Scheduling Configuration for Rival Recruit

March 2025

RIVAL

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Rival Recruit Scheduling Configuration – March 2025

This document provides the steps required to configure Scheduling for Rival Recruit. The March 2025 update provides details for IT team setup.

Overview

1. **What is changing?** Scheduling is transitioning to a new backend to make it easier for recruiters to schedule interviews within Rival Recruit and allow for faster delivery of new functionality.
2. **When is the planned change taking place?** The new service is targeted for release on September 21, 2024.
3. **What happens to interviews already scheduled with the current version?** Any interviews scheduled for after September 21, 2024 will stay on the calendars of the interviewers even if the previous scheduler is no longer available. The interviews themselves will not get interrupted and can still proceed. Recruiters would not be able to manage/edit them anymore from within the Rival Recruit.
4. **Will the current version of the Scheduling functionality still be available to clients after the new version is available?** No. After the new version is live on your site, the current version will no longer be available.
5. **Are there additional costs for this new version?** No. This change does not come with any additional cost. We also plan to add additional functionality as indicated above, which will offer additional benefits.
6. **Can Rival assist with this**? Absolutely! We are happy to chat with you or your IT team as you review this document. We are also available to assist with any questions around linking the calendar accounts as well as setting up the new service once it is available

The Rival Recruit scheduling solution uses a third-party service called Cronofy to request access to calendars to surface availability. Cronofy acts as a broker of the data between the organization's calendar service and Rival Recruit.

The **Rival Recruit admin user** needs to complete a calendar authorization flow to give Cronofy access to the calendars by using a ***service account***.

The service account's purpose:

- Read free and busy periods from user's calendars.
- Create a new neutral calendar tied to the service account user where all the events, scheduled through Rival Recruit are:
    - Created
    - Updated
    - Deleted

  This provides a single place of reference for all the events scheduled through Rival Recruit without cluttering the organizers or Interviewers calendars.
- Act as an organizer of all the events scheduled through Rival Recruit.

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The service account does not:

- Read the content of the events in user calendars.
- Create, edit, or delete events from user calendars that are not created by Rival Recruit.

The service account should not:

- Belong to a physical person. This account will also have a calendar that we refer to as a "neutral" calendar, and it will carry the name of the service accounts' username. We recommend a neutral username, examples:
  Event Organizer - eventorganizer@domain.com
  Enterprise Connect Admin - serviceaccount@domain.com
- The Service Account should *not* be a user in Rival Recruit.

Supported calendar services:

- G-Suite (Google Apps for Business)
- Microsoft Office 365
- Microsoft Exchange (all versions 2007 SP1 or later)

Features

The following calendar scheduling features are supported.

Feature	**Description**
Create Events in Calendar	Rival Recruit can create events in the service account neutral calendar based on which participants would receive invites and events in their own calendars. Rival Recruit has access through an external service called Cronofy.
Update Events in Calendar	Rival Recruit can update events in the service account neutral calendar based on which participants would receive updates of events in their own calendars. Rival Recruit has access through an external service called Cronofy.
Delete Events from Calendar	Rival Recruit can delete events in the service account neutral calendar based on which participants would receive cancelation updates of events in their own calendars. Rival Recruit has access through an external service called Cronofy.
Read Free and Busy Periods from User Calendars	Rival Recruit can read the free and busy periods from the use calendars without having access to the content of the event. Rival Recruit has access through an external service called Cronofy.

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Requirements

Connecting Rival Recruit Scheduling to your calendar service requires configuring the following:

For G-Suite - Downloading the Cronofy Application from the G-Suite Marketplace**.**

- Create a service account in your calendar service and set roles and permissions**.**
- Authorize calendar access through the service account**.**

Security

All communications between your calendar service and Rival Recruit through Cronofy are performed via HTTPS using 128-bit encryption.

Connection parameters and credentials for establishing the connection are entered in Cronofy directly by the admin user without Rival Recruit as an intermediary.

Cronofy will then grant Rival Recruit delegated access with the user's consent using OAuth2 as an authorization mechanism.

Rival Recruit retrieves the following information:

- From your service account calendar information about events created **only by Rival Recruit**:
    - Calendar ID
    - Event UID
    - Summary
    - Description
    - Start time
    - End time
    - Participation status
    - Attendee’s email
    - Attendee’s display name
- From all synced user calendars, Rival Recruit does not retrieve any information related to the context of the events, we only look for:
    - Free periods
    - Busy periods

Rival Recruit will provide the following information:

- Into the service account calendar:
    - Event UID

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    - Summary
    - Description
    - Start time
    - End time
    - Participation status
    - Attendee's email
    - Attendee's display name
- Into all the synced users' calendars, Rival Recruit's Interview Scheduling does not directly provide information. Instead, your calendar service will automatically create events in the interviewer's calendar once they are invited by the service account.

Whitelisting

IP Whitelist - Cronofy uses fixed IP address when communicating with calendar servers according to the data center the calendar service is connected to:

United States:

- 3.92.86.8
- 3.93.102.137
- 3.93.204.184

Application Whitelist - Office 365 admin consent link: https://app.cronofy.com/oauth/authorize/admin/office365?client_id=l5-WwoyfeoU-HuFAPgCbOPLCjapL5Sta

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Section 1: Setup steps for the IT team

Configuration steps

- G-Suite Configuration Steps
- Office 365 and Exchange Configuration Steps

Scheduling setup: G-Suite configuration steps

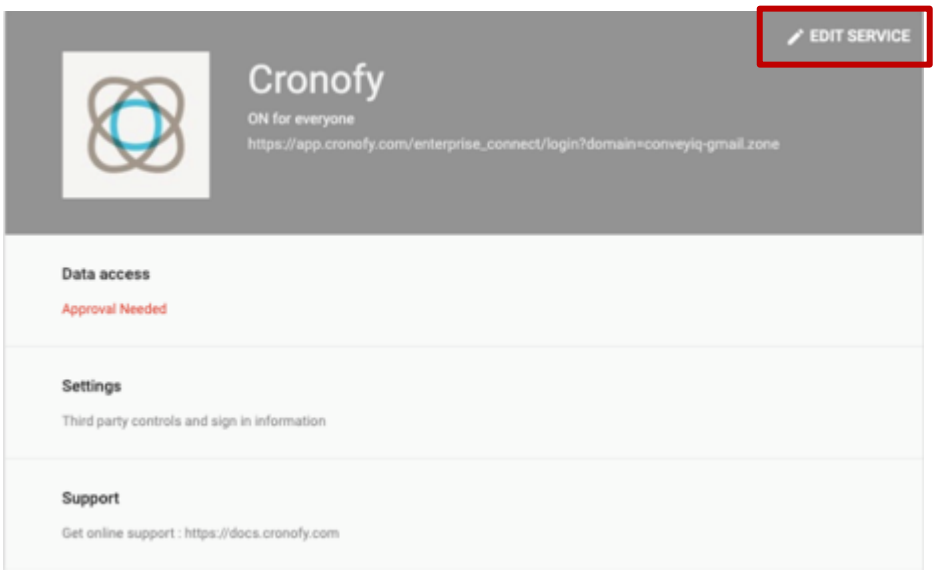
Install the Cronofy application in G-Suite

Your IT team must complete the following steps to enable Rival Recruit Scheduling with G-Suite.

1. To configure access to calendars hosted by Google, an administrator of your Google Apps domain must first install the Cronofy G-Suite Application.

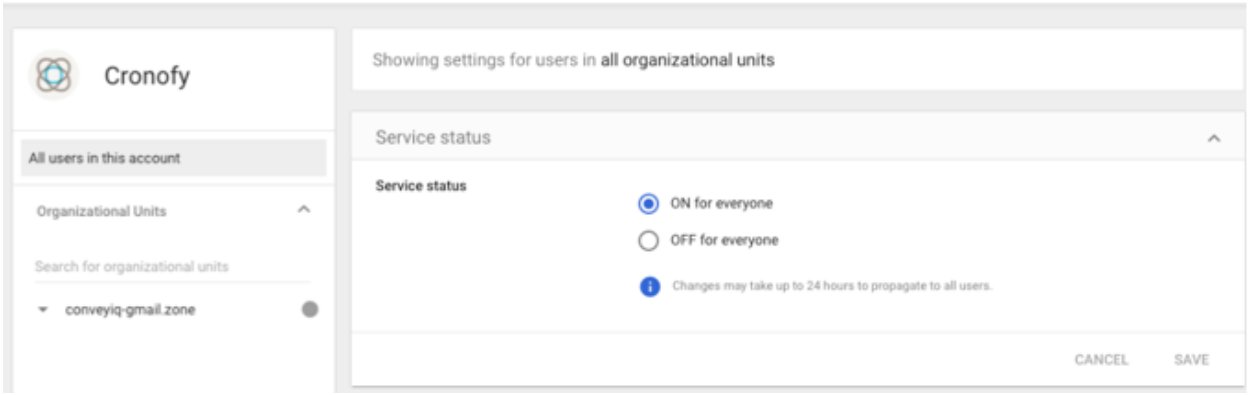
   NOTE: IF A NON-ADMINISTRATOR USER ATTEMPTS TO INSTALL THE APP, THIS WILL BE REJECTED.

2. When the Cronofy App is installed under **Apps > Marketplace Apps**, click the app to see settings.
3. Click **Edit Service**.



