

Sprockets Webinar 9/24/25 FAQs

Q: How many users can each location have? Will each user see all of the applicants?

A: There are no limitations on the number of users a franchisee can add. Applicant access is determined by the user's role, assigned locations, and affiliated jobs. A user can be restricted to applicants for a single location or granted broader access across all applicants.

Q: Are franchisees able to post a position without the hiring manager being able to view it? (Example: searching for a new manager)

A: Yes. Franchisees can control access at the location level. This means a hiring manager can be restricted from viewing applicants for certain positions for locations they are not affiliated with. An account Admin can contact customer.support@sprockets.ai to create a unique *Administrative Location* where jobs and applicants are accessible only by specifically assigned users. Admins also have the ability to add such a location directly within the platform by navigating to: **Company Settings > Add Location > Assign Hiring Manager to the "Administrative Location."**

Q: What does premium sourcing entail? How does it differ from premium sourcing on Indeed? For example, on Indeed I have Smart Sourcing to reach out to qualified candidates. Does this enable that?

A: The Sprockets Premium Sourcing package provides a robust feature set, including:

- A custom-branded career page for your company
- QR code and Text-to-Apply capabilities
- Direct linking to your Indeed account with hiring campaign sponsorship reporting
- Automated applicant outreach
- Applicant pools for re-engagement

The applicant pools feature allows you to reach out to past applicants or individuals you identify through Indeed Smart Sourcing via text and email, directing them to your open positions. While Sprockets integrates with Indeed campaigns, it does not manage or integrate directly with Indeed's Smart Sourcing functionality.

Q: Can we incorporate paper applications into the system? (For example, uploading resumes manually.)

A: Sprockets does not support paper applications and encourages all franchisees to direct applicants to apply through a job link. In the **Free version** of Sprockets, a hiring manager may invite an applicant to apply for a job by navigating to: **Jobs > Select Job > Job Menu (...) > Invite**

Applicant > Enter Applicant Contact Information. This process ensures that all appropriate legal disclaimers are provided, the application experience is consistent, and applicant records are uniform and trackable.

In the **Premium offering**, additional features eliminate manual steps and make the process even easier, including **QR Codes, Text-to-Apply, and Career Page navigation.**

Q: How often do you refresh evergreen ads?

A: Evergreen ads are refreshed every 14 days. This includes generating a new Job ID on Indeed to ensure visibility and prevent postings from becoming stale or aged.

Q: How do non-SMF franchisees sponsor jobs?

A: With the Sprockets Premium Package, franchisees can sponsor hiring campaigns directly on Indeed by linking their Indeed account to Sprockets. Jobs tagged for sponsorship will automatically align with your campaigns, and all resulting applicants flow into Sprockets fully screened against your company's criteria.

For franchisees not on the premium package, it is recommended to reach out to your Indeed rep and follow the process used with iCIMS.

Q: Can you integrate with Wonderlic, Universal Background, or other similar providers?

A: While Sprockets offers a wide range of integrations, we do not currently integrate with Wonderlic or other external assessment tools. However, our Premium Package includes a proprietary behavioral assessment, designed specifically for the hourly workforce, that has been proven over more than a decade to improve retention.

Note: Integration between Sprockets and Universal Background is not permitted at this time.

Q: How can a job get sponsored on Indeed? Is it automatic?

A: For Premium users, franchisees can run hiring campaigns directly through Indeed by linking their Indeed account to Sprockets. Sponsored jobs will automatically feed applicants into Sprockets, where they are pre-screened before reaching your hiring managers.

Q: Where is the login email being sent?

A: The login email will be sent to the primary franchisee's Massage Envy email address on Oct. 6th, 2025. They can also log in following the link and instructions outlined in [the ATS Guide](#) beginning on Oct. 6th, 2025.

Q: When is the full rollout to switch from ICIMS to this?

A: Primary franchisees gain access on October 6th, 2025. They have until November 2nd to complete the setup steps that include adding users and posting their jobs. *Note that the job will not be active on job boards until November 3rd. On November 3rd, all jobs within iCIMS will be unposted, and all jobs in Sprockets will be posted. This includes the feed to the Massage Envy-branded career page. Please refer to the [ATS Transition Plan and Checklist](#) for more information.

Q: How do we set up additional admin accounts?

A: Primary franchisee can set up additional admin accounts by following the steps listed on page 4 in [ATS Guide](#)

Q: For Multi-Unit operators, are they going to be able to toggle between clinics?

A: Yes, you will have one login and can filter your jobs and applicant tabs by locations. When creating a user, you can select which location(s) they are assigned to.

Q: Will we have to edit job posting specifics to our location or do they post a general posting for all roles?

A: You will post jobs as a specific job role, such as Massage Therapist or Stretch Service Provider. The Job Posting Templates and Full Application Templates we have preloaded into the system are set for specific roles. As always you can modify as you need to for your business.

Q: Can we use our own job description? Or do we have to customize the Sprockets template?

A: Massage Envy provides easy-to-use Job Posting Templates and Full Application Templates that are preloaded into Sprockets. They have been adjusted to meet the most recommended options from Indeed. Franchisees are welcome to make a copy of the templates and customize them to their liking from their Company Settings page. You can also disable the Job Posting Template during job creation to create a job from scratch.

NOTE: Making a copy of the preloaded templates and using your own templates will disconnect all jobs that currently use those preloaded templates from receiving any future updates the preloaded templates may receive.

Q: How long will current job postings on iCims still be active?

A: Primary franchisees gain Sprocket access October 6. On November 3rd, all jobs within iCIMS will be unposted and all jobs in Sprockets will be posted.

Q: Will the free version be available to utilize on our phones?

A: The mobile app is only available on the premium package.

Q: I'm managing multiple locations and would like to share a candidate who applied at one location with another location. Is there a way to forward or share the applicant within the Sprockets platform with the other manager?

A: If you have access to both locations under the same user, there is an option to clone the application to another job when viewing the applicant card. If you do not, but both jobs are under the same franchisee group, you will need to have someone who does have access to the locations to perform this step.

Q: Is there a filter with the application process that prevents someone without a license from applying?

A: Provided are Full Application Templates that contain specific questions regarding each job role, such as Massage Therapist. The owner of the account can copy the preloaded Full Application Templates from their **Company Settings >Full Application page**. From there, you have the option to create your own questions or use the ones that were copied. Under each question, you can adjust each answer on whether that answer is **Good, Bad, or KNOCKOUT against** that applicant. If you use the knockout option for the question(s), this will automatically trigger that applicant to be placed in the "Rejected" stage. You may still view these candidates from the Applicant panel, but you will have to adjust the Stage filter to include "Rejected" in the results.

NOTE: Making a copy of the preloaded templates and using your own templates will disconnect all jobs that currently use those preloaded templates from receiving any future updates the preloaded templates may receive.