



# Candidate User Guide – Job Application Process

---

## INTRODUCTION

This guide is intended to assist applicants with opening, drafting, and submitting an application form for a competition advertised on Revenue's Applicant Tracking System (ATS).

*Please note that the Applicant Tracking System (ATS) is accessible independently of Revenue's Citrix environment. This provides users with a greater flexibility in how and where they choose to connect with the system.*

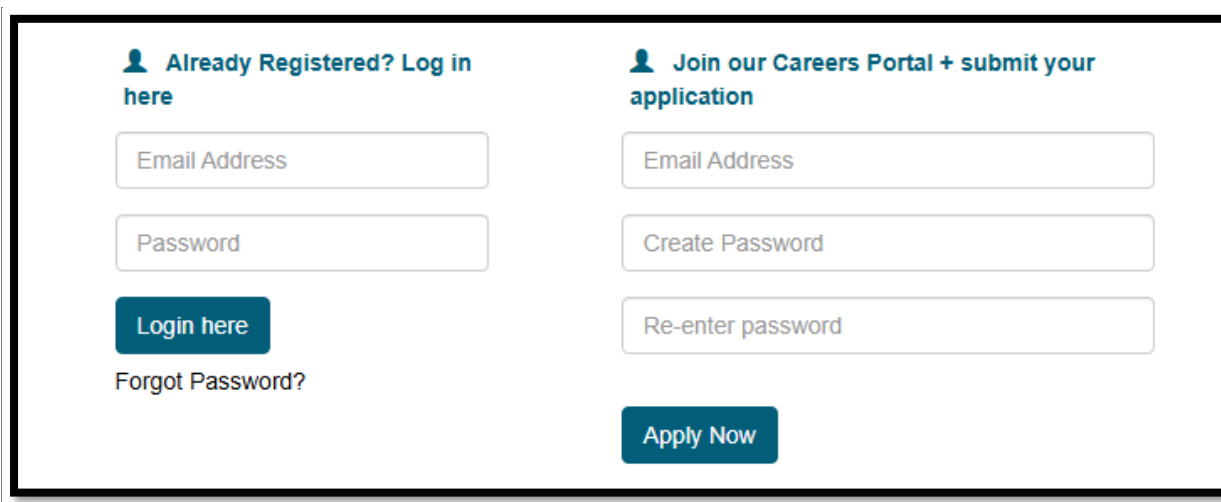
If you are experiencing any issues within the Applicant Tracking System (ATS), please [click here](#) for help on raising your issue with The Hire Labs service desk.

---

## LOGGING IN

First-time users of the ATS system will be required to register and create a profile before applying for any live jobs, by inputting their details on the right-hand side menu of the image below. For assistance in this, please follow the linked [User Guide](#).

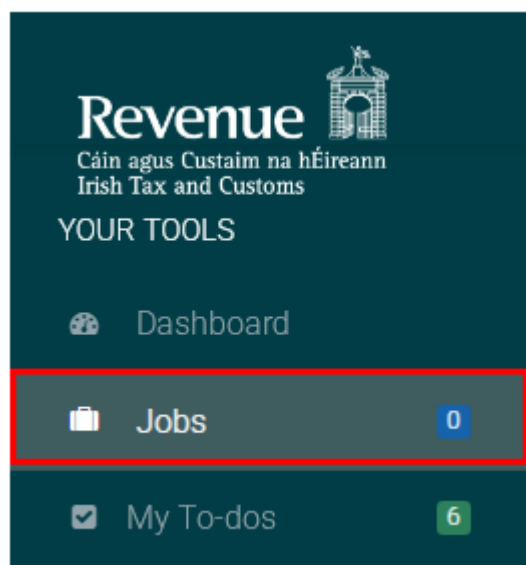
If you have already registered an account, you can simply login using the fields on the left.



The screenshot shows a login and registration interface. On the left, under the heading 'Already Registered? Log in here', there are input fields for 'Email Address' and 'Password', a 'Login here' button, and a 'Forgot Password?' link. On the right, under the heading 'Join our Careers Portal + submit your application', there are input fields for 'Email Address', 'Create Password', and 'Re-enter password', and an 'Apply Now' button.

