



When a candidate is moved to the “Pending Paperwork” status in the Ignite Workbench, an email is generated (by TALX) and sent to the applicant’s listed email address. This email will be from hrxhelp@talx.com.

This is a copy of the email generated by TALX:

Bhitest Jan172013 (Applicant's name)

We are excited that you will be joining the Ignite Restaurant Group! Before we get to see you in person, we have some electronic paperwork for you to do!

Once you are done with both sets of forms (**one set per link below**), please bring the documents that you selected for the form I-9 with you on your first day of work.

We look forward to seeing you soon!

Your Ignite Onboarding Team

Step 1: Go to: [Ignite Onboarding Portal](#)

Login using the **same email** and **password** that you created to apply. (if you have forgotten, or did not create one when you applied, check the *Forgot My Password* box to receive it by email).

1. After you login you will be presented with a list of documents that require you to provide information and your electronic signature. Read and follow the instructions provided for completing and submitting the new hire documents.
2. Complete all of the required fields or you will not be able to submit your paperwork.
3. For any difficulty with this section please contact: <https://www.bhionline.com/contact-support.html>
4. **Step 2: Go to: [Ignite Employment Center](#)**

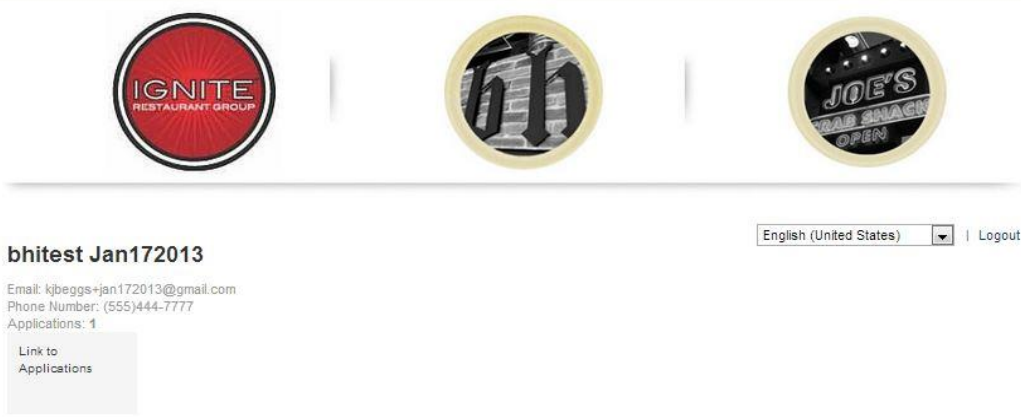
1. Login using the following login id and password for authentication:
Login ID : bhjan172 (Derived from the candidate's name)
Password : Your 10 digit phone number (The primary contact number candidate entered) If you experience trouble with the hyperlink, you may copy and paste the following URL into your browser's address bar.
<https://hrx.talx.com/EmploymentCenter/default.aspx?divisionid=71>
2. Read and follow the instructions at the top of each page.
3. After reading each page you will need to electronically initial each form, designating that you have read and in some cases, agree, with each of the documents. Your initials indicate that you accept the terms and conditions of employment with Ignite.
4. If you have any difficulty accessing the site or questions on the new hire documents, please contact Corporate Payroll at [\(713\) 366-7623](tel:7133667623).



***It is important to note this email contains two distinct links the applicant must visit separately.**

- The [Ignite Onboarding Portal](#), housed within the Click and Hire™ system, and supported by BHI/Kenexa's Support Team.
- The [Ignite Employment Center](#), which is part of Ignite's TALX integration, and supported by Ignite HR and TALX.

Once logged in to the [Ignite Onboarding Portal](#), the candidate will see these instructions:



Onboarding Portal

Filling Out PDF Forms:

If the form opens in Adobe Reader - fill it out completely and submit.

WARNING: If the form opens in your browser - save it to your desktop and then open it using Adobe Reader.

Fill it out and click submit. Forms must be submitted this way to avoid errors.

