

E-RECRUITMENT SYSTEM TRAINING MANUAL

FOR APPLICANTS

HEALTH SERVICE COMMISSION P.O. BOX 7452, Kampala Plot 1, Pilkington Road, 3rd Floor, Workers' House Building Tel: +256 414 348 501/253770 Fax: +256 414 254 378 Email: info@hsc.go.ug Websites: www.hsc.go.ug hscers.ug

Highly Confidential

ERS-User Manual

Page | 1

DOCUMENT DETAILS

COMPANY	HEALTH SERVICE COMMISSION
DOCUMENT TITLE	End User Training Manual - ERS
DATE	6- January -2025
REF	NA
CLASSIFICATION	Highly Confidential
DOCUMENT TYPE	Script

DISTRIBUTION DETAILS

COMPANY	
EMAIL ADDRESS	

DOCUMENT HISTORY

DATE	VERSION	AUTHOR	COMMENTS
6/January/2025	0.1	Waiswa B. Victor	Initial

REVIEWERS

NAME	POSITION
Mr. Andrew Ssebyatika	ICTO
Mr. Ivan Mugabi	ІСТО
Ms. Miriam Nayiga	AC/RSS
Mr. Andrew Abunyang	C/RSS

LIST OF ABBREVIATIONS

TERM	EXPLANATION
URD	User Requirements Document
ERS	E-Recruitment System
HSC	Health Service Commission
D	Job Description
VD	Vacancy Declaration
МОН	Ministry Of Health
HRO	Human Resource Officer

NOTICE

This document contains information which is the intellectual property of Health Service Commission. This document is received in confidence and its contents cannot be disclosed or copied without the prior written consent of HSC.

Copyright

Copyright. Health Service Commission. All rights reserved.

Trademarks

Other product and corporate names may be trademarks of other companies and are used only for explanation and to the owners' benefit, without intent to infringe.

CONTENTS

Table of Contents

1	IN	FRODUCTION	6
	1.1	Purpose of the end user training manual	6
	1.2	Project background	6
2	HC	W TO ACCESS THE SYSTEM AND LOGIN AND LOG-OUT	7
3	AP	PLICATION SUBMISSION MANAGEMENT	8
	3.1	How to capture personal information	8
	3.2	How to view available jobs and apply	13
	Sce	nario 1: Public jobs	13
	Sce	nario 2: Direct jobs	15
	3.3	How to view all applied jobs list	16
	3.4	How to view shortlisting report from home page	16
4	CL	IENT RELATIONSHIP MANAGEMENT (CRM), COMPLAINTS AND APPEAL	
Μ	IANAG	EMENT	19
	4.1	How to make an appeal or complaint	19
	4.2	How to view the status of appeals and complaints	20

1 INTRODUCTION

This is a technical document with a specific purpose of helping technical and non-technical users of the E-Recruitment System (ERS) as they execute their daily duties. It will be used by Job seekers.

1.1 Purpose of the end user training manual

The End user manual is designed to assist end users of the E-Recruitment System (ERS) at all levels while executing their day-to-day work. This is often referred to as user assistance. This document is expressing the step-by-step procedures of what the users are required to do in ERS. It is strongly recommended that this document is distributed to applicants or eRS support team.

1.2PROJECT BACKGROUND

With the help of Development Partners, the HSC developed and implemented an e-Recruitment System as part of the interventions to make recruitment faster and more efficient. The system was part of the overall e-Government Policy framework to facilitate improved on-line service delivery.

The Commission is mandated to appoint, confirm, promote and review the terms and conditions of service, training and qualifications of health workers. The mission of the Commission is to ensure that all positions are filled with qualified and competent health-workers at all levels. It was therefore important that the HSC implements systems aimed at improving efficiency and effectiveness in the recruitment process.

In order to achieve this objective, the HSC implemented an e-recruitment system. The implementation of the system provided the following benefits.

- a) Attract applicants with the required skills, quality and experience.
- b) Reduce recruitment processing time and fill vacancies timely.
- c) Reduce bulky paper work in the recruitment process.
- d) Minimize complaints arising from paper-based information handling during the recruitment process.
- e) Create a database of applicants for various posts.
- f) Improve the provision of feedback to the applicants.
- g) Reduce overall cost of recruitment.
- h) Build confidence in HSC among health workers and the public.

