



E-RECRUITMENT SYSTEM
TRAINING MANUAL
FOR
APPLICANTS

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LIST OF ABBREVIATIONS

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

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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.

1.2 PROJECT 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.

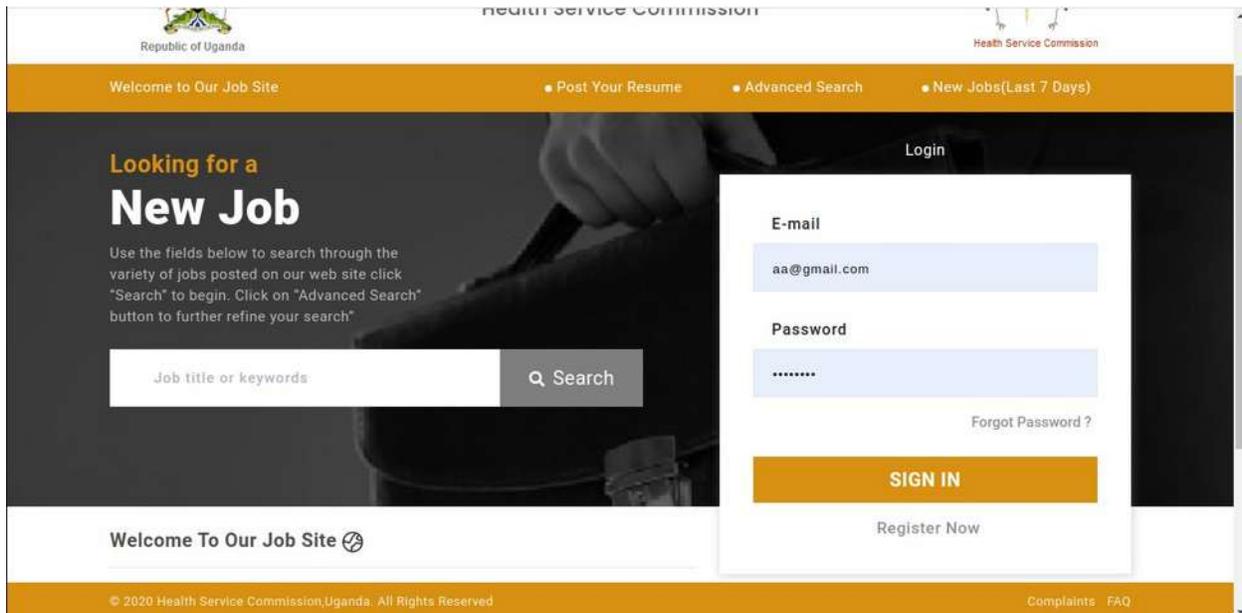
In order to achieve this objective, the HSC implemented an e-recruitment system. The implementation of the system provided the following benefits.

- 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.

LOGIN



The screenshot displays the Health Service Commission website interface. At the top, there is a navigation bar with links for 'Post Your Resume', 'Advanced Search', and 'New Jobs (Last 7 Days)'. The main content area features a search section titled 'Looking for a New Job' with a search box and a 'Search' button. To the right, a 'Login' form is overlaid, containing fields for 'E-mail' (with the example 'aa@gmail.com') and 'Password' (with masked characters '*****'). Below the password field is a 'Forgot Password?' link and a prominent orange 'SIGN IN' button. A 'Register Now' link is located below the 'SIGN IN' button. The footer includes the text '© 2020 Health Service Commission, Uganda. All Rights Reserved' and links for 'Complaints' and 'FAQ'.

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

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

LOGOUT

The screenshot displays the e-Recruitment Health Service Commission dashboard. The top navigation bar includes the logo, the text 'e-Recruitment Health Service Commission', and a 'Logout' button in the top right corner. The main content area is divided into two sections: 'List of Jobs Applied' and 'Recent Jobs'. Both sections show a table with columns for job details and a 'View full list' button. The 'List of Jobs Applied' table has columns: S.No, User Institution, Job Reference, Job Title, Date, and Details. The 'Recent Jobs' table has columns: Job Reference, Job title, Institution Name, Job Expiry Date, and Apply Now. Both tables display 'Results Not Found'. The footer contains copyright information: '2021 © 2020 Health Service Commission, Uganda. All Rights Reserved' and links for 'Complaints' and 'FAQ'.

