



## Candidate Resource Guide

We appreciate your interest in joining TruGreen. This is a guide that has been developed to help you understand what to expect throughout our recruiting and hiring process. TruGreen has a sophisticated hiring process that works smoothly but will require your participation. You will receive several email communications with important steps that must be completed in a timely manner in order to remain in consideration for the position.

To help ensure you receive these emails please follow these helpful tips:

- It's a best practice to add the following web domains: **escreen.com**, **peopleanswers.com** and **aonhewitt.com** to your safe sender's list in the email account you used when you applied. This will ensure that emails sent from these sites arrive in your preferred email address.
- Ensure your pop-up blockers are turned off.
- The hiring lead in charge of the recruitment process for the position for which you have applied should notify you when to expect email communications with next steps.
- If you do not receive the emails, check your Spam, Junk or Bulk mail folders. You may also try opening your email using Internet Explorer.
- If you do not receive any of the below listed email communications, please contact your hiring lead for assistance. If you have trouble accessing any of the links due to a **System Maintenance/Application Error**, follow the instructions located at the following Web address to clear your cache.  
<http://www.wikihow.com/Clear-Your-Browser's-Cache>
- **It's very important that you complete this consent form within 48 hours of the time the consent form is generated.** This form will generate a background check and Motor Vehicle Registration (MVR) if required by the position. The background check will begin as soon as you push submit. If any of the information that was pre-populated on the form is incorrect, contact your hiring lead prior to pressing submit. This form should take less than 5 minutes to complete.
- Once you sign and submit your consent form you will receive an email from **dontreply@escreen.com** to schedule your drug test. This email should arrive 30 minutes after you submit your consent. **The drug screen event MUST BE scheduled AND taken within 48 hours (not including Saturday and Sunday) of the consent form being submitted.** Failure to schedule and complete the drug screen within 48 hours will result in a failing result and you will be ineligible for hire for 365 days. Scheduling your drug test should take less than 5 minutes. *Please note: If you are applying for a position that requires a Commercial Driver's License your manager will schedule your drug screen for you.*

Please note the following important emails that will arrive in your preferred email address during the hiring process.

- After you initially apply for a position with TruGreen you be asked to enter your social security number on your signature line. It is important that you enter your accurate Social Security number (SSN) when you sign this document because this will be the SSN used to verify your rehire eligibility and populate your testing consent form should you proceed to the pre-employment testing phase. This is a secure site and your SSN will not be visible by anyone other than you. This form should take less than 5 minutes to complete.
- Once you have successfully passed all pre-employment tests and are hired, you will receive an email from **SVM.HR.DONOTREPLY@aonhewitt.com** with a link to the Onboarding portal. This will grant you access to new hire paperwork that you will complete prior to your start date.
- After you have accepted your verbal offer you will receive two emails from **SVM.HR.DONOTREPLY@aonhewitt.com**. One email will contain the link to and your user id for the testing consent form and the second will contain a password.

If you have any questions regarding completing the application process or any assessments, please contact **PeopleAnswers** at **800-608-4528**. For all other questions regarding the recruitment process please contact your Hiring Lead.