2 HOW TO ACCESS THE SYSTEM AND LOGIN AND LOG-OUT.

The E-RECRUITMENT SYSTEM (ERS) is a fully computerized secure web-based application.

<u>LOGIN</u>

Republic of Uganda	- Dart Veus Dissures	- Advanced Second	Health Service Commission
welcome to Our Job Site	Post Your Resume	• Advanced Search	New Jobs(Last 7 Days)
Looking for a			Login
New Job		E-mail	
Use the fields below to search through the variety of jobs posted on our web site click "Search" to begin. Click on "Advanced Search	- Constanting	aa@gmail.com	
button to further refine your search*		Password	
Job title or keywords	Q Search		
			Forgot Password ?
			SIGN IN
Welcome To Our Job Site 🔗		R	egister Now

The login is possible with one factor authentication. To login do the following:

- > Insert email address.
- > Then insert the **Password**
- > Click **sign in**.

LOGOUT

e-Recruitment Health Service Commission	Republic of Uganda		e-Recruitment Health Service Commissio	on			Heath Service Commission
P Dashboard	Welcome To,			8	0	۵	HI, test computing Logout
A My Account							
😰 New jobs (Last 7 days	List of Jobs Applied						View full list
Simple Search							
Advanced Search	S.No User Institu	tion Job Reference	Job Title			Date	Details
Apply Direct Jobs			Results Not Found				
View All Applied Jobs	Recent Jobs						View full flat
@ View All My Results							
💱 Appeal & Complaints	Job Reference	Job title	Institution Name	Job Expiry Dat	e		Apply Now
			Results Not Found				
		2021 © 2020 Health Service	Commission,Uganda: All Rights Reserved				Complaints FAQ

> To logout of the system, click the **logout button** in the top right corner.

3 APPLICATION SUBMISSION MANAGEMENT

3.1How to capture personal information.

- ➢ Login / register
- > Click **My account**.

e-Recruitment <	Republic of Uganda	e-Rec Health Serv	cruitment vice Commission		Heath Service Commission
9 Dashboard	Welcome To,			5,	👌 HI, victor Walswa
3 My Account	Personal Info	Qualification	Experience	Other Info	Status
New jobs (Last 7 days	8		(ê)	-@-	(Þ)
- Simple Search				<u> </u>	~
Advanced Search		click here t	to upload p	assport pho	oto
Apply Direct Jobs		victor Waiswa 🥝		%	Mamail com
View All Pending Jobs List				- HEIDIWEISHE	regman.com
View All Applied Jobs List					
View All My Results	First Name *		Last Name*		
Appeal & Complaints					

- Click pen to upload your passport photo in form of an image (png, jpeg...). Note: Don't upload pdf form or any other document format.
- > Insert personal information such as First name, date of birth, NIN...
- Upload the image of your national ID. Note: Don't upload pdf form or any other document format.
- > Upload the pdf version of your cv. **Note:** Don't upload an image format,
- Click Next.
- > Insert **qualification** information.



- > Select the qualifications you passed and fill in the grades.
- Select whether you passed UCE or Not.
- If you select Yes, select the year you completed it and upload the PDF file of the UCE certificate. Note: Certificate not passlip.
- Select the subjects and grades obtained in the UCE. Note: select and don't type.
- Click + to add new subject OR click to remove a subject.
- Select whether you passed UACE or Not.
- If you select Yes, select the year you completed it and upload the PDF file of the UACE certificate. Note: Certificate not passlip.
- Select the subjects and grades obtained in the UACE. Note: select and don't type.
- Click + to add a new subject OR click to remove a subject.
- > Next section is schools or institutions attended.
- Select the from and to year you were at a given institution.
- Select the category, subcategory and qualification. Note: select and don't type.

Page | 10 ERS End User Training Manual

- Attach the pdf of the certificate and transcript of the qualification. For UCE and UACE attach certificate and passlip.
- > Select the institution you studied from.
- If the institution is not in the drop down, select other and then type in the institution name under other institution name.
- Click + to add a new institution OR click to remove an institution.
- > Repeat the process of adding institutions until all are added.
- > In the next section, select the key competencies by clicking on them.

