STAFF APPLICATION | A PN SYSTEM SERVICE

Agency Manager Guide

Step-by-step: applications, competency, signatures, PDF and staff evaluations

www.staffapplication.org

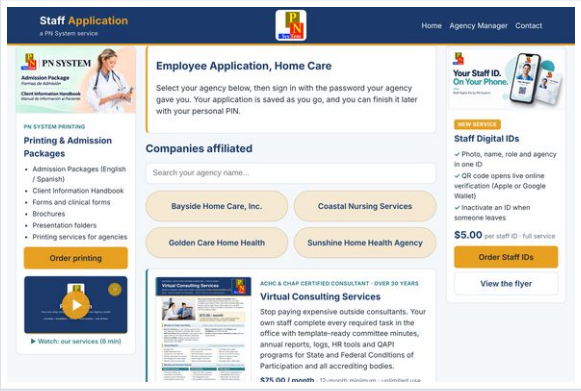
This guide explains, step by step, everything the agency manager does on **www.staffapplication.org**: giving applicants access, proctoring the written test, receiving and reviewing applications, correcting information, completing the in-office competency, signing electronically for the agency, printing the final package, and, after hiring, the staff evaluations, competencies and agency forms.

Your agency has two passwords	Who uses it	What it opens
Applicant password	Give it to every applicant (by phone, text, job posting or in person).	Lets applicants start or continue an application for your agency only.
Manager password	**Keep it private:** administrator, office manager, DON.	Opens the manager screens, starts the written test, and opens the password-protected PDF emailed to you.

Passwords are created by PN System

PN System sets up your agency and both passwords. To change a password, your email address, logo or the positions you offer, contact PN System at 305.777.5580 or info@pnsystem.com.

Start here: go to **www.staffapplication.org** and click your agency's button under **Companies affiliated** (type part of the name in the search box to find it faster).

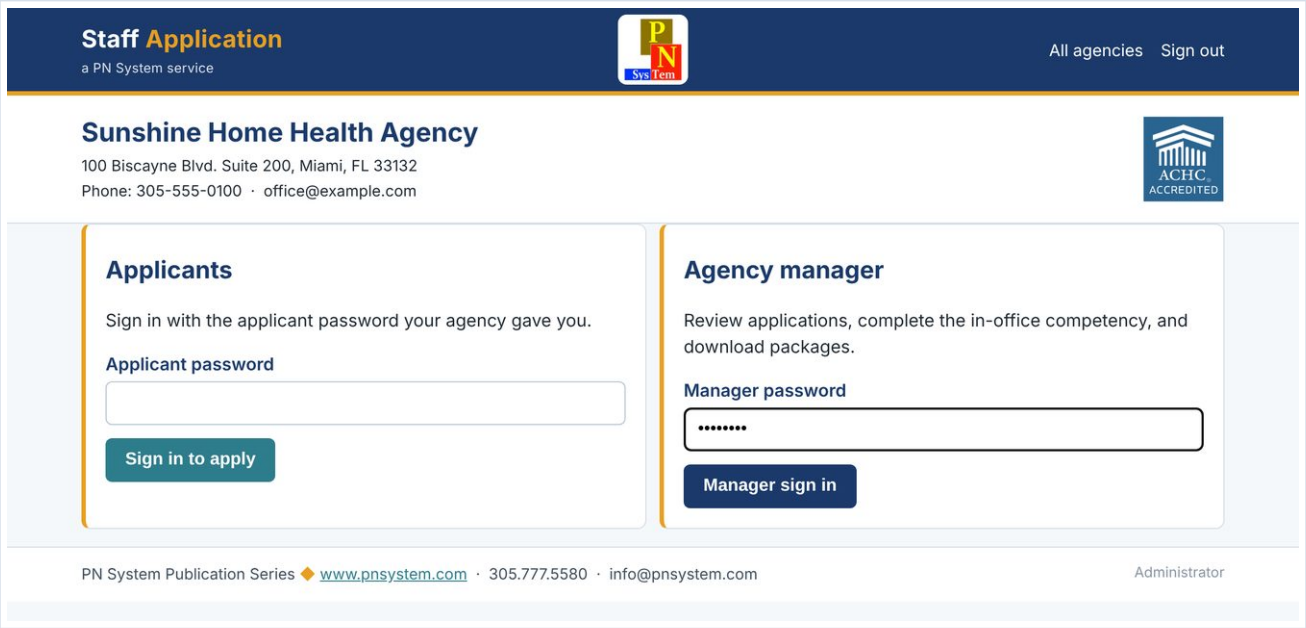


Part 1. Sign in and the applicant list

1 Sign in as manager

1 Go to **www.staffapplication.org** and click your agency's button (or bookmark your agency page).

2 Use the box on the right, **Agency manager**. Type the manager password and click **Manager sign in**.



Agency page: the manager signs in on the right.

2 Read the applicant list

After signing in you see **Applicants**, newest first. Click an applicant's **name** to open the review screen.



Applicant list with status, test score and last update.

Column / button	Meaning
Name	Applicant name, email and phone. Click the name to review the application.
Position / Type	Position applied for and Direct employee or Independent contractor.
Status	Where the application is in the process (see the table below).
Test	Written test score, for positions that have a test (HHA/CNA, RN, LPN).
Reset PIN	Creates a new 6-digit PIN for an applicant who lost theirs. Give it to the applicant.
Delete	Permanently deletes that application (asks to confirm). Use for duplicates or withdrawn applicants.