*Image 1.1 – Applicant Tracking System Login/Join Portal page.*

Once logged in, you will be brought to the candidate dashboard. Here you will navigate to the sidebar on the left-hand side of your screen and click on the Jobs tab.



You will then be taken to the Job Pages screen where you will be presented with the following tabs.

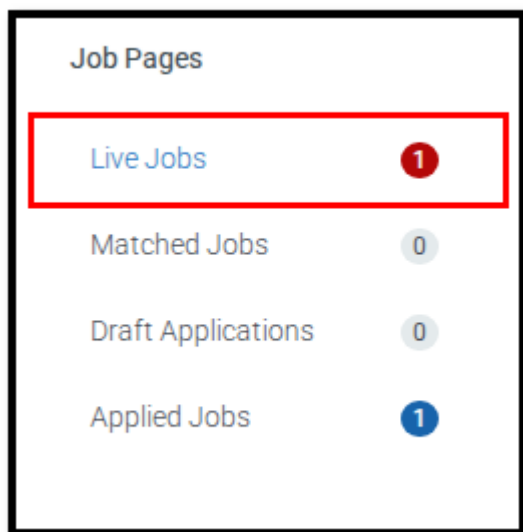
**Live Jobs** – This tab displays all Jobs currently accepting applications.

**Matched Jobs** – N/A

**Draft Applications** – This tab is where all applications that have saved but not yet submitted will be stored.

**Applied Jobs** – This tab will display all jobs you have successfully submitted an application to.

Once you are ready to make an application to a job, navigate to the Live Jobs tab.

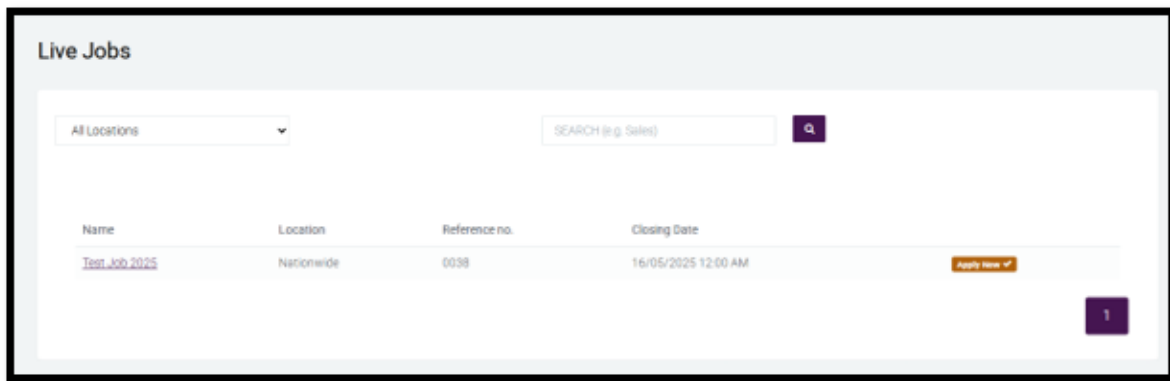


Here you will be presented with all the live jobs that are currently accepting applications. Clicking on the job name will redirect you to the job's summary page, which provides further information related to the position alongside the competition booklet as an attached file to download.

It is strongly advised to take note of a jobs closing date and time to allow yourself ample time to complete and submit an application form.

Once a job has been identified and you wish to apply.

Navigate to the "Apply Now" button located at the right-hand side of the Competition name to begin the application process.



If you have previously made an account on the ATS, the personal details, employment and education fields will be pre-populated with the information you have saved to your profile thus far. Review these fields to ensure that these elements are correct and up to date, making additions and edits where necessary.

**Step 1 of 2**  
Please complete and submit your profile, then you can begin the process of completing your application.

