HelloWeHire — User Guide

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hellowehire.com

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1. Getting started

This guide is for HelloWeHire recruiters, HR, hiring managers and administrators. Instructions for external interviewers and clients are in sections 15 and 16.

Sign up and sign in

1. Open hellowehire.com and click "Create one free".
2. Enter your name, email and password. The password must be at least 8 characters long, with one capital letter and one digit.
3. Pass the "I'm not a robot" check and click "Sign Up".
4. Open the email and follow the confirmation link. You cannot sign in without confirming.
5. Sign in with your email and password.

If the email did not arrive, check "Spam". You can request another email no more than once an hour.

If you were invited to a team, you do not need to sign up separately. Open the link from the invitation email, set a password and click "Complete Setup". If you already have an account in another team, the system will ask you to confirm the switch.

Forgot your password

1. On the sign-in page, click "Forgot password?".
2. Enter your email and click "Send Reset Link".
3. Follow the link in the email, set a new password and click "Update Password".

You can change your password without signing out in Settings → Security.

How the interface works

Side menu (the set of items depends on your permissions):

Item	What it is for
Home	Tasks for today: new candidates, interviews, overdue items, emails
All Applicants	All team candidates on a board or in a table
Positions	List of vacancies; the pipeline of each one opens from it
Hiring requests	Requests from hiring managers
Calendar	Interviews and meetings
Templates	Templates for pipelines, messages, emails and scorecards
Analytics	Hiring reports
Client Hub	Client companies and their employees
Pricing Plans	Subscription (only for the person responsible for billing)
Settings	Profile, integrations, team, notifications

What else is on every screen:

- **Quick create "+" button** in the bottom right corner: "New position", "New candidate", "Import candidates", "Generate CV".
- **Search** in the header opens with the `/` key (section 13).
- **Help & Support** at the bottom of the menu — the address is support@hellowehire.com.

After you sign in, the system opens the section you were in last.

Language and screen

- The interface language is English, Russian or Turkish. You can change it in Settings → Profile → Interface language.
- It is most convenient to work on a laptop or desktop computer: on screens narrower than 1024 pixels a warning is shown.
- On your first visit the site asks for cookie consent; your choice is saved in your profile.

2. Setting up your profile and integrations

Set up your profile and connect your calendar and email before scheduling interviews: without them, slots, Google Meet links and emails from your own mailbox do not work. Everything is in the Settings menu.

Profile

Settings → Profile:

- **Name and avatar** — you can crop the avatar when uploading it.
- **Interface language** — en, ru or tr.
- **Timezone, working hours and days** (09:00–18:00 by default). The system uses them to suggest free slots for interviews and for candidate self-scheduling.

Integrations

Service	Where to connect	What it gives you
Google Calendar	Settings → Profile	Interviews appear in your calendar, Google Meet links are created, candidate self-scheduling works
Gmail	Settings → Profile	Emails to candidates are sent from your address, and replies appear in the candidate card within a couple of minutes
Slack	Settings → Profile	Notifications as direct messages from the HelloWeHire bot
hh.ru	Settings → Integrations	Publishing vacancies on hh.ru and automatic loading of applications

How to connect any service:

1. Click the connect button next to the service you need.
2. Sign in to your Google, Slack or hh.ru account and allow access.
3. You will return to HelloWeHire and the status will change to "connected".

You can disconnect a service in the same place. Each employee connects their own accounts — it cannot be done on behalf of the team. If you revoked access on the Google or Slack side, connect again.

LinkedIn. There is no direct LinkedIn integration. Candidate profiles from LinkedIn are imported by the HelloWeHire browser extension (section 6): download it in Settings → Extension.

Notifications

Settings → Notifications. For each type, turn on the channels you need: email, in-app (the bell on Home), Slack.

Notification	When it arrives	Default
New candidate applications	An application came in for your vacancy	email

Notification	When it arrives	Default
Top candidate alerts	A candidate received a high AI score	email
Weekly performance summary	On Monday mornings	email
SLA critical zone	A candidate has been in a stage for too long	email
Candidate import finished	A bulk CV upload has finished	in-app
Hiring request assigned / Hiring request updated	You were assigned as the owner or the request was edited	in-app
Requested number hired	As many people were hired as requested	in-app
Hiring request vacancy archived	The linked vacancy was archived	in-app

When you first connect Slack, it is turned on for all types — you can turn off the ones you do not need. Vacancy notifications go to the vacancy owner, the team owner and admins, and the people assigned to the vacancy.

3. Team and access

All team members see the shared vacancies and candidates — within their permissions. This section is for the team owner and administrators.