Status	What it means	Who changes it
In progress	The applicant is still completing the application online.	Automatic when started, or set by you to reopen.
Submitted	The applicant signed and submitted. You received the email with the PDF.	Automatic.
Under review	You saved a correction to the applicant's answers.	Automatic when you correct, or set by you.
Competency done	Every item of the in-office competency is completed.	Automatic when the competency is complete.
Completed	The file is finished: documents, signatures and competency done.	You.
Not hired	The applicant was not hired. The record is kept.	You.

Part 2. Give applicants access

3 Tell applicants how to apply

- Website: **www.staffapplication.org**, then your agency's button.
- Your **applicant password**.
- The **Applicant Guide** (PDF) explains every step to them; it is linked on the website.
- What to bring to the office: ID, Social Security card, license/certificate, CPR card, and any other documents you require.

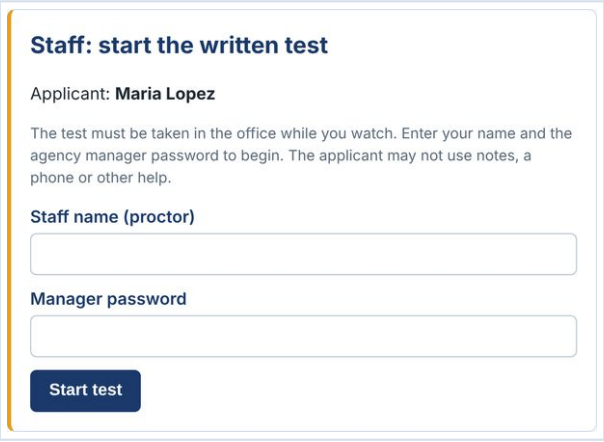
> **Tip**
> Applicants can complete everything except the written test from home or from a phone. Ask them to finish the online part before their office appointment so the visit is short.

Part 3. Proctor the written test

Positions with a written test: **Aides (HHA/CNA)**, Nurse Aide Quiz (21 items), and **RN / LPN**, Pre-Employment Nursing Examination (15 questions). The test is taken in your office while a staff member watches.

4 Start the test for the applicant

1. The applicant signs in (applicant password, then email and PIN) on an office computer or their phone.
2. The applicant clicks **Written test**, then **Start the test with staff**.
3. You type **your name** (it is printed on the test as proctor) and the **manager password**, then click **Start test**.
4. Stay with the applicant until they click **Submit test**. The test can be taken only once.



The proctor screen.

Grading

- The test is graded automatically with the official answer key. 80% is passing.
- The applicant does not see the score. You see it in the list and on the review screen, with every answer next to the correct one.
- The score, the answers and the proctor's name are filled into the test pages of the PDF.

Part 4. When an application arrives

5 Open the email

When an applicant submits, the address on file for your agency receives an email titled **Application submitted: (name) - (position)**. It contains:

- The applicant's name, position, type, email, phone and written test score.
- The **complete application package as a PDF attachment**. It is protected: open it with your **manager password**.
- A **secure link** to the review screen (it asks for the manager password).
- The date and time the applicant signed electronically.

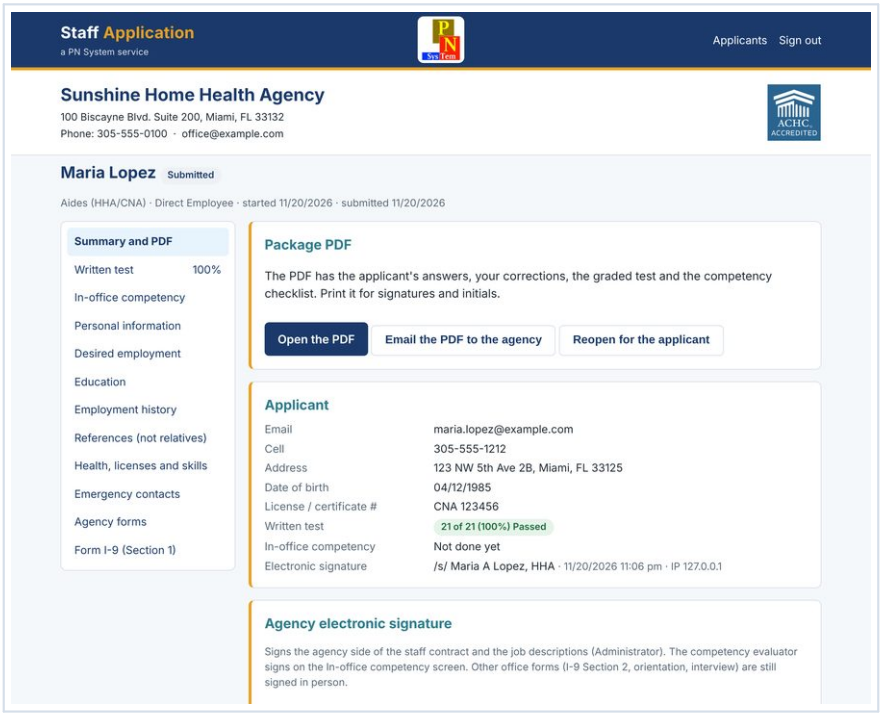
Opening the protected PDF

Open the attachment with Adobe Acrobat Reader, a browser or a phone. When it asks for a password, type the manager password. The file stays protected, so it is safe to keep in email or a shared folder.