WARNING: If you are using an Apple computer, you will get an error when you submit a form. Errors regarding UTF-8 can be safely ignored.

If you need to install Adobe Reader: [Click Here](#)

For additional help: [Click Here](#)

Please complete the following New Hire Packet:

Employee Information Form

Employee Handbook Acknowledgement-Joes

Anti Harassment and Discrimination Policy

Employee Discount Program Agreement

Tip Credit Notice for Hourly Employees-For Review Only

W4 Form

Photo Release Agreement

Employee Self Service Announcement-For Review Only

HIPAA Notice-For Review Only

Aetna Enrollment Form



Here's a closer look at the candidate instructions on the above page:

Onboarding Portal

Filling Out PDF Forms:

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WARNING: If the form opens in your browser - save it to your desktop and then open it using Adobe Reader.

Fill it out and click submit. Forms must be submitted this way to avoid errors.

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If you need to install Adobe Reader: [Click Here](#)

For additional help: [Click Here](#)

Note, there are several forms that make up this portion of the New Hire Packet based on the type of employee and location. When the applicant opens the file in Adobe Acrobat, upon successfully submitting each form, they should receive a message in their (default) web browser:

Your pdf has been successfully received. Thank you!

[Back to Document Management](#) (Closes this window and returns to the previous.)

***It is important to note that once the applicant has completed and submitted all forms included in the Click and Hire™ Onboarding Portal, they WILL NOT be automatically directed to the [Ignite Employment Center](#). They must refer back to their New Hire Packet Notification Email and follow the link to the TALX Paperwork (<https://hrx.talx.com/EmploymentCenter/default.aspx?divisionid=71>).**

Onboarding

Online New Hire Packet

Welcome to Onboarding.

This site provides access to your New Hire Packet.

To begin, enter your User ID and Password.

* Required field

* Login ID:

* Password:

Please enter your User ID and Password. This information is only used to identify your account and it is protected by industry standard SSL encryption.

[More about security](#)
[Minimum requirements](#)

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At the Onboarding Login screen, the applicant will use the Login ID provided in Step 2 of their Email, and their primary phone number (used in the online application). They will then be prompted to create a Personal Password (Numbers Only):

As you can see from the screenshot below, there are 5 pieces of paperwork to be completed in the TALX System:



These Include:

- **Personal Information**
- **E-Signature**
- **WOTC**
- **I-9**
- **Final Instructions**

Once the Applicant initials and saves the Final Instructions, they cannot go back and make any changes to their packet.

After clicking “Finished with Packet” the applicant should see this screen and may Log Out:



Troubleshooting Candidate Issues in the Application Process

After selecting the position and location, the first page a new applicant must complete is this questionnaire: (This is on a new application, but plays an important role in the Paperwork steps later).

Please complete the following questions. This information may be verified and will be your information to apply for a future position. If you log off for any reason (run out of time, lose Internet connection, problems with your computer, etc.), you will receive a follow-up email to complete the process. This email runs on a delay and is typically sent out at night. However, you can log back in right away to complete the process using your email address and password (an email will be sent to you to verify your account and create a password). If you have any difficulty, click on the Support link located on every screen.

* First Name : * Last Name : MI:

* Email : * Verify Email :

* Primary Phone :

Phone # entered here will be used for TALX password

Email address entered here will be used for all correspondence, and as Click&Hire portal login

Ignite Restaurant Group, Inc. participates in the E-Verify program in this state. If you would like to know more about E-Verify, please click on the PDF below.
[E-Verify](#)