e-Recruitment <	e-Rec Health Serv	ruitment rice Commission	Heath Service Comments
🕑 Dashboard	Welcome To,	0	💭 🛛 HI, victor Waiswa
A My Account	Key *		
🔗 New jobs (Last 7 days	Accountability	ick to select	
Simple Search	Assertiveness and Self confidence		
Advanced Search	Concern for quality and standards		
Apply Direct Jobs	Flexibility		
E View All Pending Jobs	Innovativeness		
E View All Applied Jobs			Next Reset
안 View All My Results			
🐼 Appeal & Complaints	2021 © 2020 Health Service Commission,Ug	inda. All Flights Heserved	Complaints FAQ

- Click next.
- > Next is **Experience** information.

e-Recruitment < Health Service Commission	Republic of Uganda	e-Rec Health Serv	ruitment ice Commission		Heath Service Commission
🖇 Dashboard	Welcome To,			S () HI, victor Waiswa
A My Account	(
🖉 New jobs (Last 7 days	Personal Info	Qualification	Experience	Other Info	Status
Simple Search	8	-9	-0-	-(2)	—(Þ)
Advanced Search					
] Apply Direct Jobs	Experience Year *		Experience Month	•	
E View All Pending Jobs	0	~	0		~
View All Applied Jobs	Employee Id		Council Registrati	on Status*	
- List	Employee Id		Select		~
한 View All My Results	Practising Licensure Status*		Currently Working	in	

- > Select the number of years and months of relevant experience.
- > Insert the Employee ID number.
- > Select the council registration status and the practicing license status.
- > Select the type of the institution/ company where you are currently working
- Type in the name of the institution/ company where you are currently working in the mention current working detail.
- > Type in the current post.
- > Capture the current salary in numbers, don't put comas.
- > Select whether you are recommended by current employer.
- > If yes, specify who is recommending you by typing their title and name.
- Select the date when you were appointed to the current post.
- > Upload the pdf of the recommendation letter.
- > Select the terms of employment.
- > If licensed, type in your license number and the council registration number.
- Upload the image of the license and council registration certificate. Note: images (jpg, png) should be uploaded not pdfs here.
- > The next section is the employment record.
- Select the from and to year you were at a given work place.
- > Type the position held and the employer's name and address.
- Attach the pdf of the appointment letter/ contract. Note: don't attach id or anything else here.
- Click + to add a new work place OR click to remove a work place.
- Click Next.
- > Next is Capture other information.

e-Recruitment < Health Service Commission <	Republic of Uganda	e-Red Health Serv	cruitment vice Commission		Heath Service Commission
🕒 Dashboard	Welcome To,			ຽ .	🖞 HI, victor Waiswa
R My Account	6				
New jobs (Last 7 days	Personal Info	Qualification	Experience	Other Info	Status
Simple Search	(A)		—e—	<u> </u>	(Þ
Advanced Search		•		-	
Apply Direct Jobs	Have you ever been convicted in a Crim	inal Charge? *	Give Brief Details	including Sentence impos	ed *
E View All Pending Jobs	Ves No				
E View All Applied Jobs	How soon would you be available for ap	pointment if Selected? *	State the minimum	n Salary expectation.?(Per	Month)*
ହ୍ରା View All My Results					
🕉 Appeal & Complaints	Is the Applicant already in Government	service ?			

- > Insert **conviction** details, and **government service** details.
- ➢ Insert referees.
- Click next.
- > A pop up shows asking whether the applicant wants to apply for a job now.
- > select desired option and the details entered will be saved.
- > The next page is the status page showing completed tasks.

Health Service Commission	Republic of Uganda	н	ealth Service Commissio	on	Health Service Commission
Dashboard	Welcome To,			ຽ	🛕 HI, victor Waiswe
A My Account			Status		
New jobs (Last 7 days		Y	our Account Updated Successful	у	
Simple Search		S.NO	Step Name	Status	
Advanced Search		i	Personal Info	Completed	
] Apply Direct Jobs		2	Qualification	Completed	
E View All Pending Jobs		3	Experience	Completed	
E View All Applied Jobs List		4	Other Info	Completed	
ଙ୍ଗୁ View All My Results					
🌮 Appeal & Complaints					
		2021 C 2020 Health Service Co	ommission Uganda, All Rights Reserv	ed	Complaints FAQ

3.2 How to view available jobs and apply.

Scenario 1: Public jobs

- ➢ Login into system.
- Click new jobs.