Invite a colleague

1. Open Settings → People → Team.
2. Enter the email, choose a team role and a job title.
3. Send the invitation. Your colleague will get an email and set a password via the link.

Pending invitations are visible in the list and can be cancelled. Expired ones are deleted automatically. The number of seats in the team depends on the plan (section 14): on the free plan you work alone.

Roles and job titles

The **team role** determines permissions:

Role	What they can do
Owner	Everything, including billing
Admin	Everything except billing: delete, manage the team, settings and scorecard templates
Member	Work with candidates, vacancies, the calendar and templates; view analytics and the client hub. Cannot delete or edit clients

The **job title** (recruiter, HR, manager, employee, admin, hiring manager) unlocks separate scenarios:

- hiring requests are visible to the owner, admins, HR, recruiters and hiring managers (section 12);
- a vacancy can be made available only to certain job titles;
- managers and admins can filter data by other recruiters.

Role and job title are changed in the team list. You can also remove a member there; a member can leave the team on their own.

Fine-tuning permissions

- **Role permissions.** Settings → People → Access is a "role × permission" matrix: candidates, vacancies, client hub, analytics, templates, calendar, team, settings.
- **Individual permissions.** In a member's profile you can grant or take away a separate permission for that person only.
- **Hiding salaries.** In the same place you can hide vacancy salaries and candidates' salary expectations from a person.

If a person does not have permission for a section, the item disappears from the menu, and a direct link opens a "You don't have access to this resource" screen.

Feature flags

Settings → Feature Flags turn whole sections on and off for the team:

- candidates, vacancies, calendar, templates, analytics, client hub, pricing plans;
- automatic AI scoring of new candidates;
- mass hiring (MASS) — **off by default**, turn it on to create MASS vacancies;
- the referral program.

Other team settings

- **Candidate tags** — global tags and categories for the talent pool.
- **Stakeholder Roles** — types of roles for people on the client side (CTO, tech lead, HR director, etc.) and their permissions.
- **SLA Rules** — see section 13.

4. Vacancies

Every vacancy has its own candidate pipeline and a public page with an application form. All vacancies are in the "Positions" menu, on the Active, Archived and Talent Pool tabs.

Create a vacancy

Click "+" → "New position" or "New Position" on Home. The form has three steps.

1. **Basics.**
   - Title, location (city or region), work format, employment type, experience.
   - Salary: hourly, monthly, yearly, one-time or "negotiable".
   - Who you are hiring for: yourself or a client. You can also add the vacancy to the talent pool right away, with tags.
   - Who can see the vacancy: the whole team, certain job titles or specific people.
   - Pipeline type: regular (CLASSIC) or mass (MASS), see below.

2. **Job details.**
   - Overview, Responsibilities, Requirements, Conditions.
   - "Critical Success Factors" and "Stop factors" — context for the AI scoring of candidates. The more precisely you fill them in, the more accurate the score.
   - AI can write the whole description or improve a single field.
   - Attachments: PDF, DOCX, images.

3. **Screening & options.**
   - Match threshold and questions for the candidate (AI can suggest them).
   - A certificate for strong candidates.
   - Private vacancy — not shown on the public board.
   - Publishing on hh.ru (if the account is connected).

Before saving, look at the preview — this is how candidates will see the vacancy. You can edit a vacancy at any time. After the description is edited, candidates' AI scores are marked as outdated (section 7).

On the free plan the number of vacancies may be limited — in that case an offer to change the plan will appear in the list.

Mass hiring (MASS)

Choose MASS if you expect hundreds of applications and want to screen automatically. The option appears if an admin has turned on the mass hiring flag.

What you can configure:

- **AI score threshold** (70% by default).
- **Auto-reject** below the threshold and **auto-move to Screening** above the threshold — both off until you turn them

on.

- **Screening questions**: yes/no, number or text. A question can be marked as critical — an unsuitable answer sharply lowers the score.
- **Video pitch** of up to 90 seconds and instructions for the candidate.
- **Follow-up question** about the working conditions — only candidates above the threshold will receive it.

Candidates apply to a MASS vacancy through a three-step form or a Telegram bot.

Share a vacancy

- **Public page.** In the vacancy list or on its board, click "Public Page" or copy the link. You can send the link to candidates or paste it into a post.
- **Public board.** Non-private vacancies appear on the hellowehire.com/jobs board (MASS ones on /mass-jobs) and are indexed by search engines.
- **Company website.** The vacancy list and vacancy pages can be embedded via an iframe.

Publishing on hh.ru and other platforms

1. Connect hh.ru in Settings → Integrations.
2. In the vacancy form, turn on publishing on hh.ru and choose a city from the hh directory.
3. Save the vacancy.

