



## True FAQ

1. What is the process to open an opportunity on AboveBoard? How does AboveBoard know what to post?
  - a. Answer: AboveBoard pulls a *weekly* report of open searches from True's instance of Thrive. The team then reviews the list and filters out roles that are not **VP+ and equivalent** as well as opportunities noted as confidential in Thrive. Searches that are noted in Thrive as confidential are removed from the report and AboveBoard reaches out to the Primary Partner to confirm whether or not to post the opportunity confidentially or to withhold completely from the platform. **If a search should not be posted to the platform for any reason, the search team must proactively reach out to AboveBoard to notify that the opportunity should be withheld from the platform.**
  
2. What is the process to close an opportunity on AboveBoard? Do I need to reach out to the AB team directly each time?
  - a. Answer: The AboveBoard team pulls a weekly report of closed, canceled, and on hold searches from Thrive and updates opportunities in the AboveBoard platform accordingly. There may be a delay of a week from when a search closes in Thrive versus its close on AboveBoard due to the manual nature of this process. **You do not need to reach out to notify AboveBoard** of the search closing, unless there is a pressing reason to remove the opportunity from the platform in real time. Any candidate who has an outstanding expression of interest when the opportunity is closed will be automatically rejected. If you need an opportunity closed more immediately, please use the Request Form below to submit your request. AboveBoard will complete this request within one business day. Please select the "Close Search" option in the Request Form to submit your request.

3. What does it mean to post a search confidentially in AboveBoard? How does the AboveBoard team know if a search is to be posted confidentially to the platform?
  - a. Answer: If a search is posted confidentially, no identifying information is available to the member. The company name, general company information, and location will all be hidden and members *must request* that additional information be revealed (i.e. “reveal request”). The True team can either provide a confidential JD or the AboveBoard team will remove the company name from the JD before posting to the platform. The True recruitment team associated with that opportunity can then review those members who request company information and can either grant access or deny. If a member is granted access, that member will get an increased view of the role. If the member is rejected they are denied access to the opportunity.
  
4. What If I need to make an opportunity confidential after it has already been posted to the AB platform?
  - a. If you need an opportunity made confidential, please select “Make Confidential” in the Request Form to submit your request. AboveBoard will complete this request within one business day.
  
5. My client has had a lot of inbound from prospective candidates and I suspect that my role is on ExecThread or another website, how is AboveBoard managing that?
  - a. Answer: **It is against AboveBoard’s community standards for members to share opportunities off the platform with other websites or to reach out to hiring managers directly.** The platform does not provide contact information for recruiters or hiring companies. AboveBoard has taken several steps from both a technical and policy perspective to mitigate this behavior. Members can not copy/paste any context from the AboveBoard platform. Please send the specifics to AboveBoard ([true@aboveboard.com](mailto:true@aboveboard.com)) and AboveBoard will cross reference membership accordingly and act in accordance.

6. Why does AboveBoard need a job description for an opportunity?
  - a. Answer: AboveBoard needs a job description so members may see the qualifications and responsibilities of the role. This will allow members to make informed decisions before expressing their interest in a role. It is critical that job descriptions are properly posted inside True's Instance of Thrive so the AboveBoard team can post accordingly. **Additionally, without a job description, you may receive more unqualified candidates because their qualifications may not match the skillset required of the role.**

### **Recruiter Login + Members:**

7. When will I get my credentials to sign up as a Recruiter on AboveBoard? Also, why can't I sign up as a member?
  - a. Answer: AboveBoard does not allow any recruiters access to the member portal to prevent recruiters from seeing other firm's searches or activity of AboveBoard customers. The AboveBoard team will create recruiter accounts as we are informed of new hires but if you do not have one, please complete the form below.
  
8. What do I see in the recruiter login? I'm not sure what I'm looking at.
  - a. Answer: When you login as a recruiter you will see all searches associated with you are either Active, Closed, or On Hold. You will be able to view interested members or members requesting additional information by clicking on an opportunity and scrolling down to the "Member Status" box. Here, you will see all interested members and you are able to decide how you'd like to proceed. If you match with a member, you will see their email address, and that member will be sent an automatic email message that they're matched and to expect outreach from a recruiter soon. **If you've matched with a member, it is your responsibility to reach out to that individual directly to continue the conversation.** It does not serve our membership to receive matches without recruiter outreach, so please decline if you do not plan to schedule a phone screen with an interested member.

9. What do members see when I take action - either "matching" or "rejecting" from a specific opportunity?
- a. Answer: When you have matched with a member, they will receive an email informing them that the hiring company has matched with them and will be in contact soon. The member is therefore expecting outreach from the recruitment team. If you have rejected a member, they will receive an email informing them that the hiring company is pursuing other applications at the moment and will not be moving forward with their application. No additional steps are required.

**Sales:**

10. I have a client that is interested in learning more about AboveBoard? What is the best way to engage?
- a. Answer: For any potential customer conversations, please introduce directly to the AboveBoard sales team for an introductory call. Please email [sales@aboveboard.com](mailto:sales@aboveboard.com).

**Other:**

11. Will we get access to AboveBoard's membership to identify qualified members? We are looking for a BiPOC candidate, can the AboveBoard team help with that?
- a. In time, True will have access to search AboveBoard's database. This capability is on our product roadmap. No other partner, customer, or company besides True will ever have the capability to search or review AboveBoard members. Non-True recruiters and opportunity partners will only see the AboveBoard members who have expressed interest in a specific opportunity. The AboveBoard team does not provide additional recruitment services to open True opportunities.