e-Recruitment Health Service Commission	Republic of Uganda	e- Health	Recruitment Service Commission		Heath Service Commission
🕒 Dashboard	Welcome To,			0	💭 Hi, Victor Waiswa
A My Account	"Looking for new job? use the	new fields below to search	through the variety of jobs po	osted on our website click	'Search' to begin.
New jobs (Last) days	Click on Advanced Search but	ton to further refine your se	earch"		
Simple Search	Keywords *	Search	Reset	dvance Search	
Advanced Search					
Apply Direct Jobs	Showing 1 To 1 records (1 rec	ords from 1 records)			
S View All Pending Jobs	Job Reference	Job title	Institution Name	Job Expiry Date	Details
Set View All Applied Jobs	eRS/2021/00027/1/MOH	medical officer	мон	23/08/2021	Ξ
[] View All My Results					
😵 Appeal & Complaints					
1	2021 0	2020 Health Service Commis	ilon,Uganda. All Rights Reserved		Complaints FAQ

> Click **details icon** of job you want and click **apply now**.

Republic of Uganda	Healt	-Recruitment h Service Commission	Heath Service Commission
Welcome To,			🖸 🍈 HI, Victor Waiswa
2			
Job Vacancy Requisition			
			Apply Now
1			
Salary Scale	: MOH : U4	Type of Appointment	: medical officer : Permanent
Number of Vacancies	:2	Date Vacancy Occurred	:23/08/2021
Age Limit	: To		
Qualification Details			
	Republic of Uganda Welcome To, Job Vacancy Requisition View the details here Institution Name Salary Scale Number of Vacancies Age Limit	Republic of Uganda Welcome To, Job Vacancy Requisition View the details here Institution Name MOH Salary Scale U4 Number of Vacancies 2 Age Limit To Cualification Details View the details here 2021 © 2020 Health Service Commons	Republic of Uganda Welcome To, Job Yacancy Requisition View the details here Institution Name MOH Institution Name MOH Salary Scale U4 Number of Vacancies 2 Age Limit To Date Vacancy Occurred Age Limit To

> Update available information in the system if necessary and click save until you finish the application form.

Highly Confidential

Page | 14 ERS End User Training Manual

Recruitment	Republic of Uganda	e-Recru Health Service	Commission		Hea	th Service Commission
Dashboard	Welcome To,			5	۵	HI, Victor Waiswa
My Account	Preferrable time to Call					
New jobs (Last 7 days	Day Time	~				
Simple Search						
Advanced Search	Present Address *		Permanent Address *			
Apply Direct Jobs	Namugongo		Namugongo			
View All Pending Jobs List						
View All Applied Jobs List		Å				
View All My Results	Use my permanent address					
Appeal & Complaints						Save Reset

> Click **submit application** to submit application.

e-Recruitment <	Republic of Uganda		e-Recruitment Health Service Commission				Heath Service Con	misson
🕒 Dashboard	Welcome To,			2	ð	۵	Hi, Victor Walswa	Logout
A My Account			•		~			
🔗 New jobs (Last 7 days		S.NO	Step Name	4	Status			
Simple Search		а	Personal Info	0	Completed	1		
Advanced Search		2	Qualification	0	Completer	,		
2 Apply Direct Jobs		a	Experience		Completer	1		
8 Ξ Incomplete jobs list					Completer	S		
S= View All Applied Jobs		4	Other Info		sompreter	e:		
(I View All My Results		5	Documents	2	Completed			
🐨 Appeal & Complaints			Go To Home Page Print					
		2022 © 2020 Health Servi	ce Commission,Uganda. All Rights Reserved				Complaints FAQ	

> Click **print** to print form 3 of application.

Scenario 2: Direct jobs

IF the VD is Direct, apply via **Apply Direct Jobs** using advert ref code (Which was generated in VD)

Page | 15 ERS End User Training Manual



Note: - Candidate can apply for a maximum of 2 jobs per advert.