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

3 APPLICATION SUBMISSION MANAGEMENT

3.1 HOW TO CAPTURE PERSONAL INFORMATION.

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



- 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.

The screenshot shows the 'e-Recruitment' portal for the Health Service Commission. The 'Qualification' tab is active, displaying two questions: 'Did you Pass Uganda Certificate of Education (UCE - O-LEVEL) Exams.? *' and 'Did you Pass Uganda Advanced Certificate of Education Exams (UACE - A-LEVEL). ? *'. Below these are radio buttons for 'Yes' and 'No'. A table titled 'Schools/ Institutions Attended *' is also visible, with columns for S.No, From Year, To Year, Category, Sub Category, Qualification *, Upload, Institution Name, and Action.

- 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.

- 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.

The screenshot shows the 'Key' selection interface. A dropdown menu is open, listing several key competencies. The option 'Assertiveness and Self confidence' is highlighted with a red box and a red arrow pointing to it, with the text 'click to select' next to it. Other options include Accountability, Communicating effectively, Concern for quality and standards, Ethics and Integrity, Flexibility, and Innovativeness. At the bottom right, there are 'Next' and 'Reset' buttons. The footer contains copyright information for 2021 © 2020 Health Service Commission, Uganda, and links for Complaints and FAQ.

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

The screenshot shows the 'Experience' information form. The 'Experience' tab is selected and highlighted in orange. The form contains several fields: 'Experience Year *' (dropdown menu with '0' selected), 'Experience Month *' (dropdown menu with '0' selected), 'Employee Id' (text input field with 'Employee Id' placeholder), 'Council Registration Status*' (dropdown menu with 'Select' selected), 'Practising Licensure Status*' (dropdown menu with 'Select' selected), and 'Currently Working in' (dropdown menu with 'Select' selected). The navigation bar at the top shows 'Personal Info', 'Qualification', 'Experience', 'Other Info', and 'Status' tabs. The footer contains copyright information for 2021 © 2020 Health Service Commission, Uganda, and links for Complaints and FAQ.

- 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.

- 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.

3.2 HOW TO VIEW AVAILABLE JOBS AND APPLY.

Scenario 1: Public jobs

- Login into system.
- Click **new jobs**.

The screenshot shows the e-Recruitment Health Service Commission website. The left sidebar contains a navigation menu with the following items: Dashboard, My Account, **New jobs (Last days)** (highlighted with a red box), Simple Search, Advanced Search, Apply Direct Jobs, View All Pending Jobs List, View All Applied Jobs List, View All My Results, and Appeal & Complaints. The main content area displays a search results table with the following data:

Job Reference	Job title	Institution Name	Job Expiry Date	Details
eRS/2021/00027/1/MOH	medical officer	MOH	23/08/2021	

The details icon in the table is highlighted with a red box. The footer of the page contains the text: "2021 © 2020 Health Service Commission,Uganda. All Rights Reserved" and "Complaints FAQ".

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

The screenshot shows the e-Recruitment Health Service Commission website displaying the details of a job vacancy. The page title is "Job Vacancy Requisition" with a link to "View the details here". The "Apply Now" button is highlighted with a red box. The job details are as follows:

Institution Name	: MOH	Title of the Post	: medical officer
Salary Scale	: U4	Type of Appointment	: Permanent
Number of Vacancies	: 2	Date Vacancy Occurred	:23/08/2021
Age Limit	: To		

Below the job details, there is a section for "Qualification Details" with a link to "View the details here". The footer of the page contains the text: "2021 © 2020 Health Service Commission,Uganda. All Rights Reserved" and "Complaints FAQ".