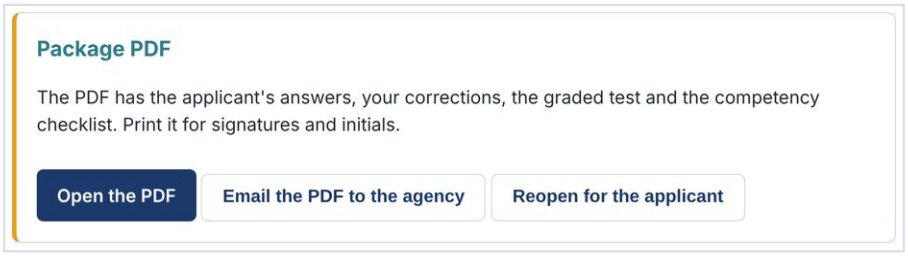
Part 5. The review screen

6 Summary and PDF

Click the applicant's name. The menu on the left lists every part of the application. **Summary and PDF** opens first.



Summary and PDF.



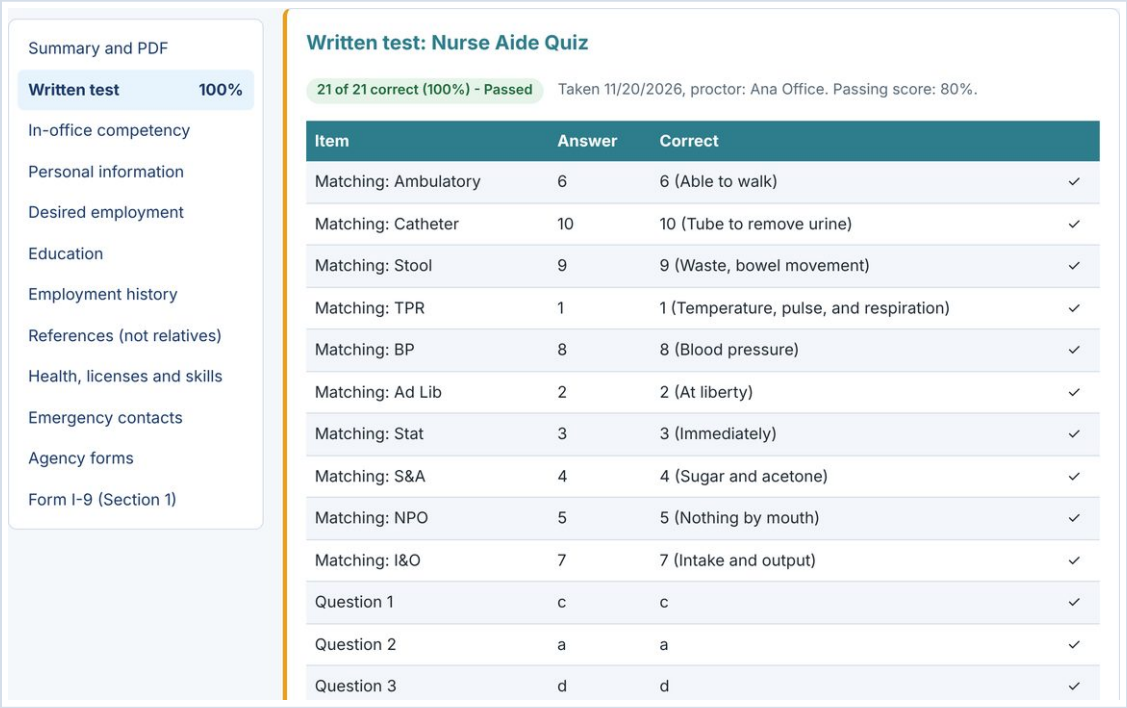
Button	What it does
Open the PDF	Opens the full package (not password-protected, because you are signed in) to view, save or print. It always includes the latest corrections, test and competency.
Email the PDF to the agency	Sends the updated, password-protected PDF to your agency email again (for example after the competency is done).
Reopen for the applicant	Sets the application back to In progress and emails the applicant to update and sign again. Answers and test score are kept.

Electronic signature line

The Applicant box shows the applicant's electronic signature with date, time and internet address. If an application has no signature (submitted before e-signatures were available), a blue box offers **Reopen and email the applicant to sign**.

