



Frequently Asked Questions

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1. Adding Employees, Departments and Job Titles

Q: Can the employees be imported all at once?

A: Yes. By going into the Manage Employees section and clicking on the Import Employees link you will be able to use our import function and import all of your employees, departments and job titles all at once.

Q: What if an employee reports directly to multiple managers?

A: Within ReviewSNAP you have the ability to assign employees to multiple managers and they will either be able to do individual reviews on the employee or create a collaborative review together on the employee.

Q: Do I need to assign employees to multiple user roles?

A: No, employees only need to be assigned to one of the roles. The permissions of the roles overlap each other, so they don't need to be assigned to multiple roles.

Q: What if we do multiple probationary review periods?

A: To use multiple probationary review periods the employee will need to be added into the system through our import function along with the multiple probation end dates. You will just need to make sure and separate each of them by a comma.

2. Manage Employee Roles

Q: Can we add roles other than the Administrator, Manager and Employee role?

A: Yes, if you have positions within your organization that don't fall within those three default roles you can create as many roles and give them whatever permissions are necessary.

Q: Can we edit the default Administrator, Manager and Employee roles?

A: Yes, if you need to add or remove permissions from our default you can do so by clicking Update next to the role and then checking or un-checking the box next to the necessary permission.

3. Manage Employees

Q: Who will a manager be able to see in the drop down box?

A: A manager will only be able to see his/her direct reports and subordinates (if selected) in the drop down box. If an employee is parallel to them in the organization the manager will not be able to see that employee in the drop down box.

Q: If I delete an employee do we lose their reviews and 360 degree feedback?

A: No, by deleting an employee you are just deactivating them from the system, but their information will ALWAYS be in our database and never go away. If an employee comes back to the organization you can reactivate them by adding them back into the system with the same email address.

Q: I see a Send Password link under an employees name do I have to click on that for every employee to give them their password?

A: No, that link shows up under every employee, but you only need to click on it once and it will take you to a page that allows you to select everyone and send them their usernames and passwords all at once.

Q: Why can't I see the Create or Complete a Review link for this employee?

A: This could happen for a couple of situations. First, if you not have permissions to do reviews on that employee than the link will not show up. Second, if you have selected custom review periods, but have not created any than the link will not show up.

Q: What happens if an employee changes managers? Does the new manager get to see the past reviews?

A: Yes, if the employee changes managers you can update the employee information and assign them to their new manager. Reviews, 360 degree surveys, journal entries and anything else that has been done on the employee in the past is tied to that employee and not the manager. So, if the employee switches managers than the new past information will follow the employee wherever they go within the organization and the new manager will be able to see that information.

4. Create/View Journal Entries

Q: Can the employee see the journal entries?

A: You have the option of allowing them to see the journal entries that have been left on them or not allowing them to see the journal. This option is in the Manage Company Information page. Even if you allow the employee to see those journal entries it will remain anonymous as to who left the journal entries. They will only see the journal entry and the date it was left.

Q: Can you attach documents on the employee?

A: Yes. You can attach any document to the journal entry and it will be tied to the employee. Companies often attach past reviews that were completed in Word or Excel, disciplinary documentation, and emails with comments on the employee's performance.

Q: Who can leave journal entries on who?

A: You have the option within the Manage Company Information to only allow managers to leave journal entries on their subordinates or allow any employee within the company to leave journal entries on any other employee.

5. Manage Rating Scales

Q: Do I have to use a 5 point rating scale?

A: No, if you go into the Manage Company Information page you can select anywhere from 1 to 10 points for your rating scales. After that you can create a rating scale with however many points you selected.

Q: Do I need to have letters in the abbreviation?

A: No, if you want to put a quantitative value in the abbreviation you can. The abbreviation is what shows up for the ratings during the review, so if you want the manager to know what number they are rating the employee at you can put the number in the abbreviation.

6. Manage Review Periods

Q: Can I use probationary review periods and Anniversary or Annual review periods?

A: Yes. When you add an employee into the system you will assign them a probationary review period and once the probationary review period has expired the employee will automatically be switched to the anniversary or annual review period your organization uses.

Q: Can we do Mid-Year reviews and Annual reviews?

A: Yes. You will create multiple review periods by using the Custom Review Periods function.

Q: Do all employees have to be in the same review period?

A: No. You can either use anniversary review periods, which bases the review period off of an employee's hire date. Or you can create custom review periods that only apply to particular employees.

Q: Can you assign multiple probationary review periods to employees?

A: Yes. When adding employees into the system through the import you can enter multiple dates into the probation end date column and separate each date by a comma.

7. Manage Review Templates

Q: Is there a limit to the number of templates I can create?

A: No. There is no limit to the number templates you can create and companies often create templates for each department or job title/job description.

Q: Do we have to use the competencies that you offer?

A: No. Within ReviewSNAP you can use any of the 350+ competencies that we offer as well as add your own custom competencies to your template.

Q: Can you create open-ended questions for your template?

A: Yes. You can create open-ended questions and/or ratable questions for your template.

8. Performance Reviews

Q: When I do a review on my employees can my manager sign-off as well?

A: Yes. At the end of the review you will have the option of selecting multiple levels of managers to sign-off on the review.

Q: Will I be able to rate the goals during the review?

A: Yes. Even though the goals are not created along with the competencies of the template they are automatically pulled into the review to be rated.

Q: Is there a spell check tool for the comments of the review?

A: Yes. Anywhere there is a text box within the entire system you will find an editor at the top of the box including both a spell check tool and our legal check tool called AuthoriCheck.

Q: Can the employee see the review before having a face-to-face meeting?

A: No. The employee is not able to see their review until the Manager(s) and HR person (if required) have signed off on the review.

Q: Can the employee leave comments on their review?

A: Yes. If they agree or disagree with their review they will see a comments link that allows them to leave their comments. Once the comments have been submitted their manager will receive an automatic notification letting him/her know there are comments on the review. This allows the manager to look at the comments and make any of the necessary changes to the review.

Q: Will the system calculate the quantitative ratings or will I need to calculate them?

A: Yes. The system automatically makes all of the calculations for the reviews and statistical dashboard.