My AmeriCorps
AmeriCorps National Programs
Member Recruitment
The following presentation will guide AmeriCorps National Program users through how to recruit a member via My AmeriCorps Portal.
All of the My AmeriCorps tutorials and webinars focus on the functionality of the system rather than grant requirements or program policies.

The My AmeriCorps system does not include comprehensive compliance checks.

We recommend that programs set their own policies around system use and monitor usage for compliance. However, we suggest that programs give some thought to how they assign roles and access so that they are comfortable with the level of authority they are giving their users.

If they have questions they should contact their program officer/program specialist or program director/project sponsor.
AGENDA

We will cover the following agenda items:

- How to create and edit a service opportunity listing
- How to search for candidates
- How to search for applicants
- How to view applications
- How to create a reference override
- How to approve or reject a member application
**Member Recruitment Workflow**

1. **Grantee Recruiter**
   - create/edit Service Opportunity Listings

2. **CNCS Recruitment Administrator**
   - process and post listings

3. **Applicants**
   - search for listings, register, & apply to serve

4. **State/National Grantee**
   - view & accept applications, extend offer to serve

5. **Applicants**
   - accept offer to serve & complete Part 1 of the enrollment form

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*Image credits: AmeriCorps, Corporation for National & Community Service*
Create a Service Opportunity Listing

Click on the Portal Home link to open up the Portal Home page.
Create a Service Opportunity Listing

Click Recruitment Workbasket on the left navigational panel.
Create a Service Opportunity Listing

Click on the **Service Opportunities** tab

<table>
<thead>
<tr>
<th>Applicant</th>
<th>Listing</th>
<th>Date Submitted</th>
<th>Status</th>
<th>Date Available</th>
<th>Print</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Woodland</td>
<td>Serving Community</td>
<td>12/24/2008</td>
<td>Selected</td>
<td>01/10/2009</td>
<td></td>
</tr>
<tr>
<td>Mary Smith</td>
<td>City Year Boston</td>
<td>01/10/2008</td>
<td>Selected</td>
<td>06/01/2007</td>
<td></td>
</tr>
</tbody>
</table>
## Create a Service Opportunity Listing

**eGrants**

### Recruitment Workbasket

#### Pending Applications

#### Service Opportunities

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Type</th>
<th>Start Date</th>
<th>Location</th>
<th>Status</th>
<th>View/Edit</th>
</tr>
</thead>
<tbody>
<tr>
<td>568</td>
<td>City Year Rhode Island (Mid-Year)</td>
<td>SN</td>
<td>01/03/2008</td>
<td>Providence</td>
<td>Denied</td>
<td>view/edit</td>
</tr>
<tr>
<td>2426</td>
<td>Hands On New Orleans</td>
<td>VISTA</td>
<td>11/12/2007</td>
<td>New Orleans</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>2430</td>
<td>GCCC MLK</td>
<td>VISTA</td>
<td>11/15/2007</td>
<td>Gulfport</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>458</td>
<td>Mid-Year positions (Jan. 08) - City Year San Jose</td>
<td>SN</td>
<td>01/15/2008</td>
<td>San Jose</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>489</td>
<td>City Year Boston - Volunteer Engagement</td>
<td>SN</td>
<td>08/30/2007</td>
<td>Boston</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>575</td>
<td>City Year San Antonio</td>
<td>SN</td>
<td>08/30/2007</td>
<td>San Antonio</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>2432</td>
<td>Hands On Gulf Coast Special Projects Coordinator</td>
<td>VISTA</td>
<td>11/12/2007</td>
<td>Biloxi</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>456</td>
<td>City Year San Jose/Silicon Valley</td>
<td>SN</td>
<td>09/04/2008</td>
<td>San Jose</td>
<td>Pending</td>
<td>view/edit</td>
</tr>
<tr>
<td>488</td>
<td>City Year Boston - Literacy Tutoring</td>
<td>SN</td>
<td>08/30/2007</td>
<td>Boston</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
<tr>
<td>492</td>
<td>City Year Boston - Young Heroes</td>
<td>SN</td>
<td>08/30/2007</td>
<td>Boston</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
</tbody>
</table>
Create a Service Opportunity Listing