7 Check the written test

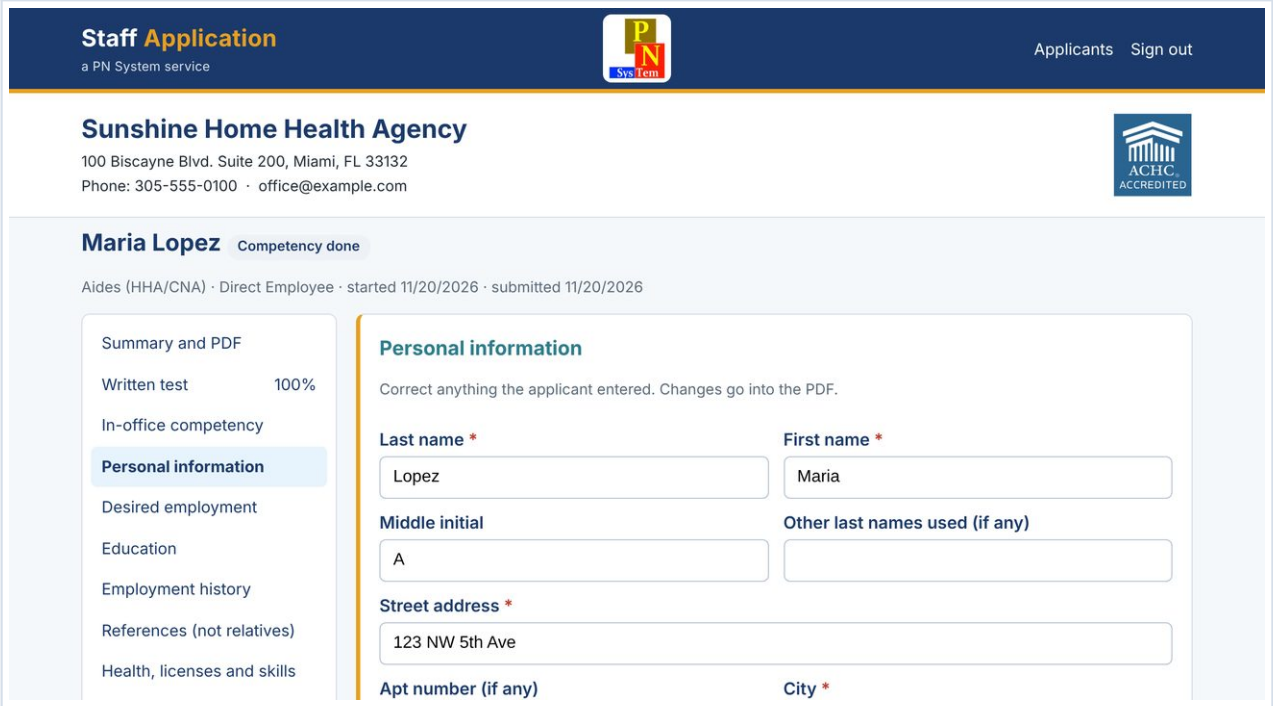
Click **Written test**. You see the score, pass or not pass, the date, the proctor, and each answer with the correct answer (a red X marks wrong answers).



Written test results.

8 Correct the applicant's information (if needed)

1. Click any section in the menu (Personal information, Employment history, References, Agency forms, Form I-9, etc.).
2. Change the information and click **Save corrections**.
3. The correction goes into the PDF right away. A submitted application changes to **Under review**.



Important

Correct only clear errors (spelling, a phone number, a missing date). For changes to the applicant's own statements (health answers, citizenship, history), use **Reopen for the applicant** so the applicant makes and signs the change.

Part 6. In-office competency

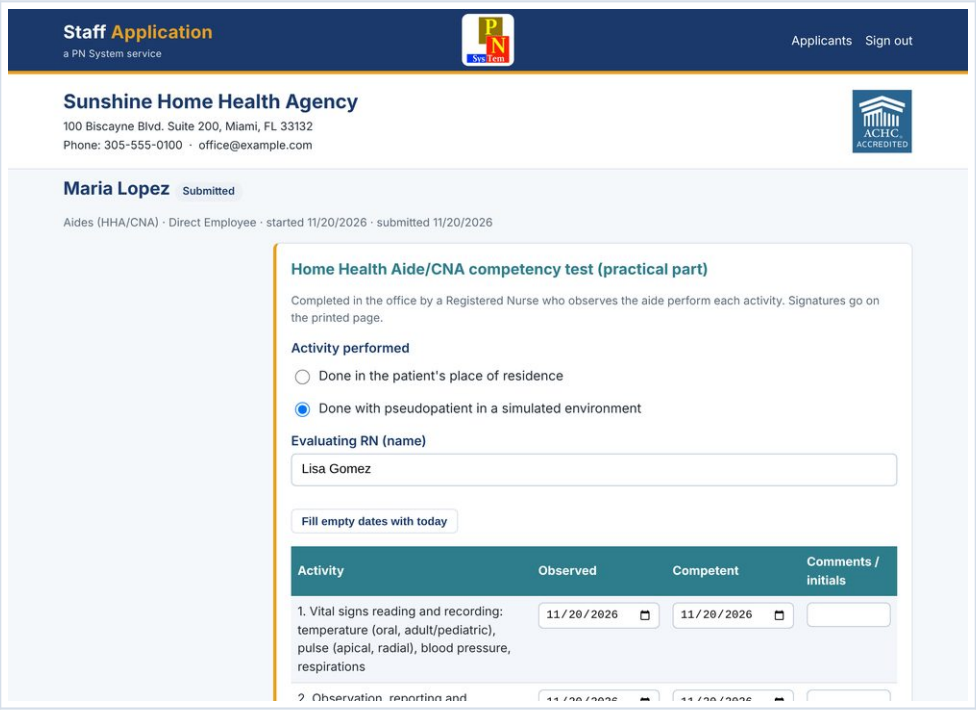
The competency is completed in the office by a qualified evaluator who observes the applicant. Click **In-office competency**. The form matches the position:

Position	Competency on screen	Evaluator
Aides (HHA/CNA)	18 activities: date observed, date competent, comments/initials; setting (patient home or simulated).	Registered Nurse
RN, LPN	R.N./L.P.N. skills assessment checklist (117 procedures): acceptable demonstration, demonstrated knowledge verbally, needs review.	Supervisor / DON
PT, PTA	Physical therapy competency (22 tasks): date, initials, comments.	Trainer (PT)
OT, OTA	Occupational therapy competency (22 tasks).	Trainer (OT)
ST, STA	Speech therapy competency (22 tasks).	Trainer (ST)
MSW	Medical social worker competency (34 tasks).	Evaluator

Position	Competency on screen	Evaluator
Dietitian	Rating per item (C, NI, NV, NA) and method; evaluation details and overall outcome.	Evaluator
RT, Office	No in-office competency form. (RT applicants complete a skills self-appraisal online.)	n/a

9 Complete and sign the competency

1. Type the evaluator's name. Fill each line, or use **Fill empty dates with today** (and the initials box) when everything was observed the same day.
2. Add comments if needed.
3. In **Evaluator electronic signature**, type the evaluator's title (for example RN, DON, PT) and check the box to sign electronically.
4. Click **Save competency**. When every item is completed, the status changes to **Competency done**.