3.3 How to view all applied jobs list.

> On left side menu click **View all applied jobs List**.

e-Recruitment Health Service Commission	Republic of	Uganda	<mark>e-Re</mark> Health Sei	cruitment rvice Commission	Her	A Service Commission
C Dashboard	Welcome To				DΔ	HI, Victor Waiswa
A My Account	1					-
🛃 New Jobs (Last 7 days	Applied .	Job List				
Simple Search	Period Fro	m	To		Keyword	
Advanced Search	mm / dd	/ уууу	mm / dd / yyy	y	Keyword	
Apply Direct Jobs						
SE View All Pending Jobs			Search	Reset		
8= View All Applied	Showing 1	To 8 records (8 recor	ds from 8 records)			
•- Jobs List	S.No	User Institution	Job Reference	Job Title	Date	Details
I View All My Results	312	мон	eRS/2021/00012/1/MOH	Medical Assistant	14/05/2021	
💱 Appeal & Complaints	2	Lira RRH	eRS/2021/00010/5/LIraRRH	Senior Lab Technician	17/05/2021	=
		2021 © 2	020 Health Service Commission,U	ganda. All Rights Reserved	Com	plaints FAQ

> Click details icon on job you want.

e-Recruitment Health Service Commission	Republic of Uganda	e- Health	Recruitment Service Commission	Health Service Commission
🕒 Dashboard	Welcome To,			🛈 🔘 HI, Victor Waiswa
A My Account	1			
🔗 New jobs (Last 7 days	Job Vacancy Requisition View the details here			
Simple Search				Print
Ý				
Advanced Search				
 Advanced Search Apply Direct Jobs 	You have applied for the jol	o : medical officer (eRS/202	1/00027/1/MOH)	×
Advanced Search Apply Direct Jobs View All Pending Jobs List	You have applied for the job	o : medical officer (eRS/202 : MOH	1/00027/1/MOH) Title of the Post	: medical officer
Advanced Search Apply Direct Jobs View All Pending Jobs List View All Applied Jobs List	You have applied for the job Institution Name Salary Scale	o : medical officer (eRS/202 : MOH : U4	1/00027/1/MOH) Title of the Post Type of Appointment	: medical officer : Permanent
Advanced Search Apply Direct Jobs View All Pending Jobs List View All Applied Jobs List View All Applied Jobs View All My Results View All My Results	You have applied for the job Institution Name Salary Scale Number of Vacancies	o : medical officer (eRS/202 : MOH : U4 : 2	1/00027/1/MOH) Title of the Post Type of Appointment Date Vacancy Occurred	* medical officer : Permanent :23/08/2021

3.4 How to view shortlisting report from home page

Once shortlist is done check shortlisted candidates by clicking Interview
 program – shortlist.

Search" to begin. Click on "Advanced Search"	E-mail
utton to turther refine your search	Password
Job tille or keywords Q Search	Password
A second s	Forgot Password ?
	SIGN IN
Nelcome To Our Job Site	Register Now
lear Joh Seekers	Quick Links >
thank you for visition a Descultment estaar page. This page provides applicants interested in ampleument	
thank you for visiting e-Recruitment career page. This page provides applicants interested in employment apportunities at Uganda Health Services Commission (HSC) with an integrated and simple way of applying o any vacancy(s) in any HSC Eacility. On this page you will find all the vacancies available in all HSC.	

Select **advert** and **job title**.