4. Under the **Service Status** section make sure it is set to **ON** for everyone.

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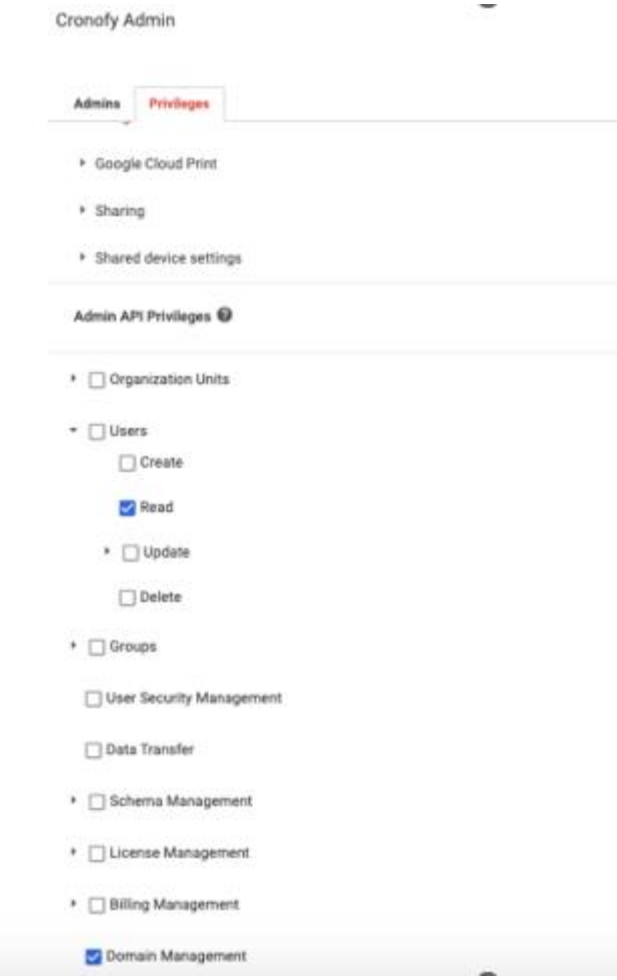


5. Make sure the settings apply to users in **All Organizational Units**.
6. Click **Save** (if any changes made).

Create a service account and set permissions

1. Go to https://admin.google.com/ac/users and click **Add new user**.
2. Create a new user account that will serve as a **service account** under the root **Organizational Unit**. Make sure the account does not belong to a physical person.
3. After the user is created, click the user to access details.
4. Expand the **Admin roles and privileges** section.
5. Click **Create a custom role**.
6. Click **Create new role**.
7. Give the desired name, for example, *Cronofy Admin*.
8. Click **Create**.
9. Select the following privileges:
    - Under **API Admin Privileges** expand **Users** and check the **Read** checkbox.
    - Under **API Admin Privileges** check the **Domain Management** checkbox.

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For a more restricted service account setup, check out these instructions: [Restricting Service Account Access]

Scheduling setup: Office 365 and Exchange configuration steps

***UPDATED* - Create a service account**

Create a new service account to use with Enterprise Connect. The account is used to impersonate rooms or users when managing events.

There are three levels of access to a user mailbox that can be applied to a service account.

- Full
- Restricted
- Free-Busy

For this integration, we only require the Free-Busy level.

Note: The service account must have a Microsoft 365 Business Standard or Office 365 E3 license or higher to sync users. To list resources, the Service Account must also have an active mailbox associated with it.

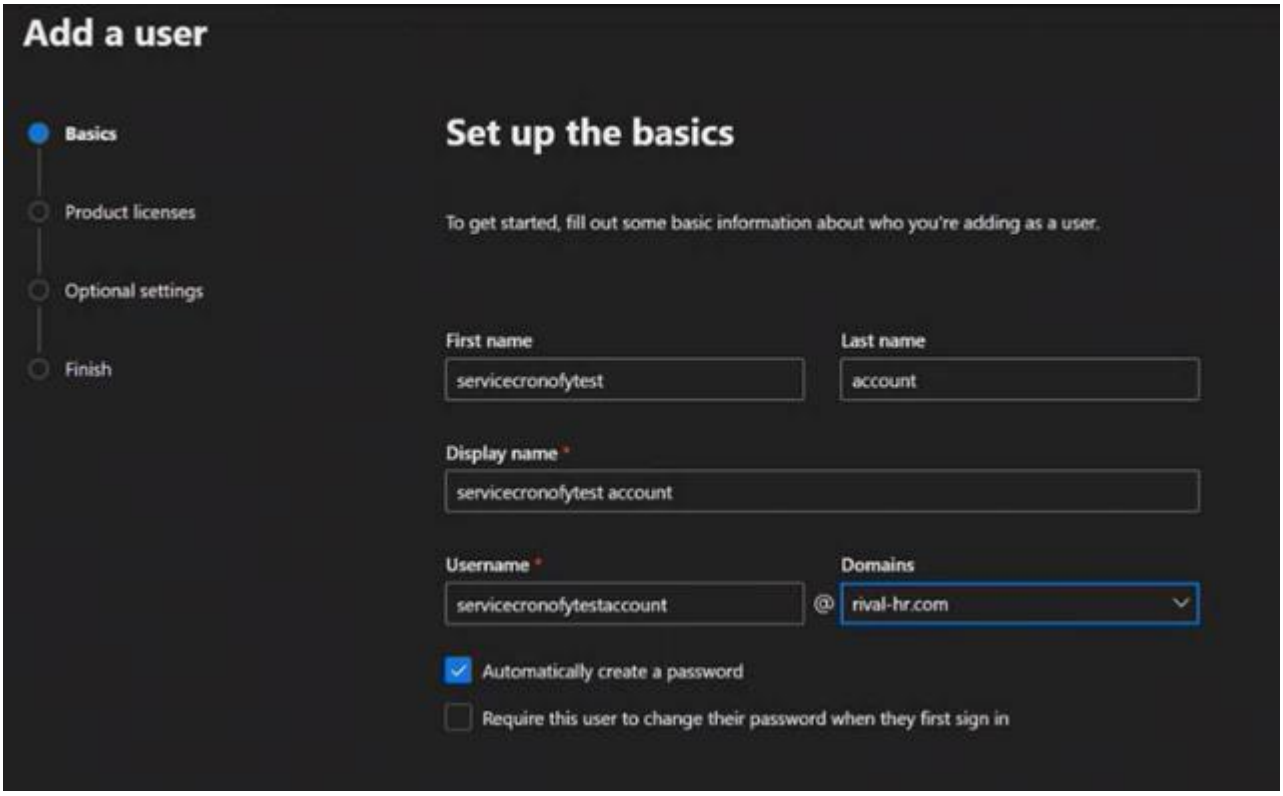
Granting the Service Account *AvailabilityOnly -AccessRights* permission on mailboxes ensures that only Free-Busy data is available to Cronofy across Boundary. Using this level of access prevents the integrator's

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application from creating events directly in user calendars.

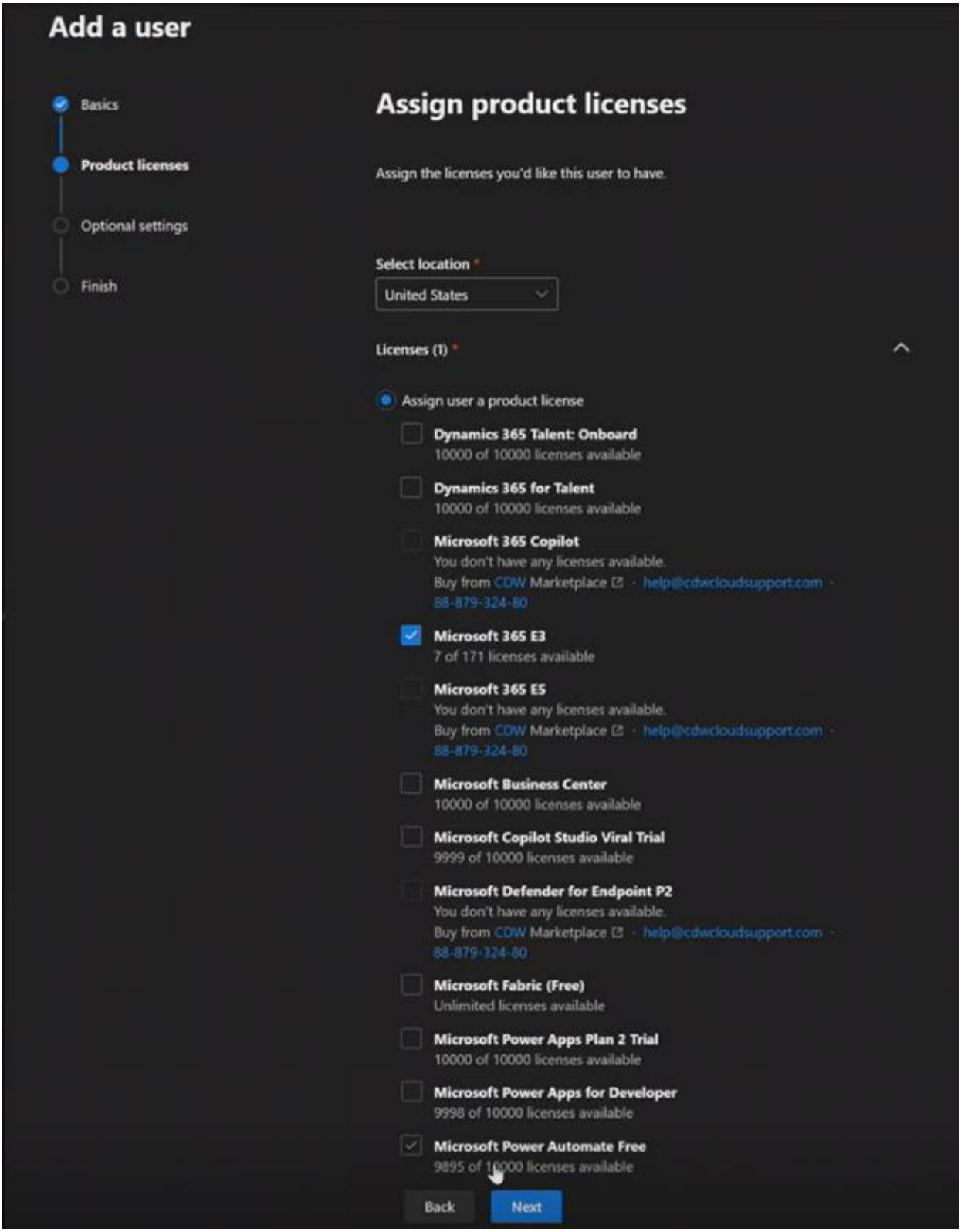
Your IT team must complete the following steps to enable Rival Recruit Scheduling with Office 365 or Exchange:

1. Create a new user account to serve as a **service account** by going to **Office 365 Admin Center** > **USERS > Active Users.**
2. Make sure the account DOES NOT belong to a physical person.
3. Click the **Add New User** link.
4. Enter the first name and last name; display name will auto-populate. Enter username; select email domain from drop-down options.
5. Check **Automatically create password**.
6. Deselect the **Require this user to change their password when they first sign in** checkbox.
7. Click **Next**.