### Screen 1

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Name</td>
<td>Enter the name of the project.</td>
</tr>
<tr>
<td>Project Type</td>
<td>Select from the dropdown menu.</td>
</tr>
<tr>
<td>Program Code</td>
<td>Select from the dropdown menu.</td>
</tr>
<tr>
<td>Start Date</td>
<td>Enter in the format mm/dd/yyyy.</td>
</tr>
<tr>
<td>End Date</td>
<td>Enter in the format mm/dd/yyyy.</td>
</tr>
<tr>
<td>Term of Service</td>
<td>Select Full-Time, Part-Time, or Summer.</td>
</tr>
<tr>
<td>First Name</td>
<td>Enter the first name.</td>
</tr>
<tr>
<td>Last Name</td>
<td>Enter the last name.</td>
</tr>
<tr>
<td>Street Address1</td>
<td>Enter the street address.</td>
</tr>
<tr>
<td>City</td>
<td>Enter the city.</td>
</tr>
<tr>
<td>State</td>
<td>Enter the state.</td>
</tr>
<tr>
<td>Zip</td>
<td>Enter the zip code.</td>
</tr>
<tr>
<td>Contact Phone</td>
<td>Enter the contact phone number.</td>
</tr>
<tr>
<td>E-mail</td>
<td>Enter the email address.</td>
</tr>
<tr>
<td>Fax Number</td>
<td>Enter the fax number.</td>
</tr>
<tr>
<td>Website</td>
<td>Enter the website address.</td>
</tr>
</tbody>
</table>

**In what states will you have members?**

To make multiple selections, hold the Ctrl Key (PC) or the Command Key (Mac). To deselect, hold the Ctrl Key (PC) or the Command Key (Mac) and click the state. You can enter multiple states for the same project.

- ALASKA
- ALABAMA
- ARKANSAS
- AMERICAN SAMOA
- ARIZONA

**In what metropolitan area will you have members?**

To make multiple selections, hold the Ctrl Key (PC) or the Command Key (Mac). To deselect, hold the Ctrl Key (PC) or the Command Key (Mac) and click a metropolitan area. You can enter multiple metropolitan areas for the same project.

- Atlanta
- Boston
- Chicago
- Cleveland/Akron
- Dallas/Ft. Worth

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- Clicking on **Next** doesn’t save the data. Data won’t be saved until you click **Save** on Screen 3.
- If you choose **Yes** your listing will be available to potential applicants once it is approved by the CNCS Recruitment Specialist.
- Select the Project Type from the dropdown menu.
- Enter the email address correctly. Notifications of applications submitted will be sent to this email address.
- Click **Next** to go to the next screen.
Create a Service Opportunity Listing

Screen 2

All text must be within the defined character limits. Spaces and punctuation are counted as characters.

Indicate whether or not you are accepting applications now, the dates you will accept them, and whether or not you will be accepting AmeriCorps applications.

If you click Previous, it will take you to the previous screen but you will loose data entered on this one.
Create a Service Opportunity Listing

Screen 3

If you click Previous, it will take you to the previous screen but you will lose data entered on this one.

If you click Cancel, it will not save the listing.

When you click Save, the listing will be submitted to the CNCS Recruitment Administrator for approval and will be displayed in Read Mode.

Minimum Age: [input field]
Maximum Age: [input field]
Desired Education Level: [input field]

What skills would you like potential members to possess?
To make multiple selections, hold the Ctrl Key (PC) or the Command Key (Mac). To deselect, hold the Ctrl Key (PC) or the Command Key (Mac) and click a selected item.
- Counseling
- Architectural Planning
- Business/Entrepreneurship
- Communications
- Community Organization
Other: [input field]

Do you have a language requirement?
To make multiple selections, hold the Ctrl Key (PC) or the Command Key (Mac). To deselect, hold the Ctrl Key (PC) or the Command Key (Mac) and click a selected item.
- Arabic
- American Sign Language
- Chinese
- Creole
- French
Other: [input field]

What will your AmeriCorps member(s) do? (1000 characters or less):

Define the field of service areas in which your members are serving.
To make multiple selections, hold the Ctrl Key (PC) or the Command Key (Mac). To deselect, hold the Ctrl Key (PC) or the Command Key (Mac) and click a selected item.
- Community and Economic Development
- Community Outreach
- Children/Youth
- Disaster Relief
- Education

Submitted by:
- First Name
- Last Name
- Your phone number
- Your E-mail address

[button] Previous
[button] Cancel
[button] Save
Create a Service Opportunity Listing

When you save a listing, it will open up a summary page for that particular listing.

Click Recruitment Workbasket to view the Service Opportunity Listings.
Edit a Service Opportunity Listing

Service Opportunities in the Recruitment Workbasket will show all the listings for your projects.

Pending means that the listing has not yet been approved.

Denied means that your listing was not approved by the CNCS Recruitment Administrator.