<pre>bit detuge bit bit detuge and bit bit bit bit bit bit bit bit bit bit</pre>		e-Recruitment Health Service Commission	P \$
I starting Program - Shortlist Introduce Program - Shortlist Introduce Decomposition of the Starting of The S	Welcome to Our Job Site	Post Your Resume Advance	d Search • New Jobs(Last 7 Days)
<pre>traview Program - Shortlist we we w</pre>	🛠 Home 🔰 Interview Program - Shortlist		
<pre>intermed by the second se</pre>	Interview Program - Shortlist		
<pre>very very very very very very very very</pre>	Advert Reference ID*	loh Title*	
Image: control contro control control contro control control control control control co	Select	v Select v	
2 determined with the set of t		SEARCH RESET No Results Found	
Click search.	© 2020 Health Service Commission,Uganda. All Right	s Reserved	Complaints FAQ
<complex-block></complex-block>	Click search.		
Repetic of logis POst Your Resume Advanced Search • New Jobs(Last 7 Day) © Hone > Interview Program - Shortlist Interview Reference ID* Interview Program - Shortlist Interview Program - Shortlisted will be displayed.	X	e-Recruitment Health Service Commission	23
Home > Interview Program - Shortlist Interview Program - Shortlisted Interview Program - Shortlisted Interview Program - Shortlisted Interview Program - Shortlisted will be displayed.	Republic of Uganda Welcome to Our Job Site	Post Your Resume Advance	d Search • New Jobs(Last 7 Daya)
Interview Program - Shortlist Advert Reference ID* Itrixing assistant Store access	🛠 Home > Interview Program - Shortlist		
Advert Reference ID* Job Title* Medics needed Image: I			
Medics needed Nursing assistant S.NO Advert Title Job Title No of Vacancies Shortlisted 1 Medics needed Nursing assistant 3 1	Interview Program - Shortlist		
S.NO Advert Title Job Title No of Vacancies Shortlisted 1 Medics needed Nursing assistant 3 1	Interview Program - Shortlist	Job Title*	
S.NO Advert Title Job Title No of Vacancies Shortlisted 1 Medics needed Nursing assistant 3 1 Verschaged State S	Interview Program - Shortlist Advert Reference ID* Medics needed	y Nursing assistant	
S.NO Advert Title Job Title No of Vacancies Shortlisted 1 Medics needed Nursing assistant 3 1	Interview Program - Shortlist Advert Reference ID* Medics needed	Job Title* Vursing assistant	
S.NO Advert Title Job Title No of Vacancies Shortlisted 1 Medics needed Nursing assistant 3 1	Interview Program - Shortlist Advert Reference ID* Medics needed	Job Title* V Nursing assistant V SEARCH RESET	
1 Medics needed 3 1	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records)	Job Title* V Nursing assistant V SEARCH RESET	
Versets of each of those shortlisted will be displayed.	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title	Job Title*	No of Vacancies Shortlisted
Verset and estimate in the second end of the second estimate and the second estimate in the	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed	Job Title* SEARCH RESET Job Title Nursing assistant	No of Vacancies Shortlisted 3 1
Complaints FAQ Click shortlisted . A list of those shortlisted will be displayed.	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed	Job Title* SEARCH RESET Job Title Nursing assistant Nursing assistant	No of Vacancies Shortlisted 3 1
Click shortlisted . A list of those shortlisted will be displayed.	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed	Job Title* SEARCH RESET Job Title Nursing assistant	No of Vacancies Shortlisted 3 1
A list of those shortlisted will be displayed.	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed	Job Title* Vursing assistant Job Title Nursing assistant ss Reserved	No of Vacancies Shortlisted 3 1 Complaints FAQ
A list of those shortlisted will be displayed.	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed	Job Title* SEARCH RESET Job Title Nursing assistant s Reserved	No of Vacancies Shortlisted 3 1
	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed //ersstage@stituten.in/pdable//login=Mande. All Pipet Click shortlisted.	Job Title*	No of Vacancies Shortlisted 3 1 Comptaints FAQ
	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed //ersscagesstuccentin//public//loging.il/garder. All Pignet Click shortlisted. A list of those shortlisted	Job Title*	No of Vacancies Shortlisted 3 1 Complaints FAQ
	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed //ersschage Stützen in/public/login ***Upande All Piper Click shortlisted. A list of those shortlisted	Job Title* SEARCH RESET Job Title Nursing assistant	No of Vacancies Shortlisted 3 1 Comptaints FAQ
	Interview Program - Shortlist Advert Reference ID* Medics needed Showing 1 To 1 records (1 records from 1 records) S.NO Advert Title 1 Medics needed Yersstage Stutzen in/public/loging in Ugende. All Plotte Click shortlisted. A list of those shortlisted	Job Title Job Title Job Title Nursing assistant	No of Vacancies Shortlisted 3 1 Comptaints FAQ

Republic of	liganda		e-Recruitment Health Service Commis	t sion		estin Service Commission
Welcome to 0	ur Job Site		Post Your Resume	Advanced Search	• New Job	is(Last 7 Days)
Home > Interv	lew Program - Shortlist					
hortlist Deta	ail					
S.NO	Application Number	Name	Email	Contact Number	Profile From	Selected Status
79	eRS/2021/00079/App/79	Victor Waiswa	waiswabrianv@gmail.com	0708445904	Applied	Shortlisted

4 CLIENT RELATIONSHIP MANAGEMENT (CRM), COMPLAINTS AND APPEAL MANAGEMENT

4.1HOW TO MAKE AN APPEAL OR COMPLAINT.