All applications will be treated with strictest confidence  
\*Mandatory

**PERSONAL**  
Please insert your personal data

**Name \***  
Name

**Surname \***  
Surname

**Email \***  
Test@Test.Test

**Alternate Email**  
Alternate Email

**Contact Number \***  
Mobile + 003330891234567

**Alternative Phone Number**  
Mobile + 003330891234567

**Building/House/Street Name \***  
Building/House/Street Name

**Street/Town Name**  
Building/House/Street Name

**Buttons:** Cancel, Need Help?, Add Photo, Save as Draft, Next Step

*Image 1.2 – Image of Step 1 of the application process. Personal Information section.*

To add further Employment and/or Education experience, please use the buttons pictured below.

To add additional career experience to your form.



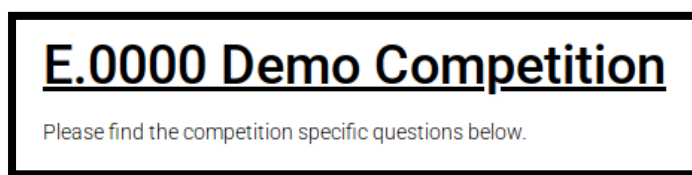
To add additional educational experience to your form.

[+ Add More Education](#)

Once these fields have been completed, you can then proceed to the relevant application questions pertaining to the job role. These will be outlined on the form by the following statement.

***“All applications will be treated with strictest confidence”.***

*Followed by the Competition Number and title. The below image is a sample of how this may be presented.*



At any stage of the application process, all information entered thus far can be saved as a draft using the “Save as draft” option at the bottom of your screen. You can return to complete the remaining elements of the application in advance of the application deadline.

The system will automatically save any entered information periodically every 10 minutes. If no input is detected for over 30 minutes, your information will be saved in draft, and you will be logged out from the system.

While the system has auto-save capabilities we recommend saving your progress at regular intervals to minimize any potential data loss by using the “Save as Draft” button.

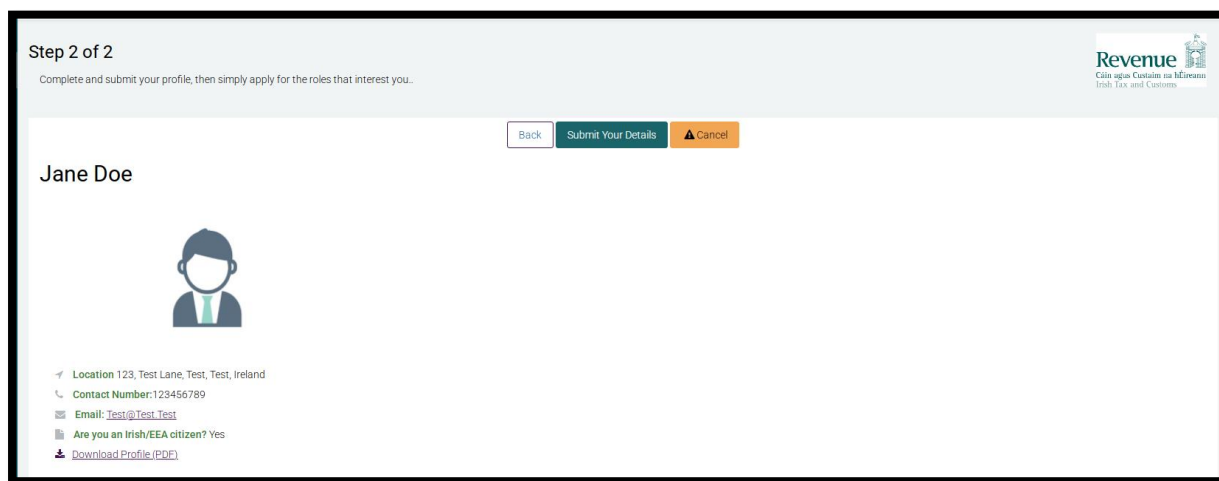


Please note, any applications that have been saved as draft, must be submitted before the application deadline of that competition. Draft applications cannot be submitted after the closing date of that competition.

Once satisfied with your application and your application is completed in full, you may proceed to the next stage by choosing the “Next Step” option at the bottom of your screen.

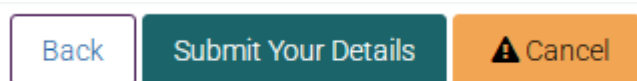


Applicants will then be taken to a Summary Page; applicants should review their application in full and ensure all the information here is entered correctly.