HHA/CNA competency with quick fill.

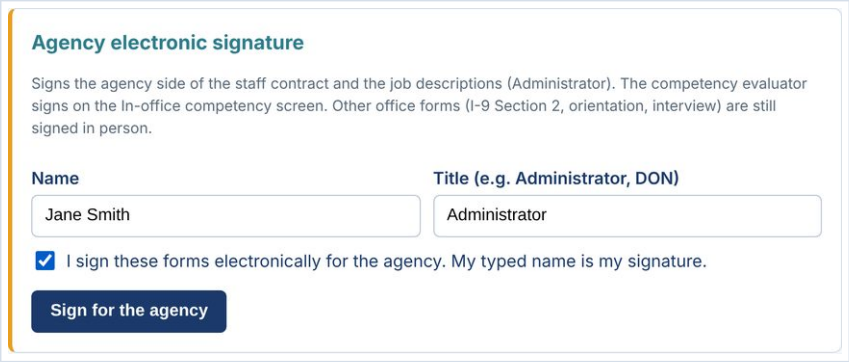
What gets signed

The evaluator's name and title are placed in cursive, with the date, on the evaluator line of the competency page (Supervisor, RN, Trainer or Evaluator). The applicant's signature on that page is added at the same time.

Part 7. Agency electronic signature and status

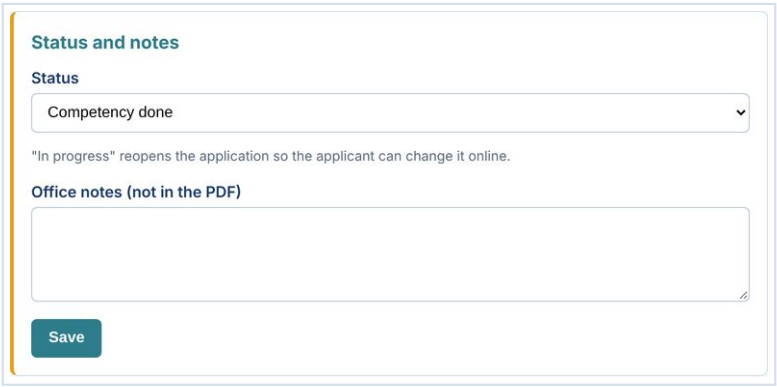
10 Sign for the agency

1. On **Summary and PDF**, find **Agency electronic signature**.
2. Type the name and title of the person signing for the agency (for example Jane Smith, Administrator).
3. Check the box and click **Sign for the agency**.



The signature is placed on the agency side of the **staff contract** (with the date) and on the **Administrator** line of the job description. Use **Remove agency signature** to undo it.

11 Set the status and keep office notes



- Choose the status and click **Save**. "In progress" reopens the application for the applicant (no email is sent; use the Reopen button to email them).
- **Office notes** are for your staff only. They do not print on the PDF.

Part 8. Print and finish the employee file

12 Print the package and complete in person

Click **Open the PDF** and print it, or save it to the employee's file. The PDF already contains:

- Your agency name on every page, and your address, phone, email and logo in the footer.
- All the applicant's answers, the AHCA background screening forms, Form I-9 Section 1, and W-4 (direct) or W-9 (contractor).
- The applicant's cursive e-signature, title, date and initials on every applicant page, including the staff contract.
- The graded written test, the competency and the evaluator and agency signatures, if done.

