

Recruiting FAQ's

(Step 1) Creating Requisitions (Posting Jobs) in Workday

Q: I cannot log in to Workday, or need my password reset.

A: Be sure you are using the correct link to log in:

<https://wd5.myworkday.com/wday/authgwy/rallyhouse/login.html>

* If you are unable to log in need or a password reset, please follow the password reset instructions, and email Payroll@RallyHouse.com for additional assistance, if needed.

Q: My job disappeared, or I am no longer able to view requisitions that I could previously see.

A: Your requisition is still viewable; you will need to select "filled" along with "open" and "frozen" after selecting "Requisitions" or "My Recruiting Jobs"

Q: What about seasonal hiring, or "Friends and Family" hiring?

A: Create Requisition with Sales Associate or TSL Job Profile, and only adjust the **job posting title** to "Seasonal Sales Associate" or "Friends and Family Help".

(Step 2) Manage Candidates in Phenom

Q: Why am I able to see some candidates in Phenom, that are not in Workday?

A: Phenom captures applicants and leads, including people who have applied via job boards such as Indeed. If the candidate is not in the Workday requisition, they will need to complete their application via the link in the job posting section of the Workday requisition- see page 1 in ["Creating Offers in Workday" guide](#).

Q: Why do some profiles show as a "Lead" instead of an "Applicant"?

A: Candidates who have completed their FULL application via our Career Site would show up as an Applicant, if they applied via a job board, or only scheduled an interview by completing the first portion of their application, they will show as a Lead.

Q: I cannot log in to Phenom, or need my password reset.

A: If you need first time log in credentials, or a password reset link, please email Recruiting@RallyHouse.com be sure to include your name and individual work email address

(Step 3) Offers, Onboarding and Background Checks in Workday

Q: Do Re-Hires Need to Apply?

A: Yes, to ensure that they accept the position at the current pay rates, and we have a record of this.

Q: Who needs to complete a background check, and how does that work?

A: All hires and promotions for TSL, ASM and SM positions will need to complete a background check, HR will facilitate this process after a promotion is received or offer is accepted for one of these leadership positions.