved as the base salary pay (BSY) in CAPPS.

In the Prepare for Hire steps, is the offer amount reviewed against the range on the posting or against the range for the applicable salary group?

The offer amount is compared against the salary administration plan range for the grade and step, based on the actual position data.

Can both a conditional offer and a final offer be processed through TAM to Candidate Gateway, or is it recommended to extend the conditional offer by phone or email and only process the final offer through TAM to CG?

The agency's business process determines this, as TAM supports multiple scenarios. It is possible to send both a conditional offer letter and a final offer letter through TAM to CG. In that case:

1. Send the conditional offer in CG.
2. The candidate accepts the conditional offer.
3. Unpost the conditional offer.
4. Edit the offer as a final offer.
5. Upload a new final offer letter for the applicant to accept in CG.

Many agencies, however, prefer to send the conditional offer by selecting the **Email Applicant** option and reserve the online offer workflow in CG for the final offer.

Do candidates see the Payment Mode listed as Cash, as it appears after completing the JOB OFFER COMPONENTS fields?

No. Candidates do not see PAYMENT MODE displayed as *Cash*. In standard offer letters, they only see the:

- Offer component
- Offer amount
- Salary currency
- Salary frequency

Hiring Process

Is there an option to reopen the job opening once it is filled?

No. Once the job opening is filled, the *Clone* function must be used.

Can a candidate's application be routed to individuals without going through a hiring team?

Job applications may be routed to users with recruiting roles even if they are not listed as part of the hiring team. The concept of the hiring team in Recruit refers to those assigned to a given job opening, such as:

- Recruiter(s)
- Hiring Manager(s)
- Interviewer(s)
- Screener(s)
- Other interested parties

When assigning the hiring team for a job opening, add members individually or use pre-defined groups.

If hiring occurs sooner than anticipated and the position number being used is still filled (for example, through the end of the month) can the posting be updated with a new position number so the vacancy can be filled earlier?

Yes. The posting can be updated with a new position number. However, most agencies instead move the terminating employee to another position to free up the original position number. The *Prepare for Hire* step cannot be completed until the position number used on the offer is vacant.

When onboarding a candidate for a posting, does the candidate need to be assigned to the primary position number to move forward or can any position number listed in the posting be used?

Any position number listed on the job opening can be used to hire the applicant. The position must be vacant when the *Prepare for Hire* step is completed.

When Withdraw from Hire is used, can the same requisition be used to hire a second finalist?

Yes. The same job opening can be used to hire another finalist.

Can the offer expiration date be edited?

Yes.

What disposition must the candidate be in for the hire to proceed?

The *Prepare for Hire* step updates the candidate's disposition to *080 Ready to Hire*, which sends the data to the *View/Update Candidate* page and the *Hire Candidate* page.

If the company has already hired a candidate but the candidate has applied for a different position, how is onboarding handled when a candidate can only be hired once?

The same steps are followed on the CAPPS Recruit side. Before initiating the *Prepare for Hire* step, the recruiter should verify that the correct social security number is recorded in the applicant's profile. The *Hire Candidate* functionality determines the appropriate ACTION and ACTION REASON CODES for competitive selections, which are applied automatically on the *Hire Candidate* page.

What if the candidate's start date changes?

The start date can be updated in the *Prepare for Hire* step and edited on the *Hire Candidate* page.

When preparing for hire, if the position needs to be updated in CAPPS HR Manage Position, is there a waiting period before proceeding with Prepare for Hire in TAM?

No waiting period is required. However, the TAM page may need to be refreshed by navigating away and then back to it for the updated disposition to appear. This also applies to the *Job Opening Details* page when POSITION or JOB CODE data is changed.

Additional Resources

The following additional resources are available:

- Fiscal Management's FMX website has information about CAPPS and other fiscal systems. The CAPPS pages include information about:
 - [Centralized Accounting and Payroll/Personnel System \(CAPPS\)](#).
 - [CAPPS Contacts and Help](#) (i.e., agency support staff, including lists of agencies' CAPPS Level 1s and Texas Digital Identity Solution-delegated administrators).
 - [Systems Outages and Holidays](#) calendar.
- FMX's [CAPPS Recruit Transition](#) page contains information and resources to help agencies manage the transition from the CAPPS Recruit Taleo system to the CAPPS Recruit TAM/CG module.
- The [CAPPS Training](#) website includes information for:
 - Upcoming training opportunities
 - Instructor-led training
 - Self-paced training
 - Desk aids (by module with task-specific drop-down menus)
 - CAPPS reports

Revision History

Date	Description of Change	Changed By
July 29, 2026	Initial release.	R. Kelly / K. Martin