Details of working with hh.ru:

- Salary on hh is monthly or hourly, in USD, EUR or RUB. The description has a minimum length.
- If hh rejects the publication, the vacancy in HelloWeHire is still saved.
- Vacancy edits are sent to hh, and archiving closes the publication.
- Applications from hh arrive in the pipeline on their own, about once every 15 minutes.

On the vacancy overview page you can link an ad already posted on another platform or remove the link. Publishing on hh.ru is managed from the vacancy form.

Vacancy overview

On the overview page (linked from the vacancy board):

- statistics by stage;
- **Hiring Team** — assign recruiters and hiring managers; they will receive notifications for the vacancy;
- publications on platforms;
- export of candidates to CSV.

Archive vacancies

- **One vacancy** — from the edit form. If it still has candidates in progress, the system will offer to move them to

rejected.

- **Several at once:**
  1. In the vacancy list, click "Archive" and select the vacancies.
  2. Enter a shared rejection reason (optional) and confirm.
  3. All candidates except hired and already rejected ones will be moved to rejected. Earlier rejection reasons are kept.

Archiving is available to those with permission to delete vacancies (by default admins and the owner). If the vacancy is linked to a hiring request, the system will offer to close the request as well.

5. Candidates and the pipeline

Candidates live on kanban boards: columns are hiring stages, cards are people. One candidate can take part in several vacancies, at a different stage in each.

Add candidates

Method	When it is convenient	Where
One candidate	You have one resume or contact details	"+" → "New candidate" or "Add Candidate" on the board
A batch of resumes	Up to 50 files at a time, processed in the background	"+" → "Import candidates"
From the browser	A resume is open in a tab or you are on a LinkedIn profile	Extension, section 6
Candidates themselves	Applying via the vacancy link, in the Telegram bot, from hh.ru	Automatically

One candidate. Upload a resume — the name, contacts and experience are filled in automatically. Check the fields and save. For several resumes in the same window, a table for review is shown, and possible duplicates are highlighted.

Import candidates.

1. Choose a vacancy or the talent pool.
2. Drag in PDF, DOC or DOCX files (up to 15 MB each).
3. Follow the status of each file: queued, processing, created, duplicate, error.
4. You can close the window — you will get a notification when it finishes. Failed files can be retried.

Scans without a text layer are not recognized. The same file, email, phone or LinkedIn within a vacancy counts as a duplicate and is not created a second time.

Vacancy board

Open a vacancy from the list — its board is shown.

- **Default stages:** Applied, Screening, Interview, Offer, Hired, Rejected. New applications land in the "Uncategorized" column.
- **On the card:** the AI score, how many days the candidate has been in the stage, and a favorite star.
- **Scrolling.** Columns load as you scroll; the total number of candidates is in the column header.
- **Views:** board, table with pages, and a "single stage" mode for long columns.
- **Moving.** Drag a card to another column or change the stage in the candidate card. When moving to rejected or archive, the system will ask for a reason; the candidate will not see it.
- **"AI organize"** will suggest which candidates to move to which stage. The suggestions do not change anything on their own.

The "All Applicants" page works the same way but across all vacancies. It has "My List" (favorites), filters by stage, vacancy, location and salary, and sorting by date, name, salary and AI score.

Configure stages

The "Manage Columns" button on the vacancy board:

- add, rename, recolor and reorder stages;
- set a limit on candidates in a column;
- choose the fields on the card;
- attach a scorecard template to a stage;
- turn on an automatic email to the candidate when they reach a stage (section 9).

Changes affect only this vacancy. The Hired and Rejected stages cannot be deleted. Ready-made sets of stages are stored in Templates → Pipeline Templates and are applied to a vacancy in one click.

Bulk actions

Select several cards (or all) — an action panel appears:

Action	What happens
Move to Stage	All selected candidates move to one stage
Reject	A shared reason and, if you wish, an email from a template
To another vacancy	Candidates leave the current vacancy, start a new pipeline from the beginning and are scored by AI again
Copy to vacancy	The candidate stays in the current vacancy and is added to one more
Recalculate AI Score	For all selected candidates
Email	One email to everyone, recorded in each person's correspondence

When transferring to another vacancy, those who are already in the target vacancy are left untouched, and a warning is shown if interviews are scheduled. If some candidates could not be processed, the system shows counters of successful and skipped ones.

Candidate card

Clicking a candidate opens a panel on the right (its width can be changed). You can also open a candidate in a new tab via a direct link.

