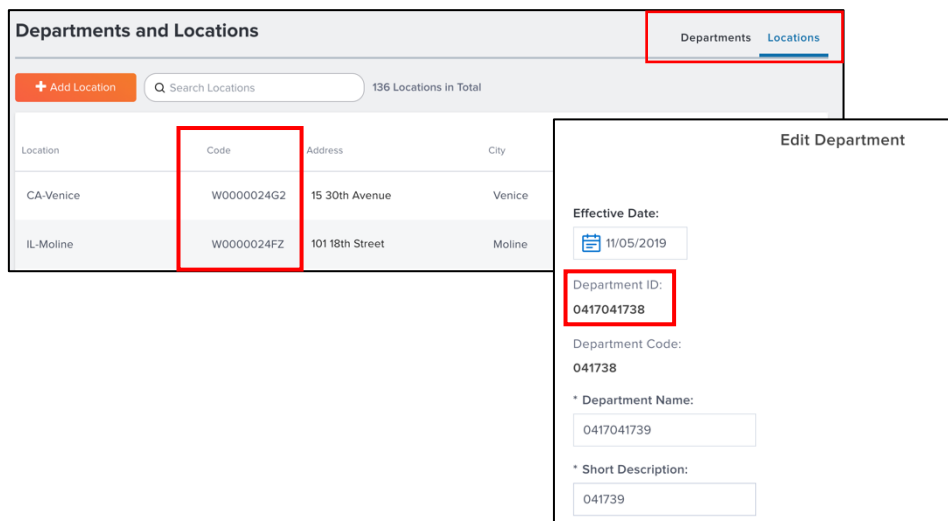


Frequently Asked Questions

- How do I gain access to enable the integration?**
 The HR Security permission holder should assign you the “Integration Administrator” permission under Admin/Manager View > Employees > Manage Permissions.
 - What role should I hold in Greenhouse Recruiting to generate the API key?**
 The site admin should assign you with “Developer Permissions” in Greenhouse under Configure (gear at top right) > Users > select user > Account Settings (top right) > User Permissions > select an existing employee or “+New Users” > Set Permissions > Developer permissions > check
 - What fields are mapped between Greenhouse Recruiting and the TriNet New Hire form?**
 For a complete list, please refer to the Overview document which may be found in the TriNet platform under Admin/Manager View > Help Center > search “Greenhouse”.
 - How do Offices and Departments in Greenhouse get mapped to TriNet Locations and Departments?**
 This feature is Included in the enterprise subscription tier, or the Pro and Core Subscription tiers at an additional cost. If this feature is enabled in Greenhouse, you will need to enter the TriNet Location and Department IDs in the External ID fields of your Greenhouse offices and departments. The External ID is an optional free-text field available for offices and departments that allows your organization to assign non-Greenhouse alphanumeric identifiers to each of your Greenhouse offices and departments.
- To locate the Location ID and Department ID in TriNet, from the TriNet Dashboard, go to **Company Administration>Departments & Locations**.
 - The Location ID is listed in the Code column.
 - The Department ID is located by clicking Edit on the Department page and viewing the pop-up.



Departments and Locations			
		Departments	Locations
+ Add Location		Q Search Locations 136 Locations in Total	
Location	Code	Address	City
CA-Venice	W0000024G2	15 30th Avenue	Venice
IL-Moline	W0000024FZ	101 18th Street	Moline