1. ARE YOU AT LEAST 18 YEARS OF AGE?
 YES NO

2. ARE YOU AUTHORIZED TO WORK IN THE UNITED STATES?
 YES NO

3. ARE YOU WILLING TO WORK ON WEEKENDS, EVENINGS, AND HOLIDAYS?
 YES NO

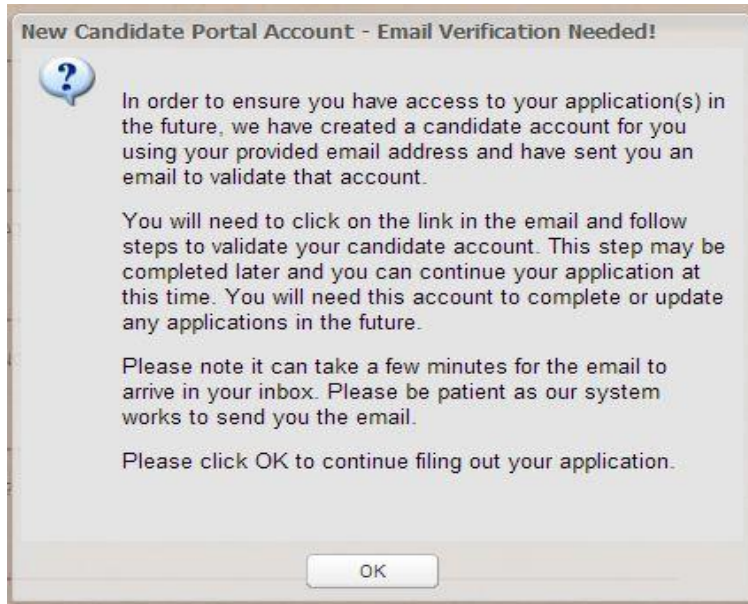
4. DO YOU ENJOY SINGING/DANCING WHILE AT WORK?
 YES NO

5. DO YOU HAVE ACCESS TO RELIABLE TRANSPORTATION TO GET TO AND FROM WORK?
 YES NO

It is very important the candidate uses a valid email address and remembers the email address and phone number he enters on this page, as they will be used later in the Onboarding process by the Click and Hire™ and TALX portals.



Once the candidate submits this page (assuming he answers all questions with the required responses), he will see this popup:



While the candidate CAN continue with the application process at this point, it is highly recommended he refer to the Verification email and create his Click and Hire™ Password at this point.

Verification email:

Dear BHItest,

To validate your email address, please click on this email verification link [Click Here To Validate](#), to complete the creation of your Ignite candidate portal account.

This is an automated email; please do not reply directly.

Sincerely,
Ignite

Forgot Password Email:

Dear bhitest,

In order to continue accessing your Ignite Restaurant Group, Inc. candidate account, you will need to create or reset your password. Please click on this link [Click Here To Validate](#), which will take you to a landing page where you may create your new Ignite Restaurant Group, Inc. candidate password.

You are receiving this email because someone went to the Ignite Restaurant Group, Inc. candidate portal and submitted the "Forgot your password" form using your email address. If you do not wish to access your Ignite Restaurant Group, Inc. candidate account, no action is necessary on your part.

Sincerely,
Human Resources Department
Ignite Restaurant Group, Inc.



The applicant can follow the link in the above email to create their Click and Hire™ password, using the format seen below:

The screenshot shows a web page with the Ignite Restaurant Group logo, a 'JOE'S' logo, and a 'BHItest KB111312' header. Below the header, there is a language dropdown menu set to 'English (United States)'. The main content area displays a confirmation message: 'Thank you, your email has now been verified.' Below this, it indicates the 'Final Step: Create your Password for the Candidate Portal' and lists requirements for the password: at least 8 characters, at least 1 uppercase character (not the first), at least 1 lowercase character, at least 1 numeric character, no symbols, and no usernames. There are two input fields for 'New Password' and 'Confirm New Password', followed by a 'Create Password' button.

Once they create their password, they will automatically proceed with their application.

If an applicant fails to create their password, forgets it, or cannot get it to work, they can return to the Employment page, select the “Been Here Before” link, and use the “Forgot Your Password” option, and enter their Email address to generate a new validation email.

The screenshot shows a 'Welcome Back!' window with a 'Please log in' section. It contains two input fields: 'Email Address:' and 'Password:'. Below these fields is a checkbox labeled 'Forgot your Password?'. At the bottom right of the window is a 'Login' button.