Tab	What is there
Details	Contacts, vacancies and stages, AI score, summary, tags, expected salary
Resume	The original resume
Timeline and History	Events and actions for the candidate
Notes	Team notes; you can pin them, Cmd/Ctrl+Enter saves
Messages	Correspondence with the candidate (section 9)
Scorecards	Scorecards after interviews (section 8)
Interviews	Upcoming interviews

From the card you can:

- schedule an interview, generate an offer, generate a CV;
- change the stage, copy to another vacancy;
- add to favorites;
- upload up to 10 versions of the resume, download the certificate, watch the video pitch. The video is stored for a limited time, the transcript stays.

Duplicates

The system looks for duplicates by email, phone, LinkedIn and similar name on its own. Manually, use the "Check duplicates" button in the card.

1. Open the profile comparison.
2. Choose which profile is the main one and which field values to keep.
3. Merge — the resume, applications, correspondence, scorecards and history are combined in one profile.

A merge can be undone within 24 hours. If they are different people, reject the pair — the system will not suggest it again.

6. Browser extension

The "HelloWeHire — CV import" extension sends a resume from an open tab or a LinkedIn profile to a vacancy in one click. It works in Chrome and Edge (and also Brave, Opera, Vivaldi); the interface is in English. You need an account with permission to add candidates.

Installation

1. Download the ZIP in Settings → Extension.
2. Unpack it into a **permanent** folder, for example `Documents/HelloWeHire-extension`. Do not delete or move it: the browser loads the extension from there.
3. Open `chrome://extensions` (in Edge — `edge://extensions`) and turn on **Developer mode**.
4. Click **Load unpacked** and select the folder from step 2.
5. On the extension card, click **Details** and turn on **Allow access to file URLs** — otherwise the extension cannot read a PDF from your computer.
6. Pin the HelloWeHire icon to the browser toolbar (via the puzzle icon).
7. Click the icon and sign in with your HelloWeHire email and password. Signing in to the extension does not affect your session on the website.

Importing a resume (PDF)

1. Open the PDF in the browser — drag the file into the window or open a link.
2. Click the HelloWeHire icon, choose a vacancy and click **Send to HelloWeHire**.
3. When the candidate is created, click **Open profile in HelloWeHire**.

The import continues even if you close the extension window.

Importing a LinkedIn profile

1. Open the candidate's profile on LinkedIn (you must be signed in to LinkedIn in this browser). Or, on any tab, click **Import by LinkedIn link** and paste a `linkedin.com/in/…` link.
2. Choose a vacancy and click **Send to HelloWeHire**.
3. The first time, the browser will ask for access to LinkedIn — click **Allow**. The window will close and the import will start on its own; open the extension again to see the progress.

The extension opens the profile in a small background window and closes it on its own — usually within 10 seconds. A PDF of the profile named "LinkedIn - Name.pdf" is attached to the candidate. Nothing is saved to your downloads.

Duplicates and stage

- **Already in HelloWeHire?** When the window opens, the extension looks for this person in your active vacancies and shows where and at which stage they already are (up to 5 matches). If the email, phone or LinkedIn matches in another vacancy, it will ask **Import anyway?** A similar name is shown simply as a possible match.
- **Stage.** Under the vacancy you can choose a stage for the new candidate, for example Screening. **No stage** —

add without a stage. A stage with an envelope icon will send the candidate an email, as with a normal move.

Sending the same resume again will not create a second card.

Updating

1. Download the new ZIP and unpack it **into the same folder**, replacing the files.
2. On `chrome://extensions`, click **Reload** (the circular arrow) on the HelloWeHire card.
3. Check that the version at the bottom of the extension window matches the version in the archive name.

After an update you may need to sign in again. Check Allow access to file URLs — the browser sometimes turns it off.

If something does not work

Message	What to do
Open a CV PDF or a LinkedIn profile	Open a PDF or a profile in a tab, or paste a LinkedIn link. If the site shows the resume in a built-in viewer, download the file and open it in the browser
A panel asking for file access	Turn on Allow access to file URLs (installation step 5) and click Check again
Session expired	Sign in again — the file and the vacancy will stay selected
Sign in to LinkedIn in this browser	Sign in to LinkedIn in this same browser and click Retry
HelloWeHire needs access to LinkedIn	Click Retry and choose Allow. If access was removed, restore it in `chrome://extensions` → HelloWeHire → Details → Site access
LinkedIn took too long to load the profile	Check that LinkedIn opens and click Retry

7. AI scoring of candidates

Every new candidate with a resume automatically gets an AI score — the percentage of match to the vacancy. The score helps you sort through applications faster, but the decision stays with you.