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

e-Recruitment
Health Service Commission

Welcome To, Hi, Victor Walswa

Preferable time to Call
Day Time

Present Address *
Namugongo

Permanent Address *
Namugongo

Use my permanent address

Save Reset

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➤ Click **submit application** to submit application.

e-Recruitment
Health Service Commission

Welcome To, Hi, Victor Walswa Logout

S.NO	Step Name	Status
1	Personal Info	Completed
2	Qualification	Completed
3	Experience	Completed
4	Other Info	Completed
5	Documents	Completed

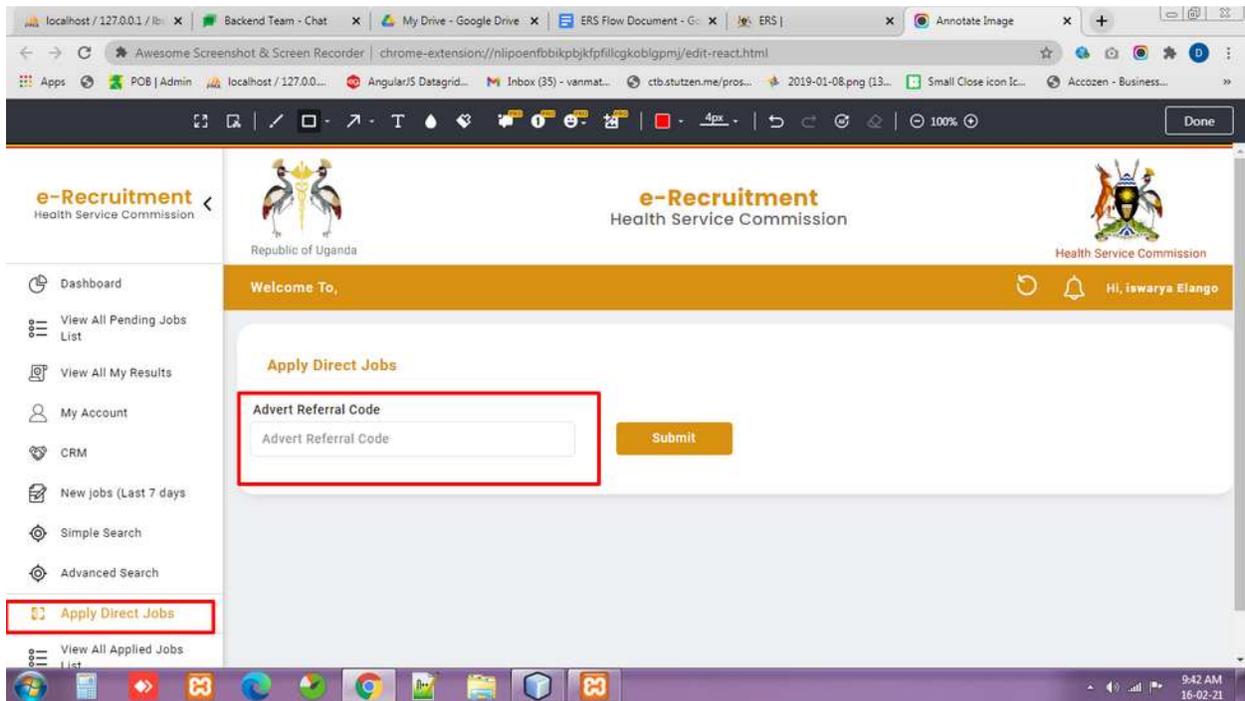
Go To Home Page Print

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

Scenario 2: Direct jobs

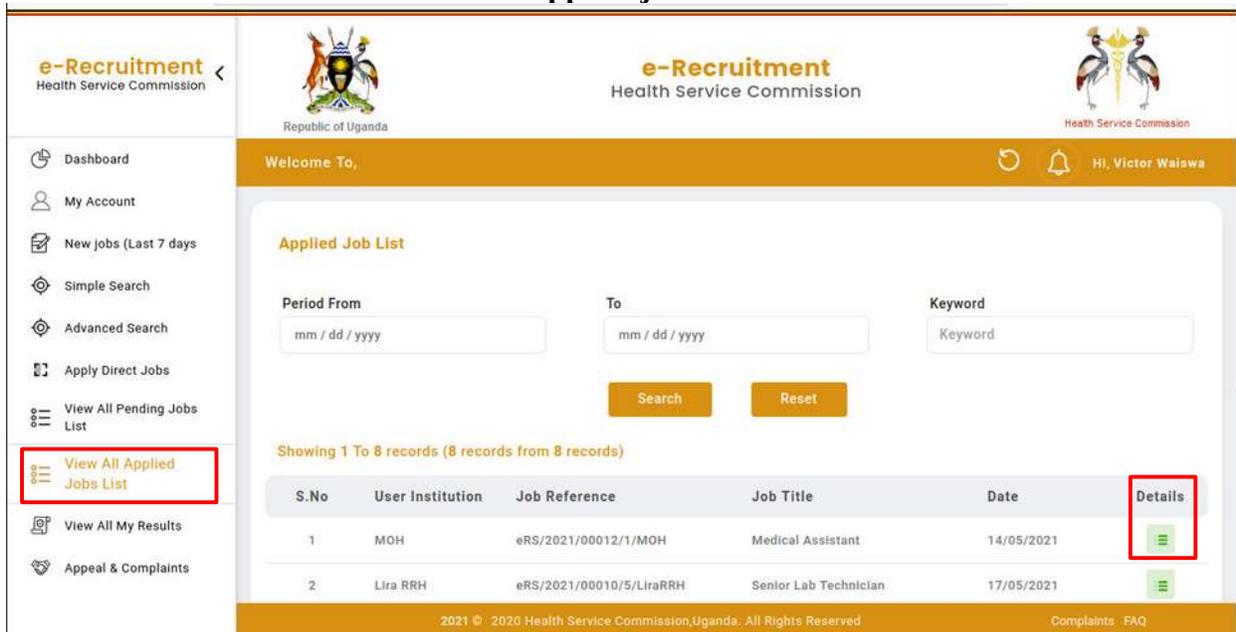
IF the VD is Direct, apply via **Apply Direct Jobs** using advert ref code (Which was generated in VD)



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.**



- Click **details icon** on job you want.

3.4 HOW TO VIEW SHORTLISTING REPORT FROM HOME PAGE

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

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

The screenshot shows the top navigation bar with the Republic of Uganda logo on the left and the Health Service Commission logo on the right. The main header contains the text "e-Recruitment Health Service Commission". Below