Still completed by hand in the office

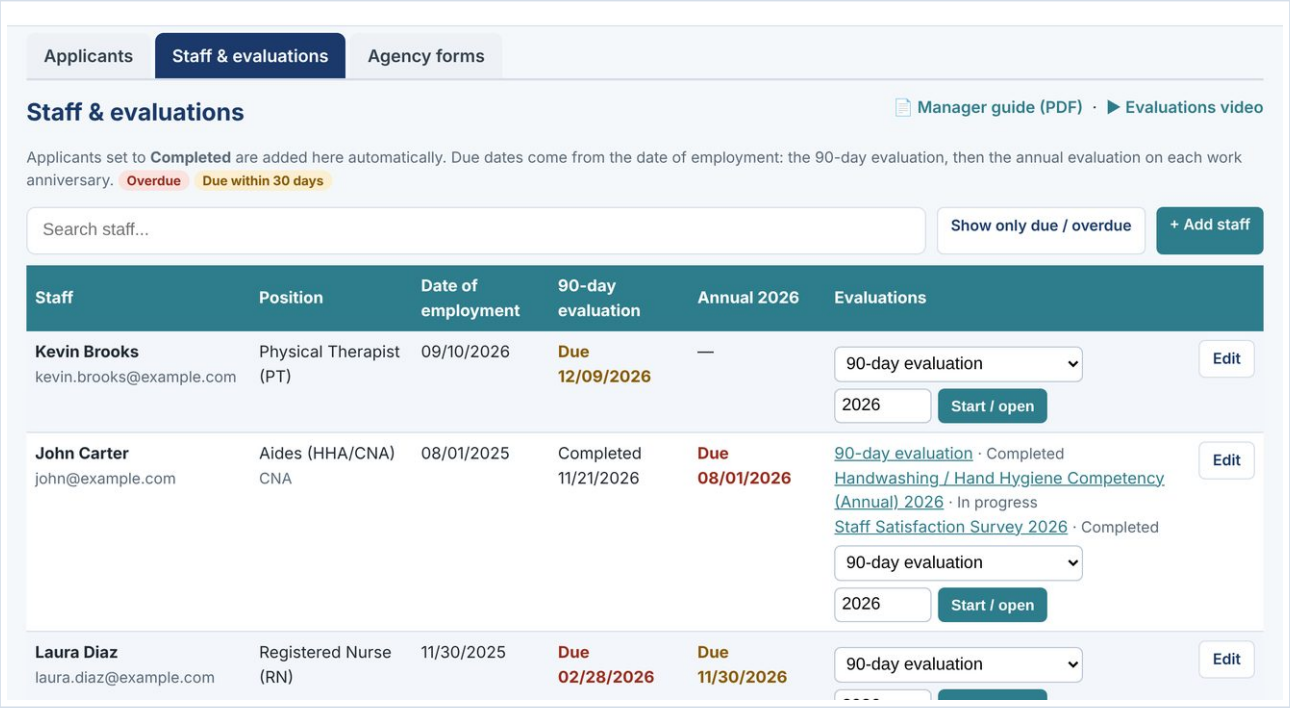
- **Form I-9 Section 2:** examine the original documents within 3 business days of hire.
- Orientation checklists and sign-offs, the interviewer's "Hired?" line, ID badge.
- Physician forms (physical exam, TB test) and the post-hiring medical questionnaire (only after a job offer).
- Copies of documents: ID, Social Security card, license, CPR, insurance, background screening results.

Part 9. Staff evaluations, competencies and agency forms

After hiring, the same site keeps every staff member's evaluations and competencies, completed and signed on screen on the real forms, stored digitally and ready to print or download at any time. Only your agency manager and the PN System Web-Administrator can see them.

13 Open Staff & evaluations

1. Sign in as manager and click the **Staff & evaluations** tab.
2. When you set an applicant's status to **Completed**, the person is added here automatically with today as the date of employment. Use **Edit** to change it.
3. For employees hired before your agency joined, use **+ Add staff**: name, email, position, date of employment and title. They receive a PIN by email.



Staff list with due dates. Red: overdue. Amber: due within 30 days.

- **90-day evaluation** is due 90 days after the date of employment.
- **Annual evaluation** is due on each work anniversary.
- Use **Show only due / overdue** before surveys and accreditation visits.

14 Start an evaluation, competency or form

In the staff member's row, choose the form, check the year and click **Start / open**. If it already exists, it opens.

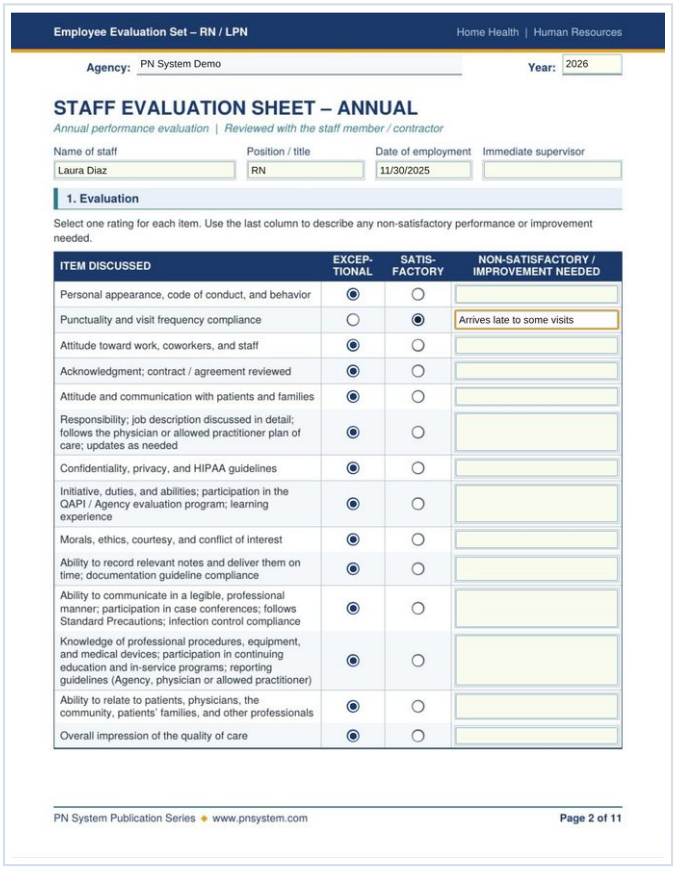


Position	Annual evaluation set	Other competencies and forms
HHA / CNA	HHA set	Handwashing, Bag technique
RN, LPN	Nurses set	Handwashing, Bag technique, Glucometer, IV, CoaguChek, Pediatric, Psychiatric; ADON evaluation (RN)
PT/PTA, OT/OTA, ST/STA	Therapy set of the discipline	Handwashing, Bag technique
MSW	MSW set	Handwashing
Dietitian	Dietitian / Nutritionist competency	Handwashing

Position	Annual evaluation set	Other competencies and forms
RT	RT competency (skills self-appraisal)	Handwashing, Bag technique
Office staff / manager	Non-clinical set (Leader, Administrator and Alternate Administrator parts)	-
Everyone	90-day evaluation	Authentication for electronic signature (once), Staff satisfaction survey (yearly)

15 Complete the form on screen

1. The form opens page by page, exactly like the PDF. The agency name, staff name, title, date of employment and year are already filled in.
2. Click the ratings and check boxes, and type on the lines. Where a row allows one answer (Yes / No / N/A, 1-4), checking a box clears the others in that row.
3. Goals: pick from the list or type your own.
4. Gray areas are completed by someone else (the staff member's self-evaluation, or names and dates added at signing).
5. Click **Save** often. The page buttons (1, 2, 3...) jump between pages.