How to read the score

- **Where it is visible:** on the card on the board; the breakdown and history are in the candidate card, on the "Details" tab.
- **Regular vacancy:** the score is based on the resume.
- **Mass vacancy:** the total is made up of the resume (50%), answers to questions (25%) and video (25%). If the candidate did not complete all the steps, the weights are redistributed. An unsuitable answer to a critical question or a red flag in the video zeroes the corresponding part.
- **Without a resume** no score is calculated.

The score appears a few seconds or minutes after the candidate is created — a background task calculates it. If an admin turned off automatic AI scoring, you can run it manually.

How to improve accuracy

- Fill in the requirements, "Critical Success Factors" and "Stop factors" in the vacancy.
- After the description is edited, old scores are marked as outdated. Click "Recalculate" in the candidate card, or select several cards and recalculate all of them at once.

Mass hiring automation

If auto-reject or auto-advance is turned on in a MASS vacancy, the system moves the candidate on its own after the final score:

- **below the threshold** — to Rejected, with the reason "score X% is below the threshold Y%";
- **above the threshold** — to Screening.

The automation only touches new applications ("Uncategorized" or Applied) and never moves candidates you have already advanced. An auto-reject does not undo itself even if the score later rises — move the candidate back manually.

The system will send candidates above the threshold a follow-up question, if one is configured. Agreement with the conditions is visible in the candidate card.

8. Interviews

An interview is scheduled from the candidate card. External interviewers and candidates do not need an account — they work via links from emails. For meetings in Google Meet, connect Google Calendar in advance (section 2).

Schedule an interview

1. In the candidate card, click "Schedule Interview".
2. Choose an interviewer: from the client's stakeholders or enter an email manually.
3. Set the duration and format: Google Meet, Zoom or office.
4. Choose a date and a free slot — slots are built from your working hours and calendar.
5. Add notes for the interviewer (briefing) and files: a test assignment, portfolio, NDA.
6. Mark whether to notify the candidate, and send.

The interviewer will get an email with a link to the interview portal (section 15). The event will appear in the calendar and in the candidate's timeline. The meeting link is a permanent HelloWeHire link that leads to the current Google Meet meeting.

The candidate picks a time themselves

In the same dialog, turn on self-scheduling and set a date window (a connected Google Calendar is required).

1. The candidate will receive an email with a link — it is valid for 7 days.
2. The candidate sees a calendar with your free slots and picks a convenient one.
3. The meeting appears in your calendar, and the interviewer gets the link.

Send the link to the interviewer separately

If the meeting has already been arranged, click "Send Interview Link" in the candidate card (the "Scorecards" tab) or in the calendar event. Choose a role:

- **Interviewer** — conducts the interview and fills in the scorecard;
- **Tech lead** or **Hiring manager** — sees the whole team's scorecards and makes the hiring decision.

Add a short briefing about the candidate. The link is valid for 24 hours.

Calendar

- Views: month, week, day.
- Event types: interview, meeting, follow-up, other. You can attach a candidate, a vacancy and participants to an event.
- With Google Calendar connected, events sync in both directions.
- Today's interviews are visible on Home — from there you can join Meet right away or fill in a scorecard.

Scorecards

- **Where to fill them in:** the "Scorecards" tab in the candidate card or the interviewer portal.
- **Contents:** an overall rating, ratings by area (technical skills, communication, culture fit and your own), strengths and areas for growth.
- **Recommendation:** strong hire, hire, no hire, strong no hire or undecided.
- **Templates** — in Templates → Scorecard Templates (you need permission to manage scorecard templates). A template can be attached to a pipeline stage.
- **Editing.** A scorecard can be edited and deleted by its author, an admin or the owner; an edit by an admin is marked.

9. Communicating with candidates

All correspondence with a candidate is collected on the "Messages" tab of their card. Emails are sent from your Gmail mailbox if it is connected, otherwise from a HelloWeHire address.

Write to a candidate

1. Open the candidate card → "Messages".
2. Write an email or insert a template, and attach files.
3. Send. The candidate's reply will appear in the feed in a couple of minutes (if Gmail is connected).

A conversation in another channel — phone, SMS, WhatsApp, Telegram — can be recorded in the feed so the team sees the history. Such messages are not sent, only recorded.

Unread candidate replies are visible on Home — you can open them and mark them as read. One email to several candidates is sent with a bulk action on the board (section 5).

Templates

The "Templates" section in the menu:

- **Email Messages Templates** — your ready-made texts for email, SMS, WhatsApp and Telegram. Variables (candidate name, vacancy, etc.) are suggested as you type and filled in when sending.
- **Email Notifications Templates** — system emails: interview invitation, self-scheduling link, team and portal invitations, stage change, certificate and others.
  - You can edit the subject and body and view a preview in the branded layout.
  - The system will warn about unknown or lost variables.
  - You can create personal versions of an email and make one of them your default.