the header is a navigation menu with links: "Welcome to Our Job Site", "Post Your Resume", "Advanced Search", and "New Jobs (Last 7 Days)". The breadcrumb trail reads "Home > Interview Program - Shortlist". The main content area is titled "Interview Program - Shortlist" and contains two dropdown menus: "Advert Reference ID*" (set to "Select") and "Job Title*" (set to "Select"). Below the dropdowns are "SEARCH" and "RESET" buttons. A message "No Results Found" is displayed below the buttons. The footer contains the copyright notice "© 2020 Health Service Commission, Uganda. All Rights Reserved" and links for "Complaints" and "FAQ".

➤ Click **search**.

The screenshot shows the same website interface as above, but with search results. The "Advert Reference ID*" dropdown is set to "Medics needed" and the "Job Title*" dropdown is set to "Nursing assistant". The "SEARCH" and "RESET" buttons are still present. Below the buttons, a message reads "Showing 1 To 1 records (1 records from 1 records)". A table displays the search results:

S.NO	Advert Title	Job Title	No of Vacancies	Shortlisted
1	Medics needed	Nursing assistant	3	1

The footer contains the copyright notice "© 2020 Health Service Commission, Uganda. All Rights Reserved" and links for "Complaints" and "FAQ".

➤ Click **shortlisted**.

➤ A list of those shortlisted will be displayed.