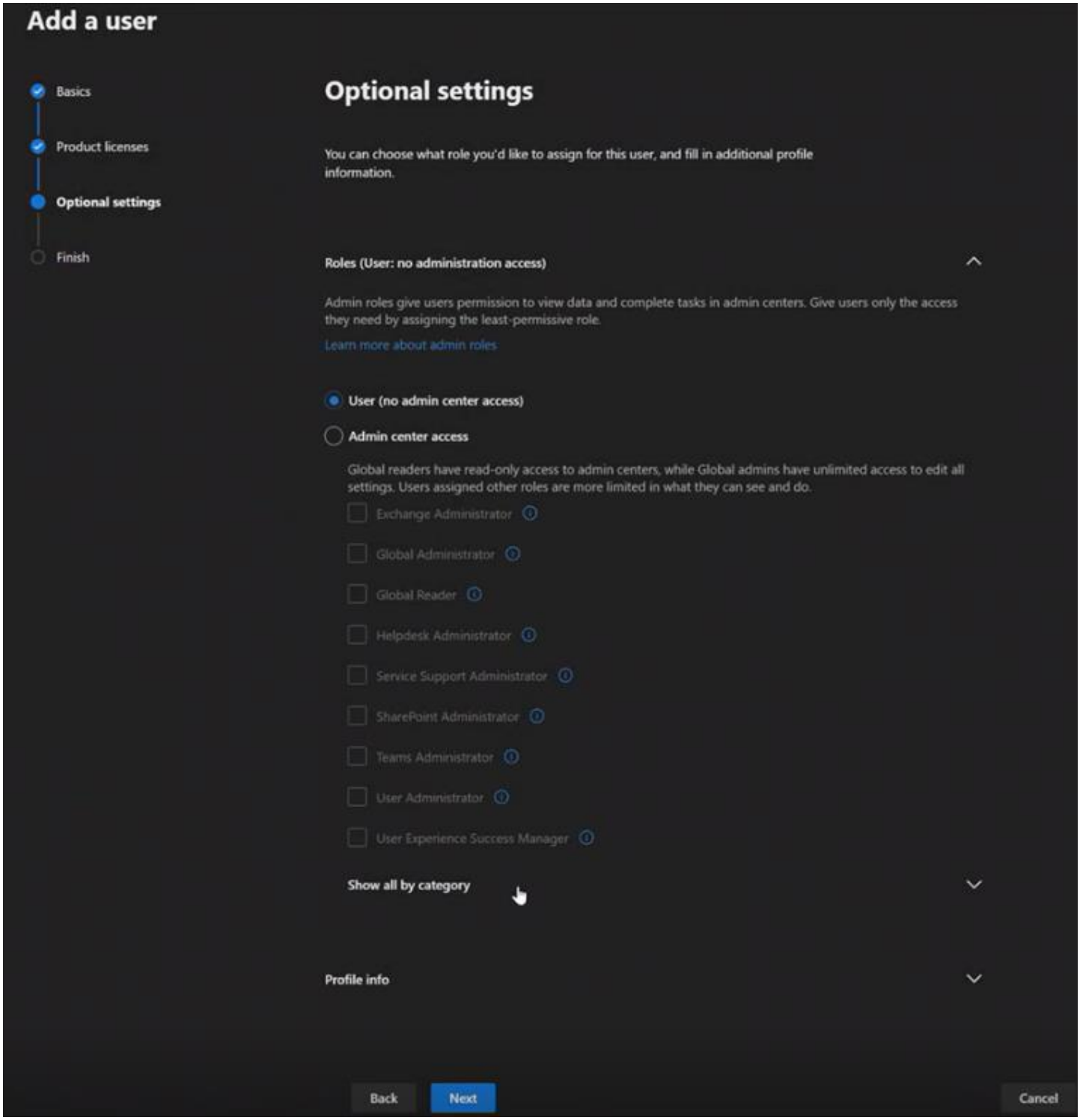
8. In the **Product Licenses** section select the location.
9. Assign the user a product license by selecting the **Microsoft 365 E3** option.

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10. Click **Next**.
11. On the **Optional Settings** section select the **User (no admin center access)** option. (Roles can be assigned later).

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12. Click **Next**.
13. On the **Review and finish** section click **Finish Adding.**

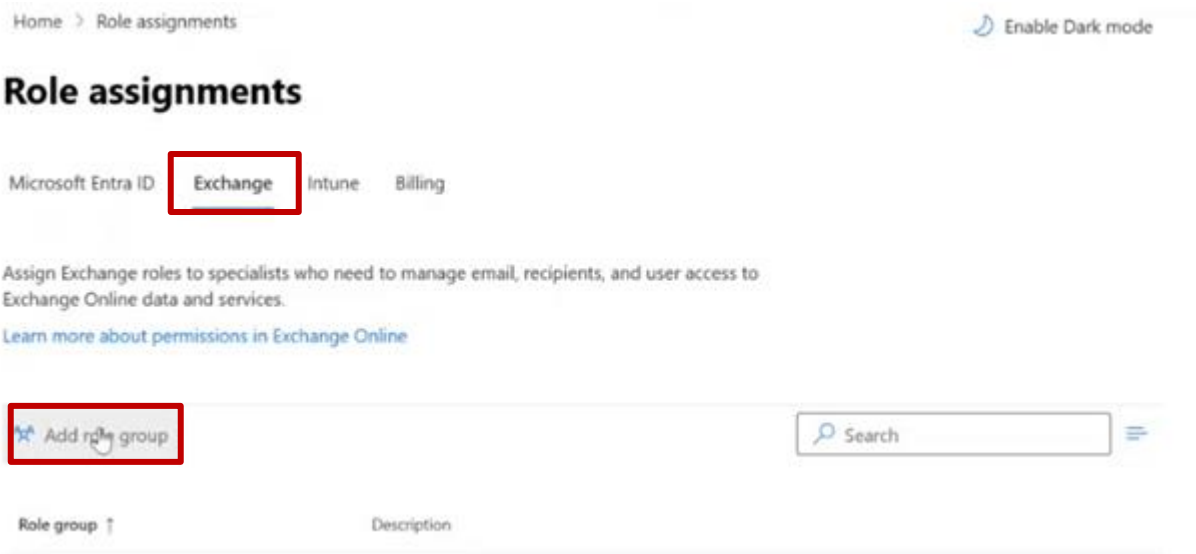
The account will be created and the license applied.

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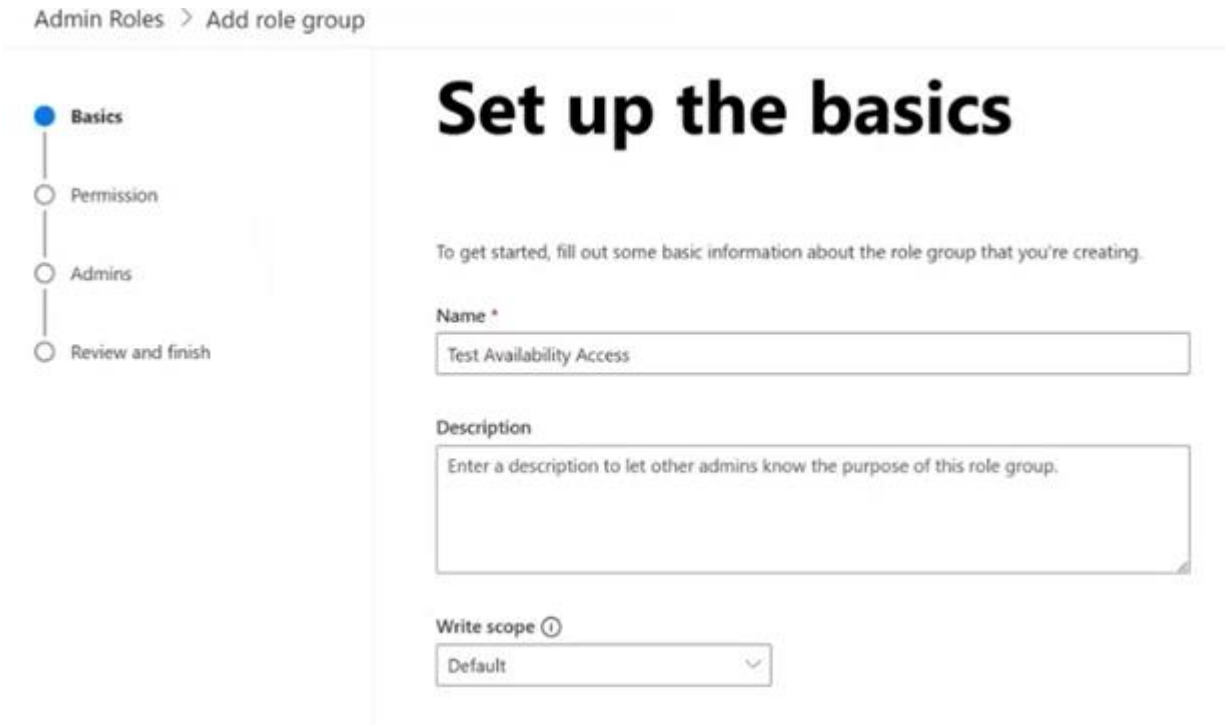
***UPDATED* - Create a new role and assign to the service account**

This step depends on whether Office 365 or Exchange Hybrid is used.