Click Edit to edit a Service Opportunity.

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Type</th>
<th>Start Date</th>
<th>Location</th>
<th>Status</th>
<th>View/Edit</th>
</tr>
</thead>
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<td>08/30/2007</td>
<td>Boston</td>
<td>Approved</td>
<td>view/edit</td>
</tr>
</tbody>
</table>
Edit a Service Opportunity Listing

When you click **Edit** next to a Service Opportunity Listing, it will open up the listing in Edit Mode.

Once you have made the necessary changes on the three screens, explain the modification’s purpose on screen 3.

Click **Cancel** to discard any changes made.

Click **Save** to submit the edited version for approval.
To search for an applicant use the fields below and click the search button. You do not need to enter full names to find applicants. For example, searching for "J" as the first name and "Smith" as the last name will give results for John Smith, Jane Smithson, and so on.

- Applicant ID:  
- Member ID:  
- First Name:  
- Last Name:  
- Date of Birth: (mm/dd/yyyy)

[Click here for advanced applicant search options.]
Potential Applicant Search

- Click on the arrow next to a column heading (Name, Applicant ID, etc.) to arrange the list in an ascending order under that column heading.
- Click on the applicant’s name to open up his/her profile.

<table>
<thead>
<tr>
<th>Name</th>
<th>Applicant ID</th>
<th>Date of Birth</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Woodland</td>
<td>00000</td>
<td>1/10/1995</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>Mary</td>
<td>00000</td>
<td>7/8/1981</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>John</td>
<td>00000</td>
<td>8/13/1982</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>David</td>
<td>00000</td>
<td>2/21/1990</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>Peter</td>
<td>00000</td>
<td>4/17/1985</td>
<td><a href="mailto:cferguson@cn.gov">cferguson@cn.gov</a></td>
</tr>
<tr>
<td>Kathy Smith</td>
<td>00000</td>
<td>11/7/1985</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>Alex</td>
<td>00000</td>
<td>9/14/1943</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>Paul</td>
<td>00000</td>
<td>3/6/1954</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
<tr>
<td>Elizabeth</td>
<td>00000</td>
<td>1/15/1982</td>
<td><a href="mailto:test@cn.gov">test@cn.gov</a></td>
</tr>
</tbody>
</table>

Results 1 Through 10

Your search returned 420 results.
If you would like the candidate to consider applying to one of your service opportunities, select the specific service opportunity from the dropdown list.

Click Send Email
A message will appear indicating that an email notification has been sent to the particular candidate informing him/her about the potential service opportunity.
Click the Advanced Applicant Search Options link to search for applicants who meet certain education, skill, language or age requirements.
Enter data into one or more fields. The more data you enter, the narrower your search results will be, allowing you to search for applicants that meet very specific criteria or requirements.
Applicant Advanced Search

Welcome Alyson

Portal Home
- Trainee Profile
- Search Potential Applicants
- Search Submitted Applications
- Manage Members
- Invite Members
- Manage Events
- Manage Programs
- Manage Service Locations
- Manage Users
- Recruitment Workbasket
- S&B Workbasket
- S&B Reports
- VISTA Workbasket
- VISTA Reports

Applicant Search Results

Below is a list matching the criteria you entered. Please select an Applicant from the list below to view the detailed information associated with the Applicant.

Results 1 Through 10

<table>
<thead>
<tr>
<th>Name</th>
<th>Applicant ID</th>
<th>Date of Birth</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Woodland</td>
<td>00000</td>
<td>1/10/1985</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
</tr>
<tr>
<td>Mary</td>
<td>00000</td>
<td>7/8/1981</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
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</tr>
<tr>
<td>Kathy Smith</td>
<td>0000</td>
<td>11/25/1989</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
</tr>
<tr>
<td>Alex</td>
<td>00000</td>
<td>11/7/1985</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
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<tr>
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<td>00000</td>
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<tr>
<td>Elizabeth</td>
<td>00000</td>
<td>3/8/1954</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
</tr>
<tr>
<td>Ann</td>
<td>00000</td>
<td>1/15/1983</td>
<td><a href="mailto:test@cns.gov">test@cns.gov</a></td>
</tr>
</tbody>
</table>

Click on the page numbers to scroll through your search results.

Click on an applicant’s name to view his/her profile and/or send an invitation to apply to one of your service opportunity listings.
Click Submitted Applications Search to search for applicants who have submitted an application to serve for one of your service opportunity listings.
This search function may be of particular interest from a reporting perspective as it allows you to search for participants who have submitted an application to serve for one of your service opportunity listings.