> On left side menu click appeals **and complaints**.

e-Recruitment Health Service Commission	Republic of U	Iganda		e- Health	Recruitm Service Com	ent mission	He	ath Service Commission
B Dashboard	Welcome To	6					ΟΔ	HI, Victor Waisw
C My Account	<u></u>							
New jobs (Last 7 days	Crm	week and Compl	ainto Liara				• A	dd Inquiry/Appeal
Simple Search		peak and comp	units ricie					
Advanced Search			Complaint Type	:	Limit:			
] Apply Direct Jobs	Q Sei	irch	Select Compla	int Tyj 🗸	100	~		
Uiew All Pending Jobs	SI.NO	First Name	Last Name	Email		Complaint Type	Complaint	Action
 View All Applied Jobs List 							Reference No	
View All My Results		Victor	Waiswa	waiswal	manv@gmail.com	Complaint	Int/00002	9
Appeal & Complaints								

- > Click add inquiry or appeal.
- > **Insert** necessary information and **submit**.

e-Recruitment <	Republic of Uganda	e-Recrui Health Service (tment Commission	Health Service Commission	ion
Cashboard	Welcome To,			🖸 🛕 HI, Victor Wai	iswa
3 My Account	Select Complaint About	Ŷ	Select Advert		×
New jobs (Last 7 days	Job *				
Simple Search	Select Job	~			
Advanced Search	Complaint Detail*				
Apply Direct Jobs	Complaint Detail				
E View All Pending Jobs List					
E View All Applied Jobs List					
View All My Results			Decet		
Appeal & Complaints		Submit	Keset		

4.2 How to view the status of appeals and complaints.

rm Ile Your A	o, uppeals and Compl	laints Here Complaint Type	43	Limit:		ی C ۸۰	HI, Victor Waisw Id Inquiry/Appeal
rm le Your A Q Se	oppeals and Compl	laints Here Complaint Type	c	Limit:		J Ad	ld Inquiry/Appeal
rm le Your A Q. Se	opeals and Compl	Complaint Type	c	Limit:		Ad	dd Inquiry/Appeal
Q Se	arch	Complaint Type	6	Limit:			
Q, Se	arch	Complaint Type	.	Limit:			
Q Se	arch						
	SHAMM	Select Compla	int Ty 🗸	100	×		
SI.NO	First Name	Last Name	Email		Complaint Type	Complaint Reference No	Action
1	Victor	Waiswa	walswał	manv@gmail.com	Compiaint	int/00002	
2	Water	Walewa	watewat	viany@amail.com	Complaint	Sha/00002	
4	VICTOR	waiswa	watsWat	manv@gman.com	compaint	-3110/00003	
	5I.NO 1 2	SI.NO First Name 1 Victor 2 Victor 2002	SI.NO First Name Last Name 1 Victor Waiswa 2 Victor Waiswa 2021 @ 2020 Health Serv	SI.NO First Name Last Name Email 1 Victor Waiswa waiswat 2 Victor Waiswa waiswat 2021 © 2020 Health Service Commiss	SI.NO First Name Last Name Email 1 Victor Waiswa waiswabrianv@gmail.com 2 Victor Waiswa waiswabrianv@gmail.com 2021 2020 Health Service Commission.Uganda. All Right	SI.NO First Name Last Name Email Complaint Type 1 Victor Waiswa waiswabrianv@gmail.com Complaint 2 Victor Waiswa waiswabrianv@gmail.com Complaint 2 Victor Waiswa waiswabrianv@gmail.com Complaint	SI.NO First Name Last Name Email Complaint Type Complaint Reference No 1 Victor Waiswa waiswabrianv@gmail.com Complaint Int/00002 2 Victor Waiswa waiswabrianv@gmail.com Complaint Sho/00003 2021 © 2020 Health Service Commission,Uganda. All Rights Reserved Com

> On left side menu, click **Appeal and Complaints**.

> Click **action icon** on appeal/inquiry you want to view. It will be displayed as below.

e-Recruitment <	Republic of Uganda	e-Recruitment Health Service Commission	Heath Service Commission		
🕒 Dashboard	Welcome To,	6	D 🛕 HI, Victor Waiswa		
A My Account					
🔗 New jobs (Last 7 days	CRM Conversations		S Back		
Simple Search	First Name : Victor	Complaint Detail : The mark	: The marks are so low.		
Advanced Search	Last Name : Waiswa	Comments :			
2. Apply Direct Jobs	Email : waiswabrianv@gmail.com Job Title :	Complaint Status : Approve Advert Ref Id :			
E View All Pending Jobs	Job Ref Id :				
E View All Applied Jobs					
I View All My Results					
💱 Appeal & Complaints					