1. In the Office 365 Admin portal, go to **Permissions**.
2. Under the **Admin Roles** tab, **Role** assignments: click the **Exchange** tab.
3. Click **Add role group**.



4. In the **Basics** screen, enter a name. Click Next.



Running in **MS Exchange Hybrid mode**, follow these steps:

5. Log on to your Exchange server.

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6. Within the Exchange shell – run the following command:

```
Get-Mailbox -ResultSize Unlimited | Add-MailboxPermission -User
cronofyserviceaccount -AccessRights AvailabilityOnly
```



   a. Note: Best practice may be to scope down the permissions to a subset group (e.g. “Sales”). Select your group; ResultSize Unlimited, where the object equals “UserMailbox”; then for each object, apply the availability.

   ```
   Get-Group “Sales” | Get-User -ResultSize Unlimited | Where-Object
   ($_.RecipientType -eq “UserMailbox”) | ForEach-Object (Add-
   MailboxPermission -Identity $_.Identity -User avuser -AccessRights
   AvailabilityOnly)
   ```

7. Running the command should take only a minute or two, then Setup of roles and permissions will be complete.

Running in **Office 365 online**, follow these steps to add and save the role:

5. Enter the required information:
   a. Role name: *AvailabilityOnly -AccessRights*
   b. Write scope: Default
6. Click on the **+** icon above **Roles** and select *AvailabilityOnly -AccessRights* from the list.
7. Click **Add**.
8. Click **OK**.
9. Click on the **+** icon above **Members**. Select your service account from the list.
10. Click **Add**.
11. Click **OK**.
12. Click **Save**.

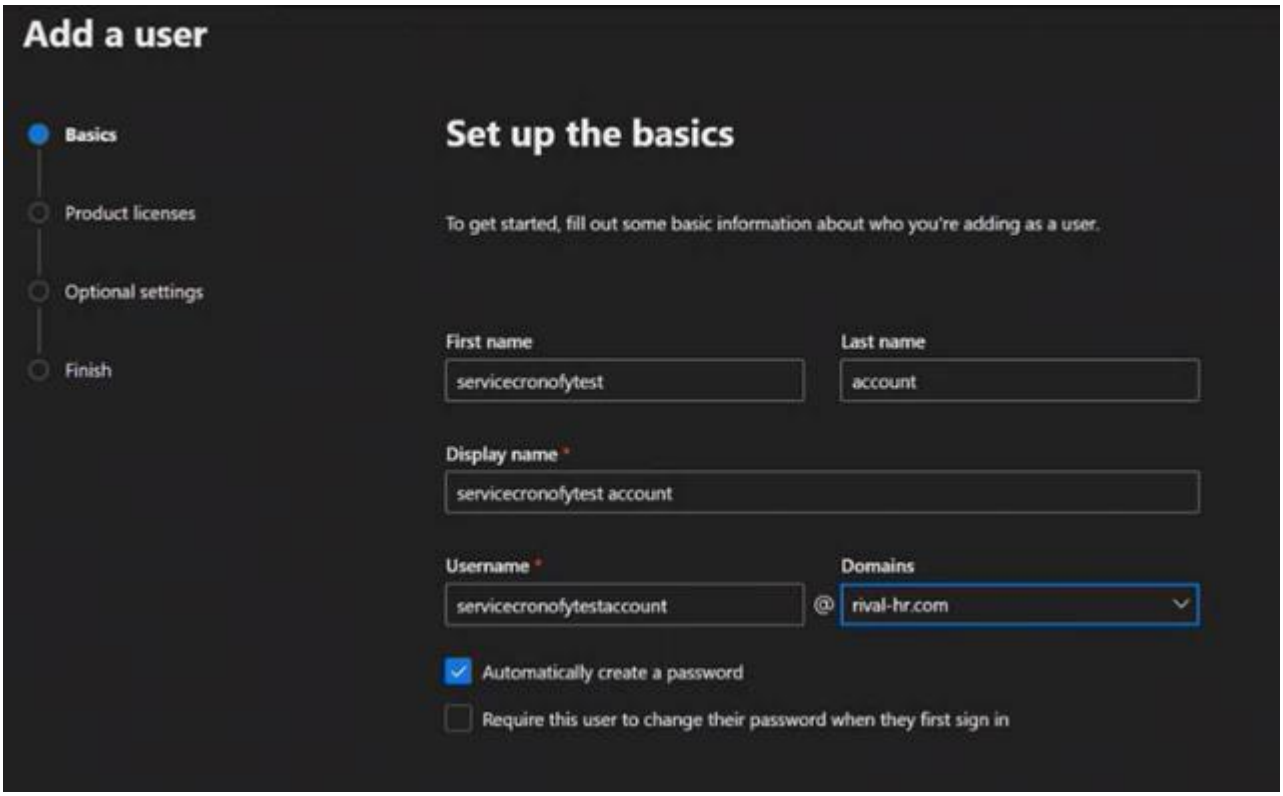
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NEW - Create a neutral account

To create a neutral account, repeat steps for service account. You do not need to run commands in Microsoft Exchange to create and assign roles.

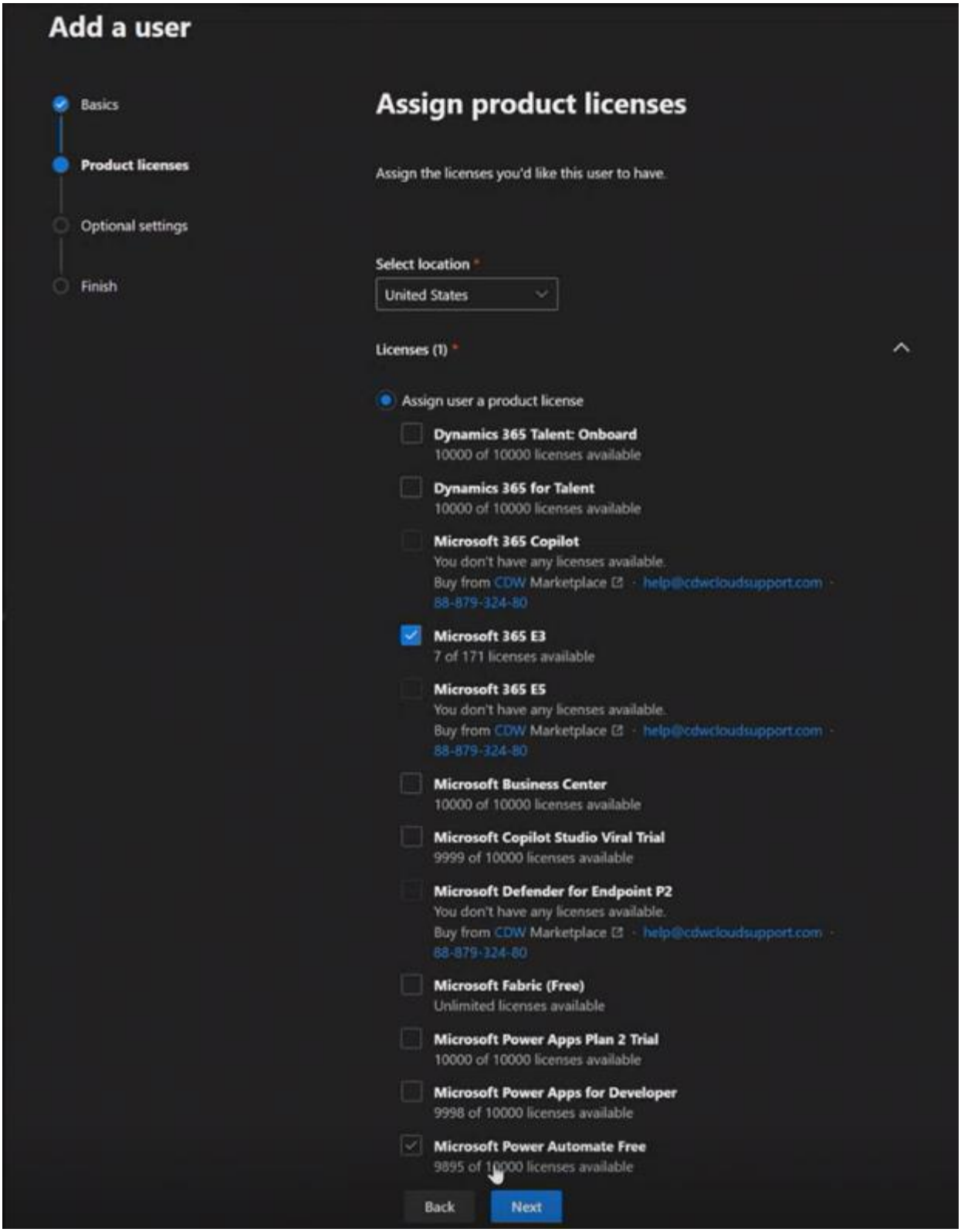
Your IT team must complete the following steps to enable Rival Recruit Scheduling with Office 365 or Exchange:

1. Create a new user account to serve as a **neutral account** by going to **Office 365 Admin Center** > **USERS > Active Users.**
2. Make sure the account DOES NOT belong to a physical person.
3. Click the **Add New User** link.
4. Enter the first name and last name; display name will auto-populate. Enter username; select email domain from drop-down options.
5. Check **Automatically create password**.
6. Deselect the **Require this user to change their password when they first sign in** checkbox.
7. Click **Next**.