Enter data into one or more fields

You can also specify a date range to search for the applications submitted during a specific period and to view their current status.

Click Search when finished
Submitted Applications Search

Below is a list matching the criteria you entered. Please select an applicant submission from the list below to view the detailed information associated with the Applicant.

<table>
<thead>
<tr>
<th>Result</th>
<th>Name</th>
<th>Applicant ID</th>
<th>Program Code</th>
<th>Program ID</th>
<th>Program Name</th>
<th>Type</th>
<th>Program</th>
<th>State</th>
<th>Created</th>
<th>Status</th>
<th>Created</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1</td>
<td>John Doe</td>
<td>00000</td>
<td>06ACHC0010001</td>
<td>123456789</td>
<td>City Year - New York City</td>
<td>SN</td>
<td>City Year - New York City</td>
<td>NY</td>
<td>01/10/2008</td>
<td>Under Review</td>
<td>06:42 PM</td>
<td>Administrative Decline</td>
</tr>
<tr>
<td>1.2</td>
<td>Jane Smith</td>
<td>00000</td>
<td>06ACHC0010002</td>
<td>987654321</td>
<td>City Year - Boston</td>
<td>SN</td>
<td>City Year - Boston</td>
<td>MA</td>
<td>01/10/2008</td>
<td>Under Review</td>
<td>06:42 PM</td>
<td>Administrative Decline</td>
</tr>
</tbody>
</table>

Click on the page numbers to scroll through your search results.

Click on the arrow next to a column heading (Name, Applicant ID, etc.) to arrange the list in an ascending order under that column heading.

Click on an applicant’s name to view his/her application.
Click S&N Workbasket on the left navigational panel. Then click on the Pending Applications tab located on the top navigational panel.

Click on the applicant’s name to open the application.

Click Print to open up a static text of the application for printing.
### View Applications

**eGrants**

View Application - Julie Woodland

<table>
<thead>
<tr>
<th>Basic Information</th>
<th>Education</th>
<th>Experience &amp; Skills</th>
<th>Community Service</th>
<th>Motivational Statement</th>
<th>Criminal History</th>
<th>References</th>
<th>Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name: Julie Woodland</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicant ID: 161101</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSN: ******6203</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mailing Address: 0000 Lake Drive</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elston, ME 00000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home Phone Number: 000-000-0000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work or Other Phone Number:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Date of Birth: 06/08/1987                  |           |                     |                   |                        |                 |            |           |
| Username: liko67                             |           |                     |                   |                        |                 |            |           |
| E-mail: VISTA_test@cns.gov                   |           |                     |                   |                        |                 |            |           |

| Permanent Address: 0000 Lake Drive           |           |                     |                   |                        |                 |            |           |
| Elston, ME 00000                              |           |                     |                   |                        |                 |            |           |
| Home Phone Number: 000-000-0000               |           |                     |                   |                        |                 |            |           |
| Work or Other Phone Number:                  |           |                     |                   |                        |                 |            |           |

**Residence Information:**

- **Status:** U.S. Citizen
- **City:** Flagstaff
- **State:** AZ
- **Country:** United States of America

**Additional Information:**

- **Earliest Availability Date:** 01/10/2009

**Interests:**

I am very interested in working with people and helping the community. I am especially interested in mental health awareness and treatment.

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**Click on a tab to view the application details under that tab heading.**

**Click on Print Application to open up a static text of the application for printing. However, reference data will not appear under this view for printing.**

**Click Return to Recruitment Workbasket to return to the list of pending applications.**
Click on the References tab to view the applicant’s references status.

If the Completed status of the reference is Yes, click on the reference name to view the details.

Click Return to Recruitment Workbasket to return to the list of pending applications.

These are the references that were submitted with this application. If a reference has not been completed, you may send a request reminding the reference to complete the form by clicking the "send reminder" link. Alternatively, you may override the reference by clicking on the reference name and completing the override form once you have contacted the reference and received feedback from him or her.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relation</th>
<th>Created</th>
<th>Modified</th>
<th>Completed</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>James Rockwell</td>
<td>Not available</td>
<td>12/23/2008 10:37 PM</td>
<td>12/23/2008 10:37 PM</td>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>Mary Smith</td>
<td>Not available</td>
<td>12/23/2008 10:29 PM</td>
<td>12/23/2008 10:29 PM</td>
<td>No</td>
<td>Send Reminder</td>
</tr>
</tbody>
</table>

Click on the "Print Application" or "Return to Recruitment Workbasket" to complete the process.
View References

From this view you may use your browser’s print function to print the reference.
**Relationships with Other People**

AmeriCorps members must serve and communicate with people of varied cultural, economic, educational, racial, and religious backgrounds. Please comment briefly on the applicant’s relationships with others and ability to work as a member of a team.