Templates can be edited by those with permission to change templates (by default, all team members).

Automatic emails on stage change

A candidate can automatically receive an email when they reach a certain stage, for example an interview invitation or a polite rejection.

1. On the vacancy board, open "Manage Columns".
2. For the stage you need, turn on the automatic email and choose a system template or your own version.

Rules for automatic emails:

- The email is sent once each time the candidate newly reaches the stage — when dragging, bulk moving, importing from the extension and auto-reject.
- The rejection reason is not included in the email.
- If the email was not sent, the candidate is still moved.
- Before deleting an email version, the system will show at which stages it is used.

Team notes

The "Notes" tab in the candidate card is for internal comments. The candidate does not see them. A note can be pinned to the top, edited or deleted.

10. Documents: CVs and offers

HelloWeHire prepares two kinds of documents: a polished candidate CV for the client and an offer letter. Both are built from a Word template.

Generate a CV

Open "+" → "Generate CV" or the button in the candidate card.

1. Upload the original resume.
2. To tailor the CV to a vacancy, paste its description.
3. Choose the settings (table below) and a template.
4. Start generation — progress is visible in the log.
5. Download the result as Word or PDF. Files are stored for 24 hours — download them right away.

Setting	Options
Length	1, 2, 3 pages or as in the original
CV language	English, Russian, Turkish
Company names	Show or hide
Dates	Years only (default) or month and year. Month names are in the CV language
Skills	As a list or by topic. Topics are chosen by the candidate's role (Frontend, Backend, Mobile, QA, analytics, Data and others), no skill is lost
Last place of work	Add a current job at the specified company — for outstaffing. The previous job will be closed with the previous month
Template	Built-in or your own DOCX

Create an offer

1. In the candidate card, click "Generate Offer".
2. Fill in the fields: candidate name, position, employment type, start date, manager, compensation, key responsibilities.
3. Choose the offer language (English, Русский, Türkçe) and a template.
4. Click "Generate" — the PDF downloads automatically.

Your own templates

For CVs and offers you can upload a branded template:

1. In the dialog, click "Download starter" — this is a built-in template with placeholders for substitution.
2. Style it in Word for your brand, keeping the placeholders.
3. Click "Upload template" (DOCX, up to 5 MB) and choose who it is for: the whole team or only you.

The template is checked on upload, and a preview of its first page is shown.

11. Working with clients

If you hire for clients, keep them in the "Client Hub". It stores companies, their employees (stakeholders), files and notes. The client also gets access to their vacancies from there. On the free plan, the section offers to move to a team plan.

Client company

1. Open the "Client Hub" and create a company.
2. Fill in the profile. Add any missing fields yourself: text, number, date, link, list or tags.
3. Choose this company in a vacancy in the "hiring for a client" field.

Org structure and stakeholders

- **Client team board:** columns are departments, cards are people. You can drag people between departments and swap departments around.
- **Stakeholder card:** role (CTO, tech lead, HR director, hiring manager and others), responsibility tags, contacts in Telegram, WhatsApp and other channels.
- **Stakeholder vacancies.** Link them to the vacancies they take part in. These are exactly the vacancies they will see in the Tech Portal.
- **Files and notes.** Contracts and company documents; notes on the company and on a person, with pinning.

A company can be edited by its creator with permission to change the client hub. All changes go into the activity log.

Give a client access

A client has two ways to take part in hiring:

Method	Who it suits	How to give it
Link to a single interview	One-off participation: conduct an interview and score it	Schedule an interview or send a link (section 8)
Tech Portal	Ongoing work: all candidates for their vacancies, calendar, scorecards, decisions	Invite from the stakeholder card

Invite to the Tech Portal:

1. Open the card of a stakeholder with a technical role.
2. Link them to the vacancies they need.
3. Click the Tech Portal invitation. The person will get an email, set a password and be able to sign in to the portal (section 16).

In the Tech Portal the client sees only the linked vacancies and does not see your ATS.

Employer directory

A simple list of companies (name, branch, department, description, offer) is available at `/employers-user`. These are the same companies as in the client hub.

12. Hiring requests

Hiring requests are the channel between a hiring manager and HR: the manager describes whom and how many people to hire, and HR handles the request through to closing. The "Hiring requests" section is visible to the owner, admins and employees with the HR, recruiter or hiring manager job title.