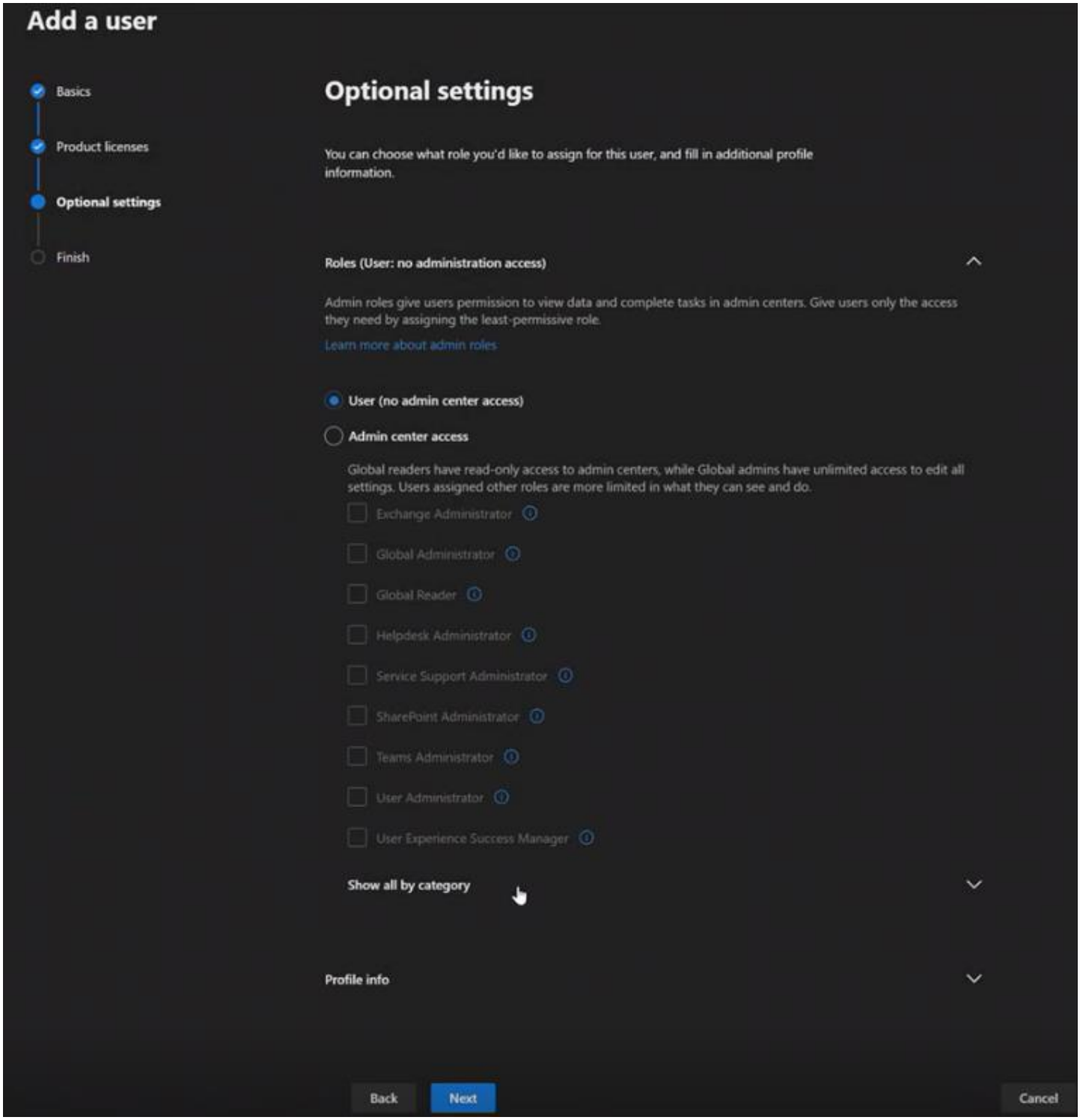
8. In the **Product Licenses** section select the location.
9. Assign the user a product license by selecting the **Microsoft 365 E3** option.

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10. Click **Next**.
11. On the **Optional Settings** section select the **User (no admin center access)** option. (Roles can be assigned later).

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12. Click **Next**.
13. On the **Review and finish** section click **Finish Adding.**

The account will be created and the license applied.

Note: Unlike the service account, the neutral account does not require a role. It is just a standard Office365 user. No additional steps are needed for the neutral account.

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Section 2: Setup steps for the Rival Recruit admin user

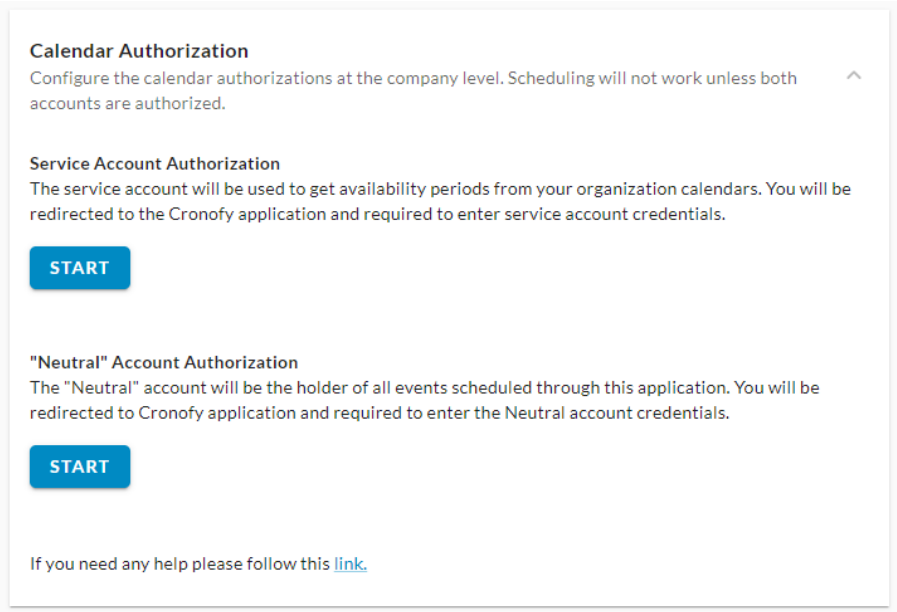
G-Suite

Authorizing calendar access

Note: For this step, you will need a user account for Rival Recruit with the *Settings Access* permission assigned to you. If you do not have a Rival Recruit user account already, contact Rival Support.

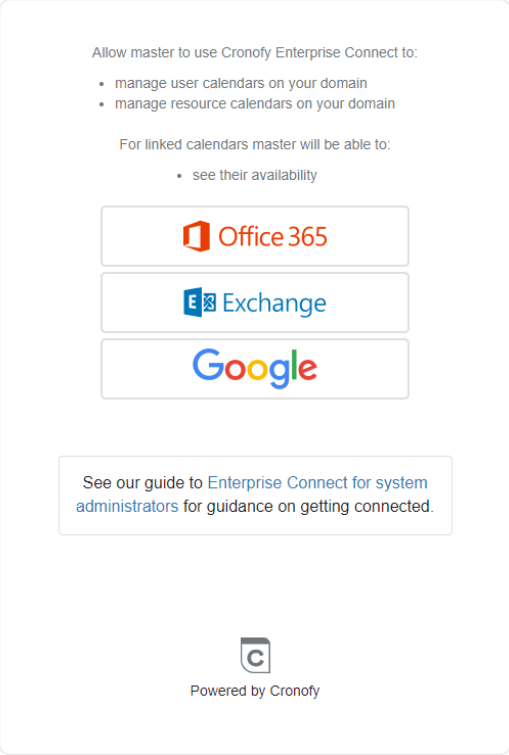
Service account authorization

1. Open a browser tab (preferably incognito) where you are *not* logged in to **G-Suite.**
2. Sign in to your organization's **Rival Recruit** application.
3. After signing in, click **Settings** from the navigation bar.
4. Under the **General** section, select the **Scheduling** option.
5. Under the Service Account Authorization section, click **Start**.

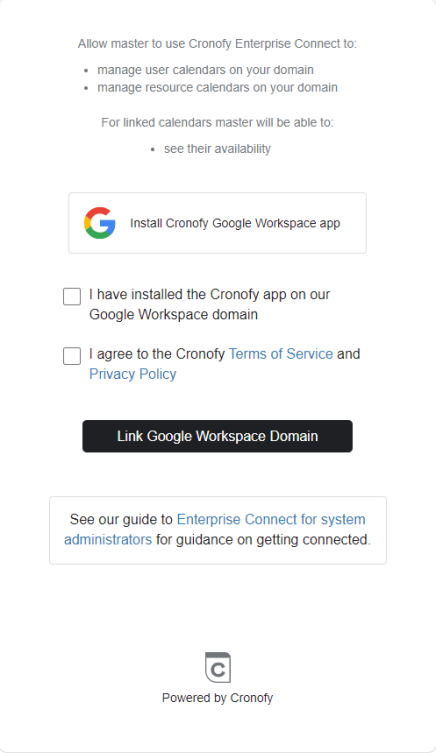


6. You should be redirected to the **Cronofy Enterprise Connect application**.

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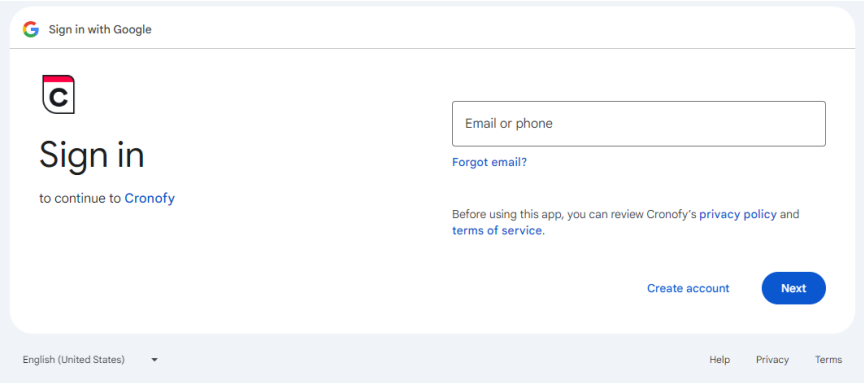
7. Select the **Google** option.
8. After selecting **Google,** you will see a screen like this:



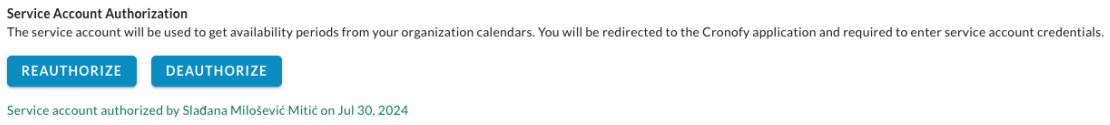
9. Check the **I have installed the Cronofy app on our Google Workspace domain** checkbox.