**Emotional Maturity**

Please comment on the applicant’s ability to adapt and work under difficult and changing conditions.

**Additional Comments and Supporting Information**

If you wish, use additional comments to explain any of your ratings, and anything else about this applicant that you feel is relevant to serving in AmeriCorps - such as the applicant’s desire to serve others, maturity, work ethic, flexibility, and dependability. Explain any reservations that you have regarding the applicant’s participation in the AmeriCorps program to which he or she has applied.

**Overall Recommendation**

What is your overall recommendation?

- I recommend the applicant for AmeriCorps service.
- I have some reservations, but I believe the applicant will succeed in serving with the AmeriCorps.
- I do not recommend this applicant for AmeriCorps service.

**I authorize** the program and/or the Corporation for National and Community Service to identify me as the source of this reference and to release a copy of this reference in its entirety upon request to the applicant.

**I do not authorize** the program and/or the Corporation for National and Community Service to identify me as the source of this reference, nor do I authorize the release of a copy of this reference in its entirety to the applicant.
Follow-up on References

If you click the Send Reminder link for uncompleted references, it will send an automated email reminder to the reference.

<table>
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<td>No</td>
</tr>
</tbody>
</table>
When you send a reminder to a reference, a confirmation message will appear at the top of the reference section.

If your reference hasn’t completed or been unable to complete the reference through My AmeriCorps, you may contact the reference directly to create a Reference Override. Click on the reference’s name.

These are the references that were submitted with this application. If a reference has not been completed, you may send a request reminding the reference to complete the form by clicking the “send reminder” link. Alternatively, you may override the reference by clicking on the reference name and completing the override form once you have contacted the reference and received feedback from him or her.
Override References

When you click on the reference’s name, the contact information will show up on the Reference Override page.

Use the dropdown menu to choose the communication source (fax, mail, phone, other) you used to get the comments.

Once you complete the Reference Override, click **Save**.
When you save the Reference Override, a confirmation message will appear at the top of the application.
Accept/Reject Applicants

To extend an offer to an applicant, you must complete all required fields on this form. An asterisk (*) denotes a required field. To reject an applicant, you may just click "reject."

Select either a document from List A or documents from both Lists B and C. Enter the unique ID of each document.

Click the Selection tab.

Click on a radio button to accept or reject the applicant. Click Submit to submit the recommendation.

Click Return to Recruitment Workbasket to discard any entries you made.
Accept/Reject Applicants

When you click on the dropdown menu for a specific list, it will show a list of acceptable documents to choose from.
Accept/Reject Applicants

Click on a radio button to accept or reject the applicant. Click Submit to submit the recommendation.

Click Return to Recruitment Workbasket to discard any entries you made.

Accept applicant for AmeriCorps* State/National service
Reject applicant for AmeriCorps* State/National service

Print application
Return to recruitment workbasket
Accept/Reject Applicants

When you click **Submit** you will be asked to confirm your decision. Click **OK** to confirm or **Cancel** to cancel your recommendation. Once you have confirmed your decision, you won’t have an opportunity to change it.
When you confirm your recommendation decision, the applicant is notified of a change in the status of their application.

A confirmation message will appear at the top of the Selection tab.

**Accept/Reject Applicants**

**View Application - Julie Woodland**

- Your recommendation information has been saved.

### Lists of Acceptable Documents

<table>
<thead>
<tr>
<th>List A</th>
<th>OR</th>
<th>List B</th>
<th>AND</th>
<th>List C</th>
</tr>
</thead>
<tbody>
<tr>
<td>Documents that establish both identity and service eligibility</td>
<td>Documents that establish identity</td>
<td>Documents that establish service eligibility</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- US Passport

**Overall recommendation**

- Accept applicant for AmeriCorps* State/National service.
- Reject applicant for AmeriCorps* State/National service.
What’s next?

- The Resource Center
  - www.nationalserviceresources.org/ac-training-support
  - Includes other tutorials
  - Live training and registration schedule

- The eGrants Coaching Unit
  - 1-888-333-8272
  - egrantstta@jbsinternational.com
  - Training/Technical Assistance

- The eGrants Help Desk
  - 1-888-677-7849
  - Technical Assistance
  - User name/Password reset assistance