Annual evaluation sheet: ratings and comments typed directly on the form.

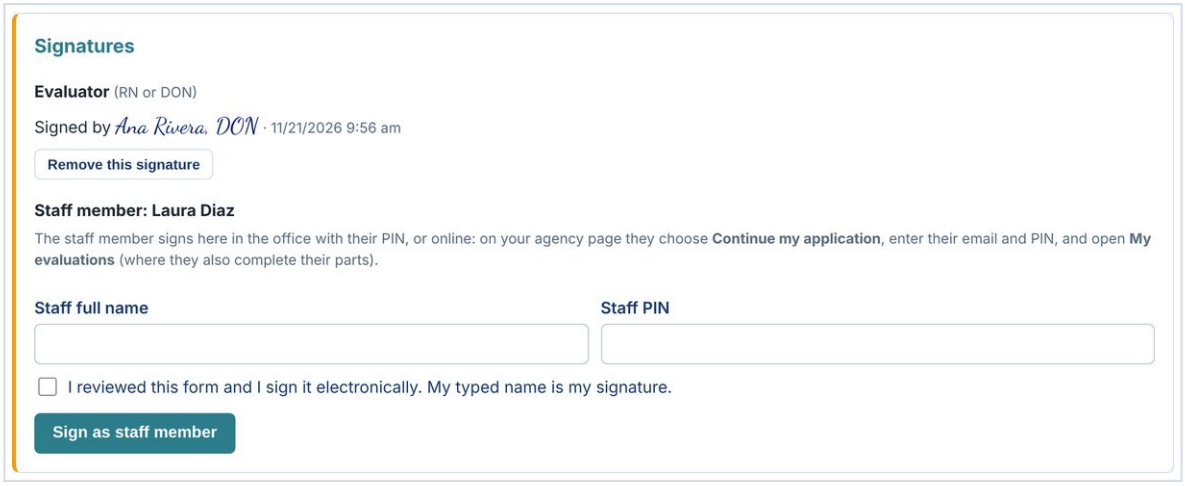
Parts used only for some staff

Some sets include a **Leader evaluation** (supervisors and managers) or the **Administrator** and **Alternate Administrator** competencies. Check **Include** above the form only when they apply; those pages are signed only when included.



16 Evaluator signs (same discipline)

1. Go to **Signatures** at the bottom.
2. Type the evaluator's full name and choose the title. Only the same discipline can sign: RN or DON for nurses and aides, PT for PT/PTA, OT for OT/OTA, ST for ST/STA, MSW, Dietitian, RT, and the Administrator for non-clinical staff.
3. Check the box and click **Sign as Evaluator**. The cursive signature, the printed name and the date go on every evaluator line of the form.

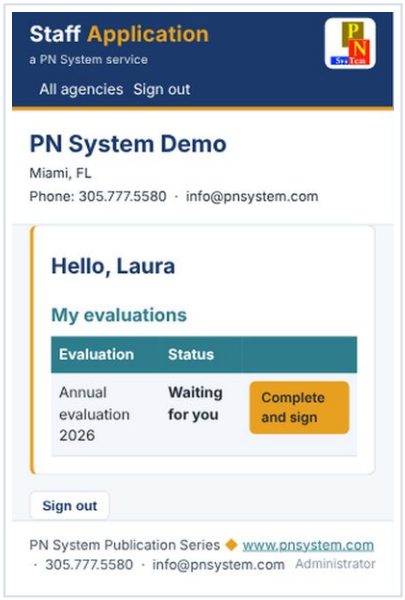


The evaluator has signed; the staff member signs next.

17 Staff member completes and signs

The staff member signs in one of two ways:

- **In the office:** on the same Signatures box, the staff member types the full name and the PIN, checks the box and clicks **Sign as staff member**.
- **Online, from any phone:** on your agency page they sign in with the applicant password, choose **Continue my application**, enter their email and PIN, and open **My evaluations**. There they complete their parts (self-evaluation, questionnaires, quizzes, skills self-ratings) and sign.



Staff member on a phone: My evaluations.