For the hiring manager: create a request

1. Open "Hiring requests" and create a request.
2. Specify the position, department, level, experience, stack, salary, employment type, work format and location.
3. Specify how many people are needed, the priority, and who the hiring is for: your own company or a client.
4. Assign one owner — an HR or a recruiter. They will get a notification.

Requests can be created and edited by the owner, admins and hiring managers.

For HR and recruiters: handle a request

Requests sit on a board of four columns: **To do** → **In progress** → **Stopped** → **Done**. The card shows how many of the required people have been hired.

1. Drag the request to "In progress".
2. Open the request and create a vacancy from it — the fields will be filled in with the request data. A request can have only one vacancy.
3. Handle the candidates in the vacancy as usual. The request card has a table of its candidates and notes.
4. When the required number of people has been hired, you will get a notification. Move the request to "Done".

The system does not move cards on its own, it only suggests:

- if you closed or stopped a request — it will offer to archive the vacancy;
- if you archived a vacancy — it will offer to move the request to "Done".

A vacancy can be created from a request by the owner, admins, HR and recruiters.

13. Analytics, SLA, reports and search

The daily picture is on Home, in-depth reports are in the "Analytics" section. SLA makes sure candidates do not linger in stages.

Home

- **Cards of the day:** new candidates, interviews today, overdue tasks, new emails. Clicking a card filters the page.
- **Candidates needing action** are sorted by days in the stage; the top 3 overdue are shown separately.
- **Today's schedule** — joining Meet, a scorecard, an email to the candidate.
- **Active vacancies** with a button to copy the public link, the hiring funnel and workload.
- **The bell** — in-app notifications; separately — unread emails from candidates.

Analytics

Tab	What question it answers
Overview	How hiring is going overall: time to close, conversion to hire, best source, trends, SLA violations
Pipeline	Where candidates get stuck: time in stages, vacancy closing times, transitions between stages
Sources	Where strong candidates come from
Productivity	How busy recruiters are, why we reject, activity over time

How to work with reports:

- **Filters** at the top: period (there are ready-made ones — 7 days, last month, quarter), vacancy status, recruiter, source, vacancy. Filters are saved in the link — you can send it to a colleague.
- **Comparison** with the previous period or with the previous year.
- **Saved views** — save a set of filters and pin it.
- **Drill-down** — clicking a number opens the list of candidates behind it.
- **Export** of any report to Excel or CSV. A candidate export with a choice of columns is in the custom export.

Unfinished mass hiring forms are not included in reports. If the numbers seem wrong, check the period and the recruiter filter.

SLA

SLA is how many hours a candidate can spend in a stage.

1. Open Settings → SLA Rules and add a rule.
2. Choose a stage and set the maximum hours.
3. Set the warning percentage and, if you wish, an email for escalation.

Warnings are visible on cards, in analytics and on Home. On a critical violation you will get one notification through

your channels, with no repeats.

Email reports

On Mondays at 09:00 a weekly report on your vacancies arrives. You can change the channels or turn off the report in Settings → Notifications.

Search

- **Quick search.** Press `/` anywhere and start typing. It searches candidates, vacancies, companies and stakeholders.
- **Full search** — the "search all" link in quick search. Two tabs: candidates and vacancies.
- **Complex queries.** The operators AND, OR, NOT, NEAR, phrases in quotes, parentheses and wildcards are supported.
- **Filters:** period, where to search (all words or the full text of the resume), source, statuses, tags, recruiter.

Example query:

```
("React Native" OR Flutter) AND senior NOT junior
```

Saved searches. Save a query and turn on the alert — every day at 09:00 you will get an email with new matching candidates.

Activity log

The history of team actions — who moved, created, changed or deleted whom — is available at `/activity-logs`. The history for a single candidate is on the "History" tab of their card.

14. Plans, payment and the referral program

You only need to pay for a team: working alone is free. The "Pricing Plans" section in the menu is visible to the person responsible for billing — the team owner or the person who registered the account themselves.

Plans

Plan	Price per month	How many people on the team
Free	$0	1
Group 3	$4.99	up to 3
Group 5	$9.99	up to 5
Group 10	$19.99	up to 10

The number of vacancies on paid plans is unlimited.

Subscribe and change your subscription

1. Open "Pricing Plans" and choose a plan.
2. Pay by card on the Stripe page.
3. After payment, the limit of seats in the team grows immediately.

In Settings → Billing you can change the plan, update the card, and cancel or resume the subscription. If you are moving to a plan with fewer seats, first remove the extra members — the system will tell you how many.

If the subscription ended or was cancelled, the team moves to the free plan. Your data is kept.

Referral program

Invite other teams and get a discount on your subscription.