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10. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
11. Click **Link Google Workspace Domain**.
12. You will be asked to sign in, make sure to sign in with the Service Account created by your IT team.



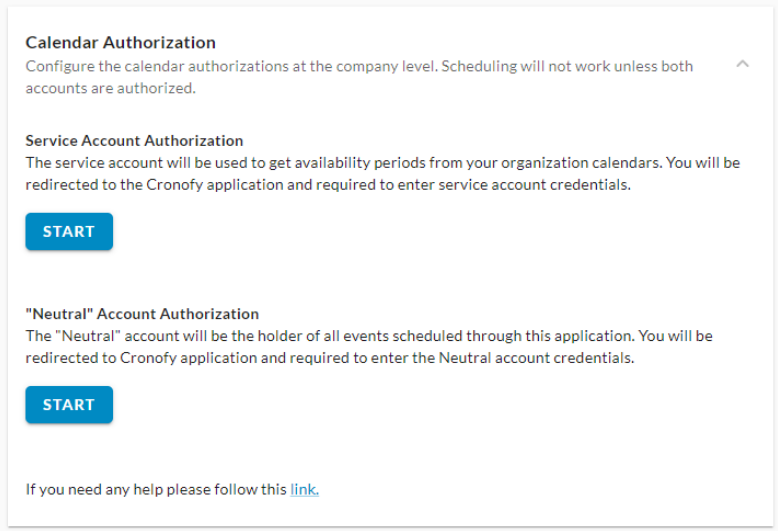
13. After successful sign in you will be redirected back to **Rival Recruit application > Settings page.**
14. **You are done!** Just in case, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:



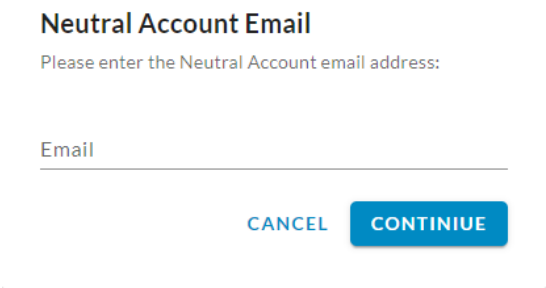
Neutral account authorization

1. Open a browser tab (preferably incognito) where you are *not* logged in to **G-Suite.**
2. Sign in to your company's **Rival Recruit** application.
3. After signing in, click **Settings** from the navigation bar.
4. Under the **General** section, select the **Scheduling** option.
5. Under the "Neutral" Account Authorization section, click **Start**.

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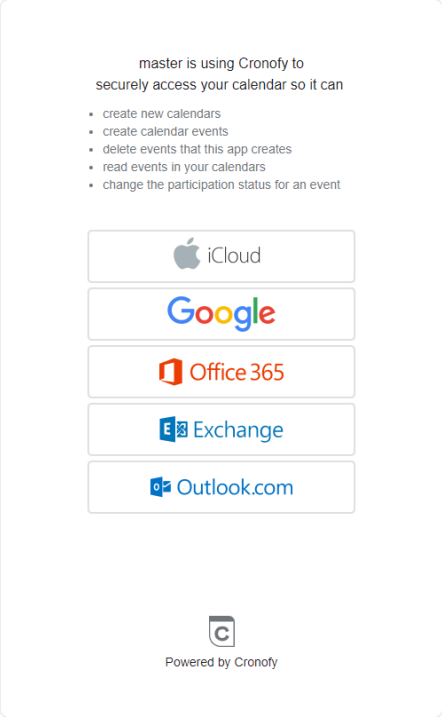


6. You will see a modal asking you to enter the Neutral Account Email Address that your IT Team created.

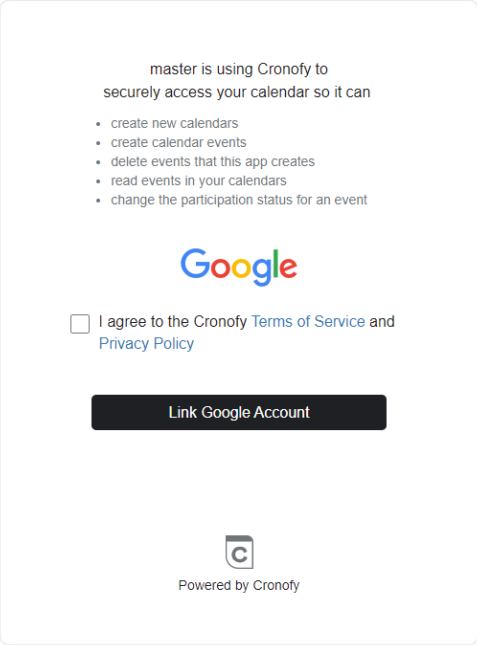


7. Enter that email address and click **Continue**.
8. You will see a screen like this:

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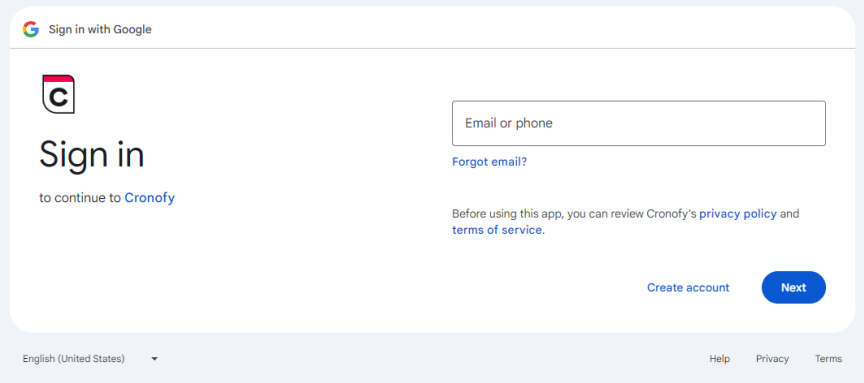


9. Select the **Google** option.
10. After selecting **Google,** you will see a screen like this:

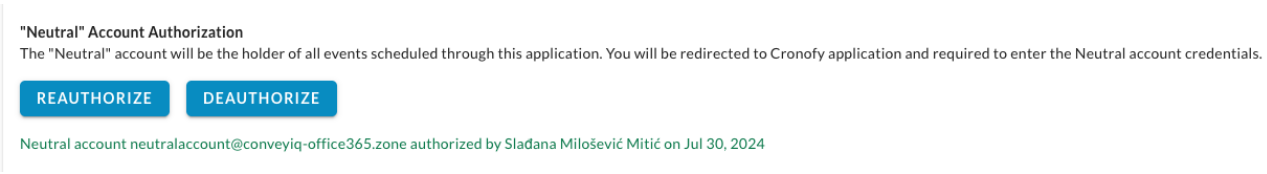


11. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
12. Click **Link Google Account**.
13. You will be asked to sign in. Make sure to sign in with the neutral account created by your IT team.

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14. After successful sign-in you will be redirected back to **Rival Recruit application > Settings page.**
15. **You are done!** To verify, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:



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At this point, all should be configured, and the following is expected to work:

- On the **Scheduling** settings page, you will now be able to assign ATS users the role of either organizer or participant.
- You will also be able to see the information regarding how many users have been assigned those roles, and you will be able to edit their roles, if necessary.
- You can create your Scheduling Invite.
- Now you can start inviting candidates to schedule an interview.

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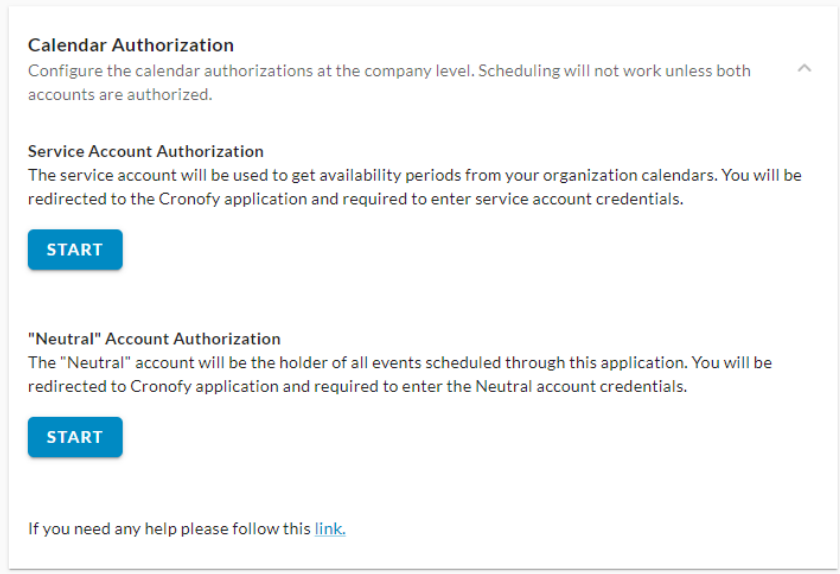
Microsoft – Office365 or Exchange

Authorizing calendar access

Note: For this step, you will need a user account for Rival Recruit with the *Settings Access* permission assigned to you. If you do not have a Rival Recruit user account already, contact Rival Support.