Shortlist Detail

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

[BACK](#)

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

4.1 HOW TO MAKE AN APPEAL OR COMPLAINT.

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

The screenshot shows the user interface of the e-Recruitment Health Service Commission portal. The left sidebar menu has 'Appeal & Complaints' highlighted with a red box. The main content area is titled 'Crm' and 'File Your Appeals and Complaints Here'. A blue button labeled 'Add Inquiry/Appeal' is highlighted with a red box. Below this are search filters for 'Complaint Type' and 'Limit'. A table displays a list of complaints with columns for SI.NO, First Name, Last Name, Email, Complaint Type, Complaint Reference No, and Action.

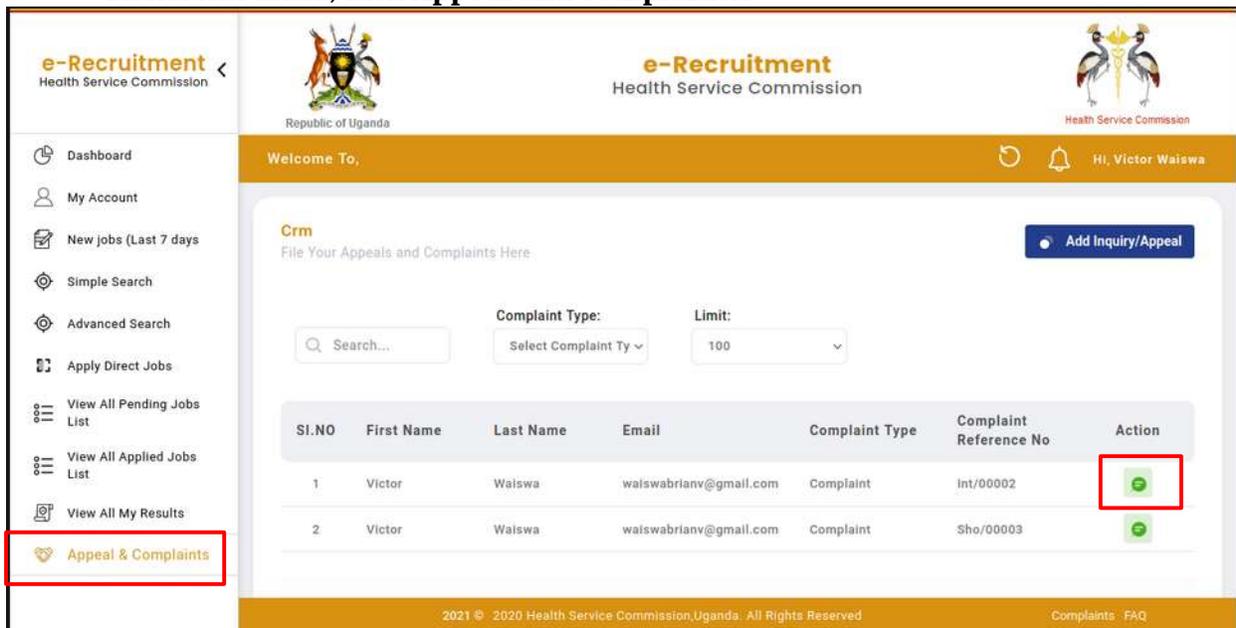
SI.NO	First Name	Last Name	Email	Complaint Type	Complaint Reference No	Action
1	Victor	Waiswa	waiswabrianv@gmail.com	Complaint	Int/00002	

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



4.2 HOW TO VIEW THE STATUS OF APPEALS AND COMPLAINTS.

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



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



- Dashboard
- My Account
- New jobs (Last 7 days)
- Simple Search
- Advanced Search
- Apply Direct Jobs
- View All Pending Jobs List
- View All Applied Jobs List
- View All My Results
- Appeal & Complaints

Welcome To,



Hi, Victor Waiswa

CRM Conversations

Back

First Name : Victor

Last Name : Waiswa

Email : waiswabrianv@gmail.com

Job Title :

Job Ref Id :

Complaint Detail : The marks are so low.

Comments :

Complaint Status : Approve

Advert Ref Id :