1. In the "Pricing Plans" section, copy your referral link.
2. Send it to colleagues from other companies.
3. When the invited team pays for a subscription for the first time, you get a $5 credit.
4. The credit is automatically deducted from your next invoice — no more than $5 per invoice, starting from the earliest.

An unused credit expires after 12 months. If the invited person joins your own team, no credit is awarded. The section shows how many people signed up and paid via your link.

15. Instructions for an external interviewer

This section can be forwarded to an interviewer in full. You do not need to register in HelloWeHire: everything works via the link from the email.

What you received

The recruiter sent an email with a link to the interview. The link is personal and valid for 24 hours — do not forward it. If it has expired, ask the recruiter to send a new one.

Before the interview

1. Open the link.
2. Read the recruiter's briefing, the vacancy description and the candidate's resume.
3. Download the attached files — a test assignment, portfolio, NDA.
4. Look at the checklist of competencies to check.

During and after the interview

- Mark competencies in the checklist and give star ratings.
- Write notes in the editor — you will need them for the final scorecard.
- Click AI summary to get a short digest of your notes.
- Fill in the scorecard: the overall rating, strengths, areas for growth and a recommendation (strong hire, hire, no hire, strong no hire, undecided).
- Submit the scorecard — the recruiter will see it in the candidate card right away.

If you are a tech lead or hiring manager

You have three tabs:

Tab	What it is for
Overview	Interview summary, the recruiter's briefing, the competency checklist
Team Feedback	Scorecards from all interviewers and the hiring decision form
Dashboard	Candidates by stage, today's interviews, who has not yet given feedback, AI analytics

AI analytics combines feedback into a summary and highlights discrepancies in interviewers' ratings and skill gaps.

If you received an invitation to set a password, you will be able to sign in to the Tech Portal and see all your vacancies (section 16).

16. Instructions for a Tech Portal user

The Tech Portal is a workspace for client representatives: tech leads, hiring managers, interviewers. It shows only the vacancies the recruiter has linked you to. This section can be forwarded to a client in full.

First sign-in

1. Open the link from the invitation email.
2. Set a password.
3. After that, sign in at hellowehire.com with your email and password — you will go straight to the portal.

Portal sections

Section	What is there
Dashboard	Your vacancies, the number of candidates, who is waiting for your feedback, today's interviews
Vacancies	Vacancies with candidates and scorecards
Candidates	All candidates and their stages, search
Calendar	Interviews for the week
Interviews	Interviews with statuses: pending, in progress, completed, expired
Scorecards	All scorecards with recommendations

Make a decision on a candidate

1. Open the candidate in the Candidates section.
2. Look at their interviews and the team's scorecards.
3. Fill in the hiring decision form — the recruiter will see it in their system.

If the vacancy you need is not in the portal, ask the recruiter to link you to it.

17. FAQ

Question	Answer
The confirmation or password reset email does not arrive	Check "Spam". You can request another email no more than once an hour
I do not see a menu item a colleague is talking about	You do not have permission for that section, or it is turned off for the team. Contact the team admin
I cannot invite a colleague	You have run out of seats on your plan. The owner can move to a larger plan (section 14)
A candidate has no AI score	The score appears in a few minutes. It is not calculated without a resume. If it stays missing for a long time, click "Recalculate" in the card
The AI score is marked as outdated	The vacancy description changed after the score was calculated. Click "Recalculate"
A candidate was rejected on their own	Auto-reject below the threshold is turned on in the MASS vacancy. Move the candidate back manually or turn off auto-reject
The import shows "duplicate"	Such a file, email, phone or LinkedIn already exists in this vacancy. Find the candidate using search
A resume is not recognized	Most likely it is a scan without text. Ask the candidate for a PDF with text or add them manually
There are no free slots for an interview	Check your working hours in your profile and the Google Calendar connection
The Google Meet link is not created	Connect Google Calendar in Settings → Profile. If you connected it before, reconnect it
Candidate replies do not appear in the card	Connect Gmail: only replies to emails sent through Gmail are synced
The interviewer says the link does not work	The link is valid for 24 hours. Send a new one from the candidate card
A candidate cannot book an interview	The self-scheduling link is valid for 7 days. Send a new one
A vacancy does not appear on hh.ru	Check the hh.ru connection and the description length. The vacancy is still saved in HelloWeHire
There is no mass hiring option in a vacancy	An admin must turn on the mass hiring flag (section 3)
The extension does not see the PDF	Turn on Allow access to file URLs (section 6)
The interface is in English	Change the language in Settings → Profile

Did not find an answer? Write to support: support@hellowehire.com (the "Help & Support" link at the bottom of the menu).