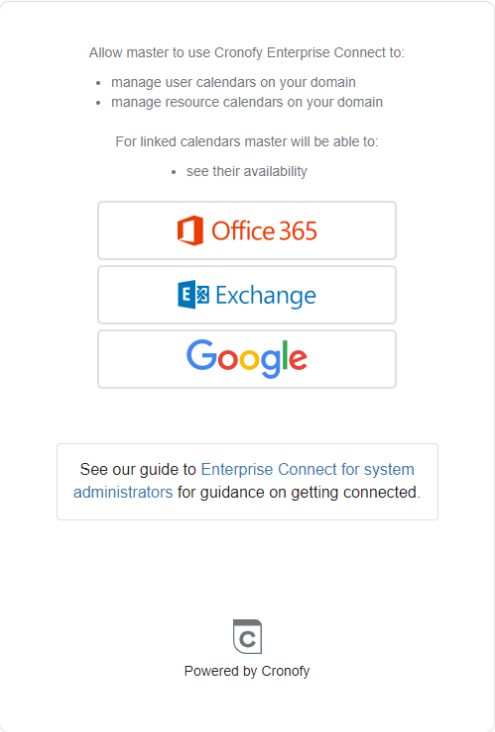
Service account authorization

1. Open a browser tab (preferably incognito) where you are not logged in to **Office365 or Exchange**.
2. Sign in to your company's **Rival Recruit** application.
3. After signing in, click **Settings** from the navigation bar.
4. Under the **General** section, select the **Scheduling** option.
5. Under the *Service Account Authorization* section, click **Start**.



6. You should be redirected to the **Cronofy Enterprise Connect** application, and the screen should look like this:

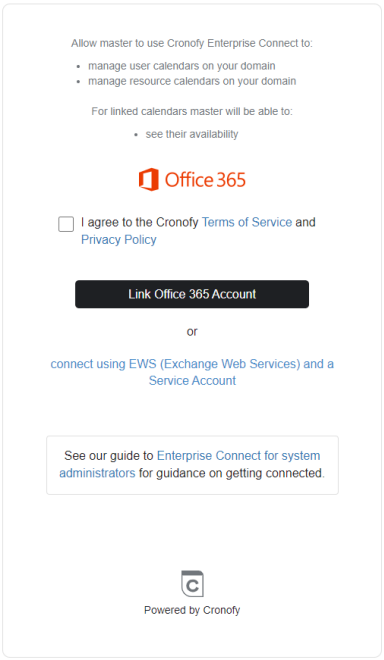
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Office365 service account authorization

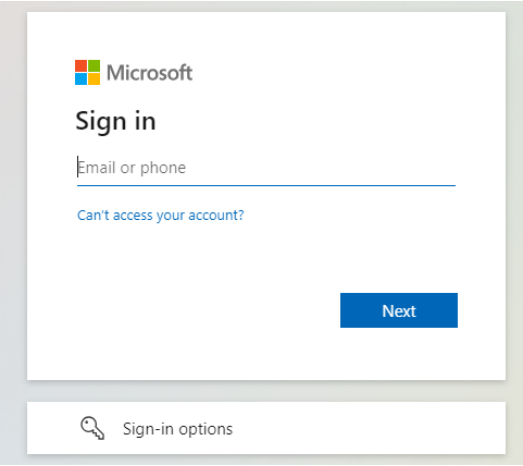
Note: If your company is using MS Exchange, skip this section and go to the MS Exchange Service Account Authorization section.

1. Select **Office365.**
2. After selecting Office 365, you will see a screen like this:

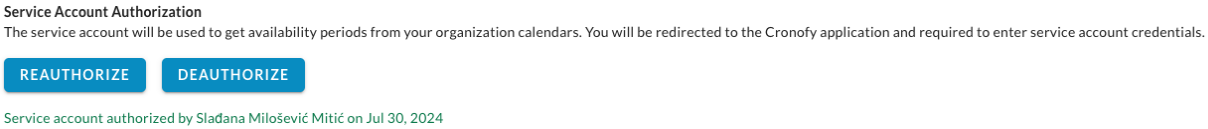


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3. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
4. Click **Link Office 365 Account**.
5. You will be asked to sign in, make sure to sign in with the service account created by your IT team**.**



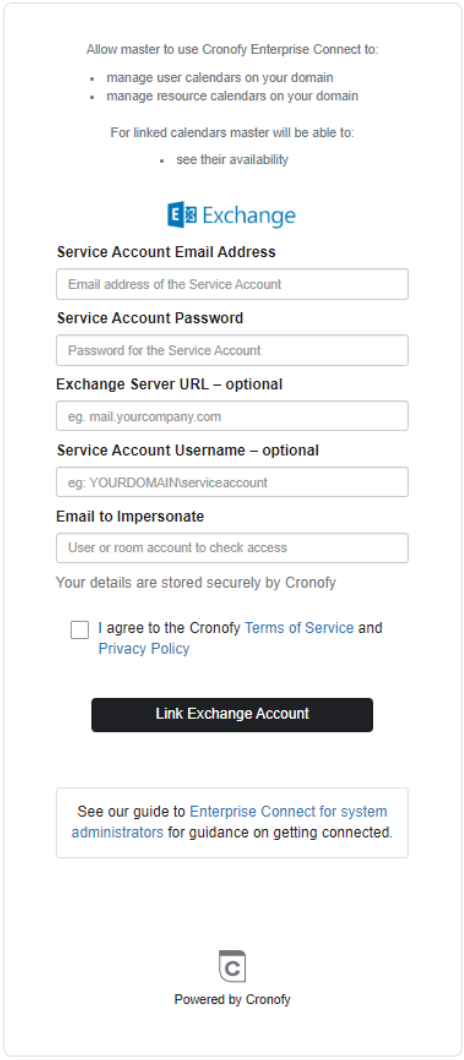
6. After successful sign in you will be redirected back to **Rival Recruit application > Settings page.**
7. **You are done!** Just in case, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:



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MS Exchange service account authorization

1. Choose the **Exchange**.
2. You will see a screen like this:



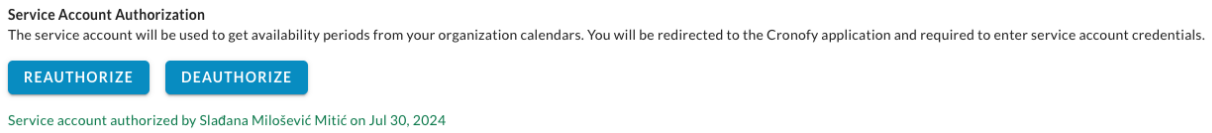
3. Populate all the fields with your service account and **Exchange** information.

   Note: If your Exchange Server URL is https://outlook.office365.com/EWS/Exchange.asmx, go back a step to the Office365 Service Account Authorization and select Office365 as your provider and follow that authorization flow to connect.

4. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
5. Click the **Link Exchange Account** button.
6. You will be asked to sign in. Make sure to sign in with the Service created by your IT team.
7. After successfully signing in, you will be redirected back to **Rival Recruit application > Settings page.**

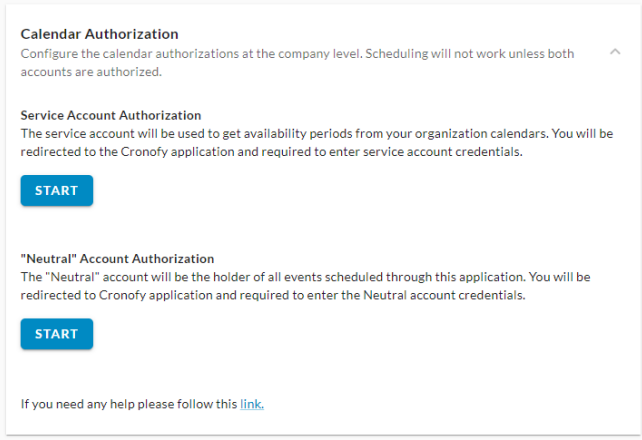
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8. **You are done!** Just in case, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:

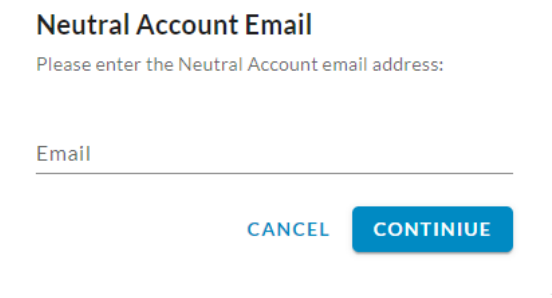


Neutral account authorization

1. Open a browser tab (preferably incognito) where you are not logged in to **Office365 or Exchange**.
2. Sign in to your company's **Rival Recruit** application.
3. After signing in, click **Settings** from the navigation bar.
4. Under the **General** section, select the **Scheduling** option.
5. Under the "Neutral" Account Authorization section, click **Start**.