Edit Department

Effective Date:
11/05/2019

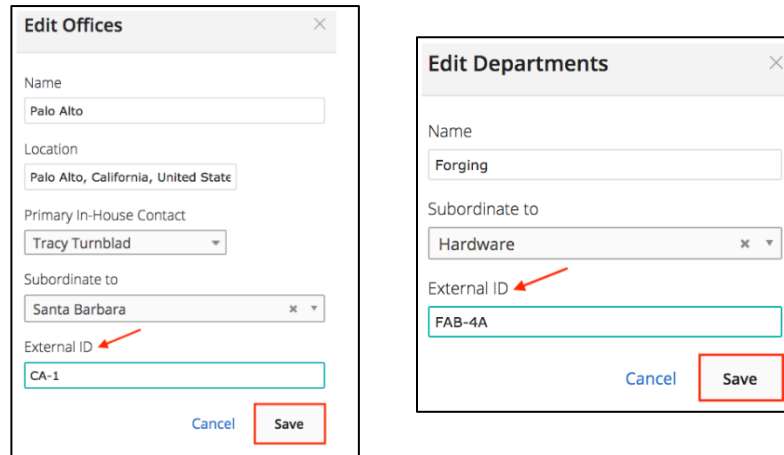
Department ID:
0417041738

Department Code:
041738

* Department Name:
0417041739

* Short Description:
041739

- To update the External ID field in Greenhouse, log in to Greenhouse and click on the cogwheel in the top toolbar. Go to **Organization** and navigate to the Offices and Department sections respectively. Edit one office/department at a time and enter the code obtained from TriNet in the External ID field.



Edit Offices

Name: Palo Alto

Location: Palo Alto, California, United State

Primary In-House Contact: Tracy Turnblad

Subordinate to: Santa Barbara

External ID: CA-1

Buttons: Cancel, Save

Edit Departments

Name: Forging

Subordinate to: Hardware

External ID: FAB-4A

Buttons: Cancel, Save

5. **How is the Gender code mapped from Greenhouse to TriNet?**

Gender mapping is applied as listed below:

Gender

Greenhouse	TriNet
1- Male	Male
2-Female	Female
3- Decline to Identify	Left Blank

6. **How is the Ethnicity code mapped from Greenhouse to TriNet?**

Ethnicity mapping is applied as listed below:

Ethnicity

Greenhouse	TriNet
1- American Indian or Alaskan Native	AMIND - American Indian or Alaskan Native
2-Asian	ASIAN -Asian
3- Black or African American	BLACK- - Black or African American
4- Hispanic or Latino	HISPA - Hispanic or Latino
5- White	WHITE – White
6- Native Hawaiian or Other Pacific Islander	PACIF - Native Hawaiian or Other Pacific Islander
7- Two or More Races	TWO - Two or More Races
8- Decline To Self Identify	NSPEC - Decline To Self Identify

7. **How is Veteran Status mapped from Greenhouse to TriNet?**

Veteran Status is mapped as follows:

Veteran Status

Greenhouse	TriNet
1- I am not a protected veteran	X- I am not a protected veteran
2- I identify as one or more of the classifications of a protected veteran	left blank
3- I don't wish to answer	E- I don't wish to answer

8. **What fields are mapped between Greenhouse Recruiting and the TriNet New Hire form?**

For a complete list, please refer to the Greenhouse + TriNet User Guide which may be found in the TriNet platform under Admin/Manager View > Help Center > search "Greenhouse".

9. **Why isn't FLSA status (exempt/nonexempt) mapped?**

FLSA is a custom field in Greenhouse and TriNet does not support it.

10. **What forms in Greenhouse Recruiting drive the data that is being mapped?**

These forms in Greenhouse Recruiting are used to drive the mapped data: Candidate profile, Job, EEOC and Offers.

11. **What needs to be done in Greenhouse Recruiting for departments and/or locations to be mapped?**

The department and location feature is only available for customers with a Greenhouse enterprise license. If this feature is enabled, you will need to enter the TriNet Location and Department IDs in the External ID fields of your Greenhouse offices and departments.

12. **How do we input any information not mapped, for example, work email and phone?**

When an employee is marked as hired in Greenhouse Recruiting, their data is pushed to the New Hires Not Submitted portion of the TriNet platform. Any information not mapped will be entered manually on the new hire form and then submitted by HR Entry or the HR Authorizer.

13. **How often does the information feed occur from Greenhouse to TriNet?**

The information feed occurs every 5 minutes.

14. **Does the integration support multi-entity?**

No. At this time, multi-entity is not supported.

15. **Does the integration support custom fields?**

No. At this time, custom fields are not supported.

16. **What is the identifier used to match accounts between Greenhouse and TriNet?**

We use the employee's work email address as an identifier to create a basic user account within Greenhouse.

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