The screenshot shows the same 'Welcome Back!' window, but the 'Forgot your Password?' checkbox is checked. Below the checkbox is an 'Email Address:' input field. At the bottom right of the window is a 'Send Password' button.



General Troubleshooting Steps

- **Verify Operating system being used by candidate**
 - Windows or MAC (including Version)
 - No Linux Support
- **Verify type of device being used**
 - No official Tablet or smartphone support
- **Verify Web Browser Being Used (Including Version)**
 - Internet Explorer
 - Google Chrome
 - Firefox
 - Safari
- **Verify if Candidate's computer has Adobe Acrobat reader installed (Including Version)**
- **Did the candidate complete their application at an IGNITE location?**
 - If yes, was a fresh browser initiated for the candidate?
 - All Browser windows closed, or
 - Cache cleared (<http://www.wikihow.com/Clear-Your-Browser's-Cache>)
 - Ensure that the hiring manager is not logged into the workbench
- **Did the candidate follow the link in their Onboarding email (from TALX) and enter the Click and Hire™ Onboarding Portal?**
 - Did the candidate follow the instructions for completing their paperwork on the Onboarding Portal? ([See Above](#))
- **After completing the Click and Hire™ forms, did the candidate return to their Onboarding email and follow the link to the Ignite Employment Center (TALX) forms?**
- **Is the candidate having trouble logging in to the Portal to complete their Paperwork?**
 - Is the issue with the Click and Hire™ portal? (Step 1) [Ignite Onboarding Portal](#)
 - Did the Candidate validate their email address and create a Click and Hire™ password using the link provided in their Validation email? ([See Above](#))
 - Is the candidate entering the same email address they used when creating their application in Click and Hire™?
 - Is the issue with the TALX Portal? (Step 2) [Ignite Employment Center](#)
 - Is the candidate using the Login provided in the Onboarding email?
 - Is the Candidate using the correct phone number as their password
 - Has the candidate already logged in to the TALX portal and created a new (numerical) password?
 - If the issue is with the TALX portal and not correctable with the above information, Ignite Management will need to take over resolving the issue, using their available methods ([See Below](#)) or escalating to TALX Support.



Ignite Management now has the ability to do some problem resolution within the TALX system on their own. See the below documentation directly from TALX:

Instructions:

- Click Lookup
- Enter first /last name
- Click View.
- Click on the Employees name ([blue link](#)) and it will bring you to the Summary Page below.
- Buttons are on the right side.
 - Managers can reset passwords,
 - Resend the invite
 - Edit email address
 - use the Welcome Email Template for troubleshooting options

The screenshot shows the HireXpress web interface. At the top, it says "A service of TALX" and "Welcome: JENNIFER ALDACO". The main content area is titled "Ignite Restaurant" and "ACTIVE DIVISION Ignite". On the left, there is a "webManager Menu" with options like Lookup, Workflow Summary, Create New Hire Packet, User Management, Tasks, I-9 Management, Exports, Import/Export Logs, and Settings. The main area displays the "Summary" for "Thompson, Xavier".

Packet Information	Documents	Tasks	Notes	Workflow History
Reference ID	2142254			Reset Password
Login ID	xalthompson			Take Action
Social Security Number	XXX-XX-9893			Resend Invitation
Full Name	Thompson, Xavier			I-9 Detail
Street Address	2507 Spring Harbor Circle B Mount Dora, FL 32757			
Telephone Number	(352) 630-0501			
E-mail Address	xalthompson@ignite.com			
Location	Sanford			
Position	Standard			
Start Date	1/18/2013			
Creation Date	1/7/2013 12:01 AM			
Created By				
Workflow State	Hired			
Tax Credit Eligibility	Ineligible			
I-9 Status	Case Resolved: Employee continues to work after receiving an Employment Authorized result			

At the bottom of the page, it says "Terms and Conditions" and "Copyright © 2013 TALX. All Rights Reserved, Build 3.5 4/21".