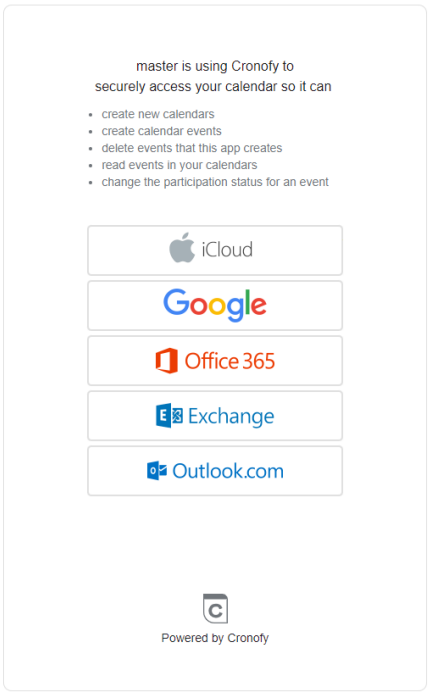


6. You will see a modal asking you to enter the **Neutral Account Email Address** that your IT Team created.



7. Enter that email address and click **Continue**.
8. You will see a screen like this:

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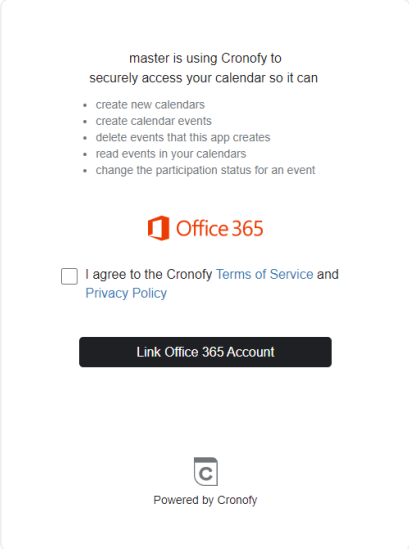


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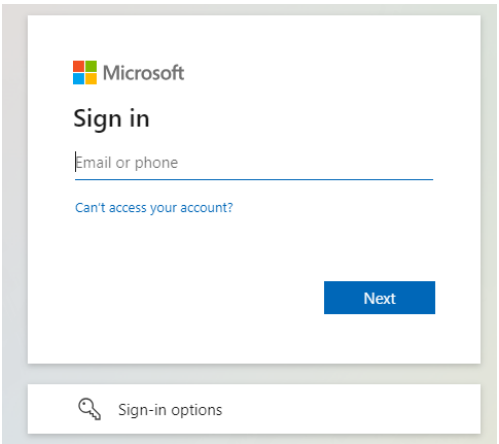
Office365 Neutral Account Authorization

Note: If your company is using MS Exchange, skip this section and go to the MS Exchange Neutral Account Authorization section.

1. Choose the **Office365** option.
2. After selecting **Office365,** you will see a screen like this:

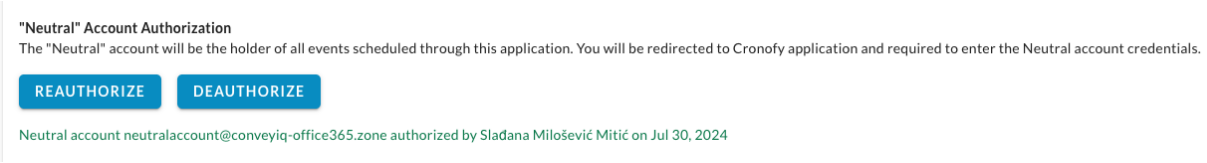


3. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
4. Click **Link Office 365 Account**.
5. You will be asked to sign in. Make sure to sign in with the neutral account created by your IT team.



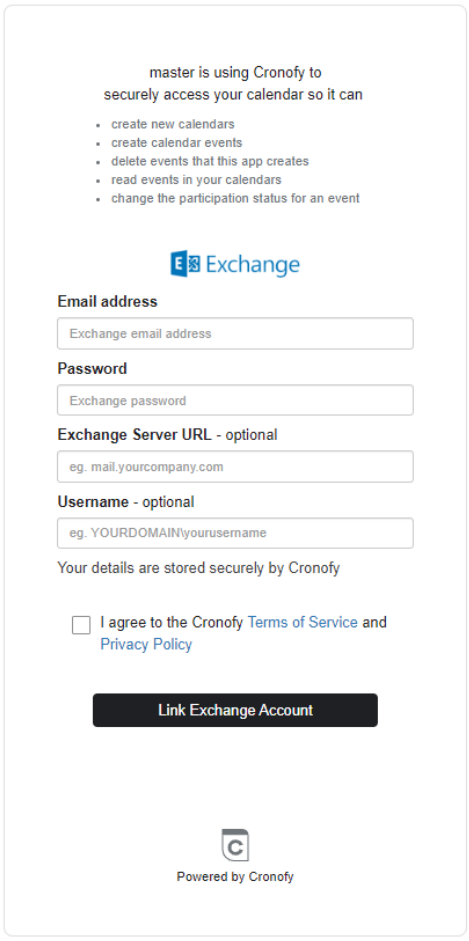
6. After successful sign in you will be redirected back to **Rival Recruit application > Settings page.**
7. **You are done!** Just in case, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:

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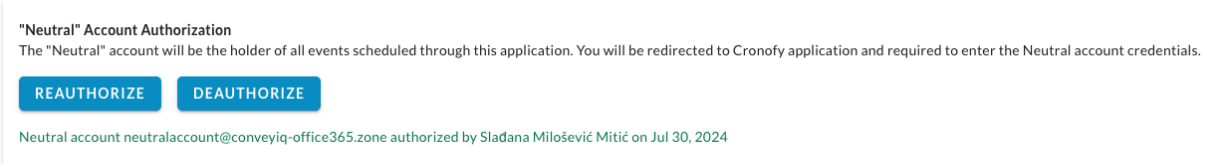
MS Exchange neutral account authorization

1. Select **Exchange**.
2. You will see a screen like this:



3. Populate all the fields with your neutral account and **Exchange** information.
4. Check the **I agree to the Cronofy Terms of Service and Privacy Policy** checkbox.
5. Click **Link Exchange Account**.
6. You will be asked to sign in. Make sure to sign in with the Service created by your IT team.
7. After successful sign in, you will be redirected back to **Rival Recruit application > Settings page.**
8. **You are done!** Just in case, click on the **Scheduling** setting and check the Calendar Authorization section, it should look like this:

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At this point, all should be configured, and the following is expected to work:

- On the **Scheduling** settings page, you can now assign Rival Recruit users the role of either organizer or participant.
- You can also see the information regarding how many users have been assigned those roles, and you will be able to edit their roles, if necessary.
- You can create your scheduling invite.
- And after all those things are done, you can start inviting candidates to schedule an interview.

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Neutral account disconnect alert

Why should I read these instructions?
If you are a user of the Rival Recruit Scheduling solution and your company has connected their Exchange or Office365 calendars with Rival and:

- You have received an email from Rival with subject line: **Scheduling - Neutral Account Disconnected**:
- And / or you or your team have noticed that even though the scheduling flow and availability calculations from within the Rival Recruit Scheduling solution work, the events are not being created in the interviewer's calendars.

What is a neutral account and why do I need to know about it?
Rival Recruit continuously checks if the Scheduling neutral account profile calendar access authorization is connected successfully.
The purpose of the neutral account:

- It is a dummy account that your Office or Exchange IT admin created to complete the onboarding Rival Recruit Scheduling setup process.
- The account is not tied to a physical person.
- The account is used as an overall organizer of all events scheduled throughout the Rival Recruit Scheduling solution.
- The account plays the key connection for Rival Recruit to create, update, and delete events. Only when events are created in this calendar, the participants like interviewers will be successfully invited to the event and will see a copy of the event in their calendars too.
- If the neutral account is not connected or the connection is revoked at any point, that means Rival Recruit's Interview Scheduling cannot continue to create, update, and delete scheduled events.

Why does a neutral account disconnect without a user doing it on purpose?
A calendar profile like the one used for the neutral account can be disconnected for many reasons. It simply means that the credentials we hold against your calendar provider to access the data stopped working.

Example scenarios include:

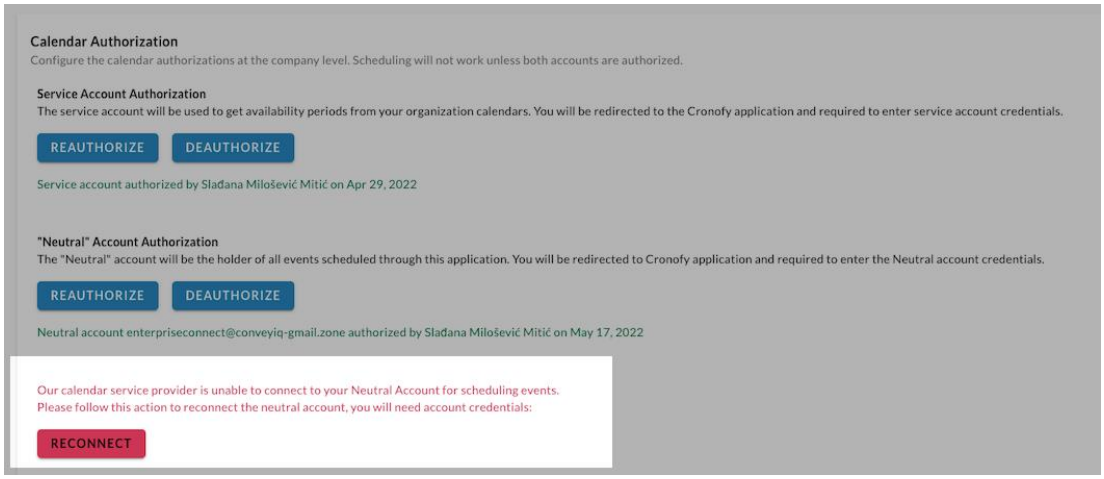
- IT admin revoked the Cronofy credentials from their Office 365/etc. account
- Calendar account password changed
- The calendar account has been migrated (e.g. moving from Exchange on-premises to a cloud-hosted Office 365 instance)

What will these instructions help me resolve?
These instructions help guide the calendar IT administrator to resolve disruptions with the neutral account being disconnected for any reason.

To the person that has access to the neutral account credentials:
You will also need **Settings** permissions for the Rival Recruit platform.

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1. Navigate directly to the Settings page in the Rival Recruit platform and select the **Scheduling** option under the General section.
2. You should see a message in red, indicating that the Neutral Account has been disconnected.



3. Click **Reconnect**.
4. You should be redirected to the Cronofy authorization flow.
5. Complete the authorization flow until the end.

You should be all set, and the neutral should be authorized again.

To double check, navigate back to the **Scheduling** setting on the Settings page in Rival Recruit. Now you should not see the message in red.

What would happen if there were scheduled events by recruiters and candidates while the neutral account was not connected?
After the neutral account calendar connection is established again, all the events in queue to be created in the calendar will be automatically created.

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