*Image 2.0 – Step 2 of the application process. Application Summary screen.*

Once all information has been reviewed by yourself, you can choose from the following options:



- 1. Back** – To return to the previous screen where you can add or edit any information throughout your application.
- 2. Submit Your Details** – To Submit your application as currently presented to the relevant hiring team for that competition. Please note that once submitted, a form cannot be edited further.

*Please note that as applications cannot be edited after submission; to make any amendments you must withdraw your application and reapply in the same way, submitting your amended application before the application deadline of that competition.*

- 3. Cancel** – To cancel an application process entirely. Please note that when an application is cancelled, all user information inputted into the form will be lost and you will be brought back to the Dashboard. You will however not be restricted from the competition and may reapply at any time prior to the before the application deadline of that competition,

Once submit your details is chosen, a notification email regarding your application will be sent to the email address linked to your profile.

You will also be taken to the Jobs tab of the ATS system. Here you will be presented with all jobs that you have applied for, alongside options to:

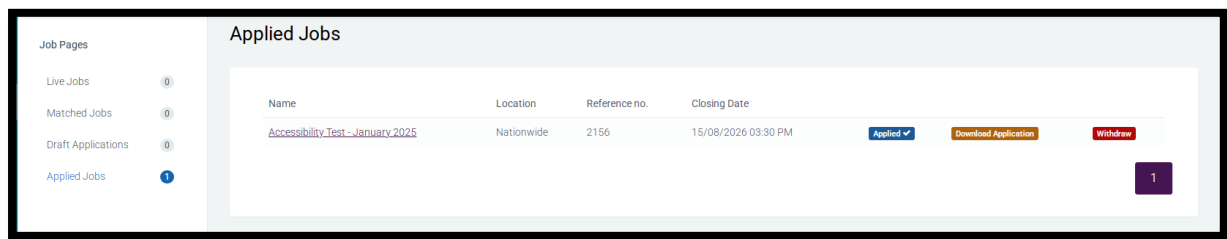


Image 2.1 – Applied Jobs tab

1. Download a submitted application as a PDF.



2. Withdraw an application associated to that Job when required.



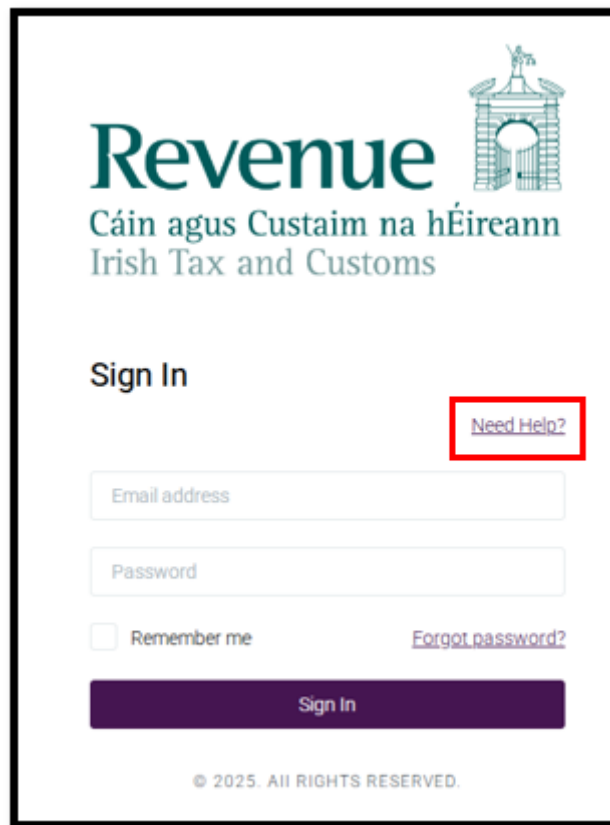
---

## RAISING AN ISSUE TO THE HIRE LABS SERVICE DESK

If you experience any issues within the Applicant Tracking System (ATS), please follow the steps outlined below to flag the issue to our service provider, who, upon receipt, will look further into the issue and will reach out to advise you accordingly.