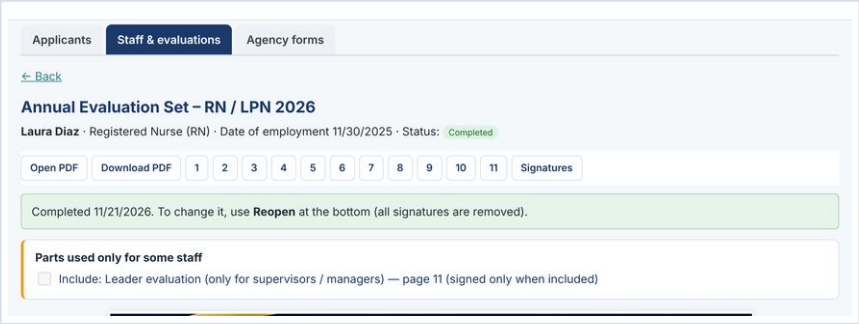


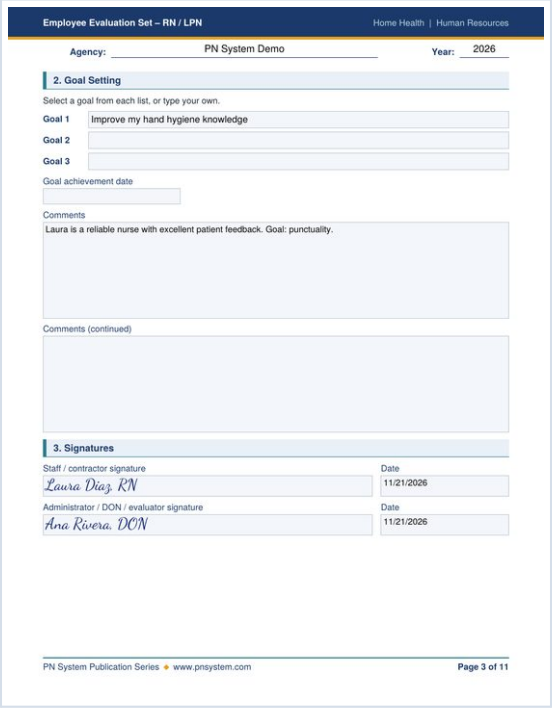
Self-evaluation page completed by the staff member.

18 Completed: PDF, reopen and delete

1 When everyone has signed, the status changes to **Completed** and the staff list shows the completion date.

2. **Open PDF** or **Download PDF** gives the filled form with signatures and dates. It opens with the manager password.
3. To change a completed form, click **Reopen** at the bottom; all signatures are removed and everyone signs again.
4. **Delete** removes a form started by mistake.



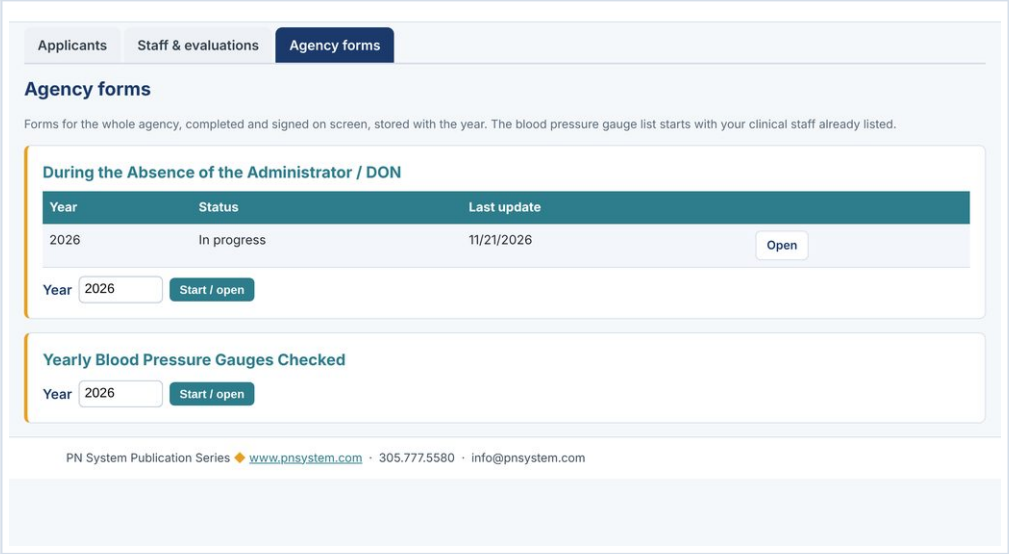


PDF page with the staff and evaluator e-signatures.

19 Agency forms

The **Agency forms** tab keeps forms for the whole agency, by year:

- **During the Absence of the Administrator / DON:** the Administrator, DON, Alternate Administrator and Alternate DON each sign on screen. The date line fills in from the signatures.
- **Yearly Blood Pressure Gauges Checked:** starts with your clinical staff already listed. Complete the checks and click **Save and mark completed**.



Part 10. Help applicants and keep information safe

Situation	What to do
Applicant lost the PIN	Applicant list, **Reset PIN**. Give the new PIN to the applicant.
Applicant needs to change something	Review screen, **Reopen for the applicant**. They receive an email, change and sign again.
Application without a signature	Use **Reopen and email the applicant to sign** (blue box on Summary and PDF).
Email with the PDF did not arrive	Check spam. Then use **Email the PDF to the agency** or **Open the PDF**. Ask PN System to confirm the agency email.
Written test	The test can be taken only once, so start it only when the applicant is ready and in the office.
Duplicate application	Delete the extra one from the applicant list.
Staff member lost the PIN	Staff & evaluations, **Edit**, **New PIN**. Give the new PIN to the staff member.
Signed out unexpectedly	For security, the site signs you out after 60 minutes without activity. Sign in again.

Good practice

- Never share the manager password with applicants. Change it when a staff member who knows it leaves.
- Click **Sign out** when you finish, especially on a shared computer.
- Applications contain Social Security numbers and health information. Store printed packages in the locked personnel file.
- The site uses a secure connection (https) and records sign-ins and changes in an activity log.
- **Questions or support:** PN System, 305.777.5580, info@pnsystem.com, www.pnsystem.com.