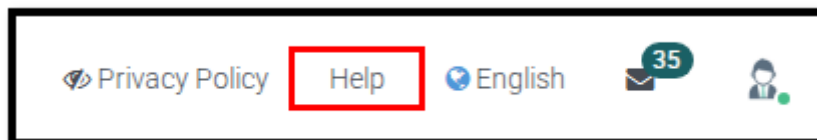
You can navigate to the Help section through the login page and Candidate Dashboard.

- 1. Login page** – Within this screen the Help function can be accessed through selecting “Need Help” above the login text boxes, showcased in the image below.



*Image 3.0 – ATS Login Screen. Highlighted Help section*

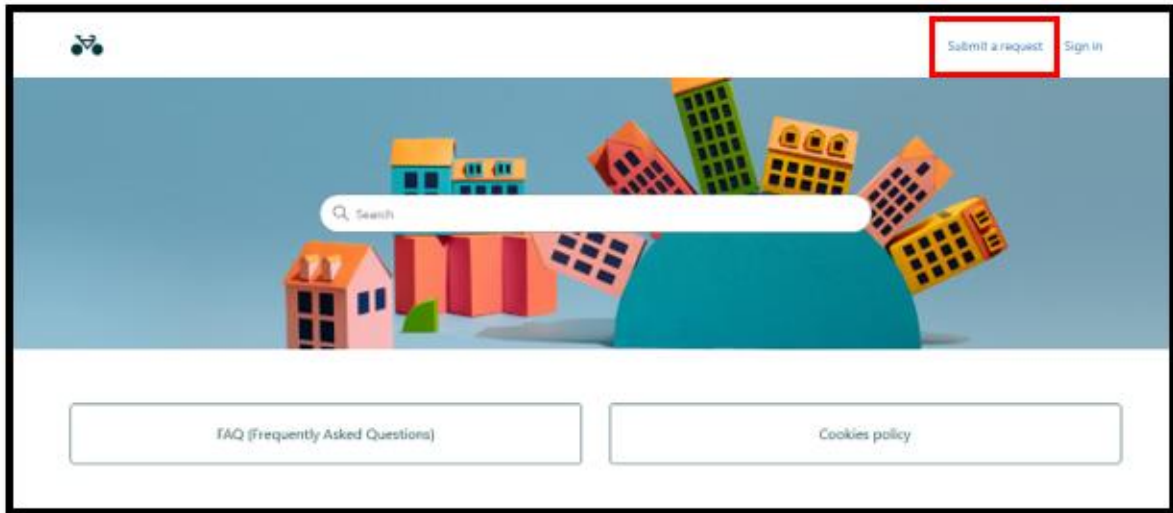
**2. Candidate's Dashboard** – Within this screen, navigate to the label marked as “Help” at the top right-hand corner of the dashboard, showcased in the image below.



*Image 3.1 – Candidates Dashboard. Highlighted Help section*

Once clicked, you will be taken to The Hire Lab's website. Located at the top right-hand corner of the page is a button labelled “Submit a request”, showcased in the image below. Clicking this will take you to the ticket submission page.





*Image 3.2 – The Hire Labs Help section. Highlighted Submit a request option.*

You will be presented with a drop-down box, please choose the following option.

- **Support Ticket**

The page will then expand requesting all relevant information pertaining to the issue.

# Submit a request

Fields marked with an asterisk (\*) are required.

Please choose your ticket form below









Support Ticket

Your email address\*

Subject\*

Description\*

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Paragraph    ▾    B    I         ▾                    99        

**Type\***  
Request type

-

**Device Used\***  
Device used

-

**Browser\***  
Browser you are using

-

**Employer Portal\***

-

**Attachments**

Choose a file or drag and drop here

**Submit**

*Image 3.3 – “Submit a Request” form.*

Complete the request form and once satisfied with the information entered, click submit to raise the issue.

Once the request has been submitted, The Hire Lab aim to have a service desk engineer promptly resolve or respond to your issue by the end of the next working day.

However please note that some issues can be complex in nature and may require further information or time to resolve.