

HRFORCE OPERATIONAL REGULATIONS

I. GENERAL PRINCIPLES

1. Purpose of Operation


HRForce - a product of CVTOT, is an online platform that provides businesses with comprehensive candidate management and optimizes the recruitment process. The platform enables automation of key recruitment steps, including updating candidate statuses at each stage, sending automated notification emails, scheduling interviews, and reminding relevant parties. By minimizing manual tasks, the website not only helps businesses save time and effort but also reduces errors and enhances candidate experience. At the same time, centralized management of candidate data allows for monitoring recruitment progress, evaluating the effectiveness of each hiring round, and making faster, more accurate HR decisions. It is an ideal tool for businesses seeking to improve recruitment efficiency, standardize processes, and optimize human resources.

2. Operating Principles

- Comply with all relevant legal regulations.
- Build, develop, and maintain a civilized and healthy online environment.
- Prioritize the rights and interests of users above all else.
- Adhere to rules on protecting users' personal information.

II. LOGIN/LOOUT PROCESS

Users access the website **hrforce.ai** and click on the **Login** section to enter their personal account.

The FeaturesOur ImpactWhy HRFORCEBlogPricing

EN

Login


Start a free trial

Breakthrough in Future Recruitment Empowering With HRFORCE


Automate your recruitment process, streamline candidate management, and discover top talent faster than ever before.

Start Hiring Now ↗

OPTIMIZE YOUR HIRING PROCESS





Users enter their previously registered email address and log in using either a password or a one-time login link.


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Sign in to HRForce

Enter your details to log in to your account

Google

LinkedIn

Microsoft

or

Email *


Enter email

Sign in with password

Email me one-time sign in link

If you don't have an account. [Sign Up](#)

If a user does not have an account, they can register by clicking **Sign Up** and entering the required information in the form.

EN

Get Started with Your Free Account

Save up to 80% of your hiring time with our solution.

Email *




First Name *

Last Name *


☐ I have read and agree to the [Terms and Conditions](#) as well as the [Privacy Policy](#) of HRFORCE

Create free account

or

 Google  LinkedIn  Microsoft

After completing all the required information, the user clicks “**Create Free Account**”

EN

Get Started with Your Free Account

Save up to 80% of your hiring time with our solution.

Email *




First Name *

Last Name *


☒ I have read and agree to the [Terms and Conditions](#) as well as the [Privacy Policy](#) of HRFORCE

Create free account

or

 Google  LinkedIn  Microsoft

After clicking **Create Free Account**, the user proceeds to the next step of entering additional information.

 HR FORCE
HIRE FASTER. HIRE BETTER.

EN

Just one last step

Please tell us about the company you're hiring for.

Company Name *

DDD

Company Size *

1-50 employees

Phone *

+84

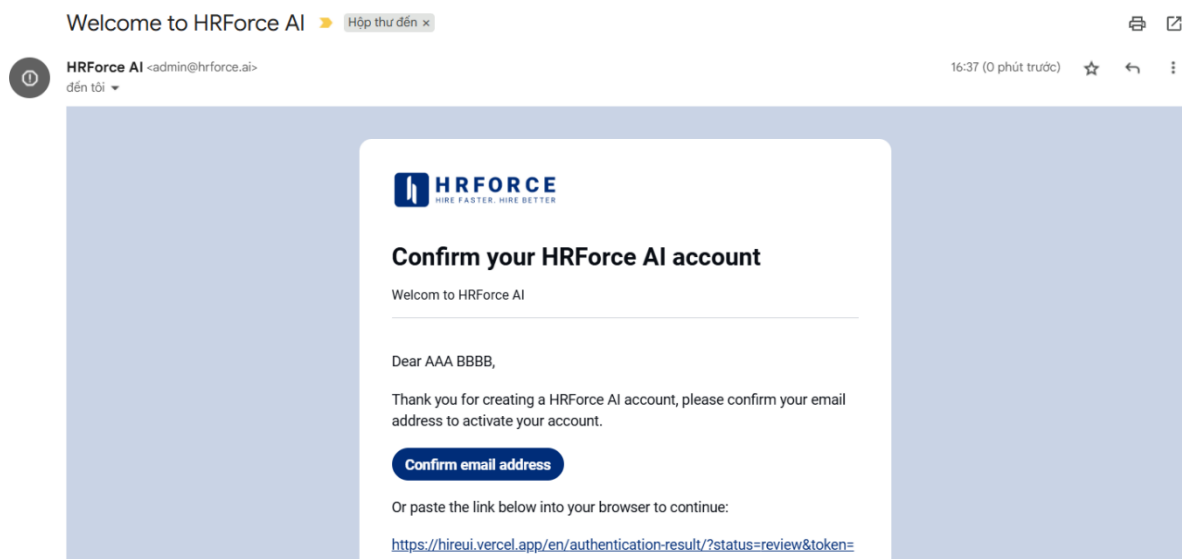
Company Site

www.yourcompanywebsite.com

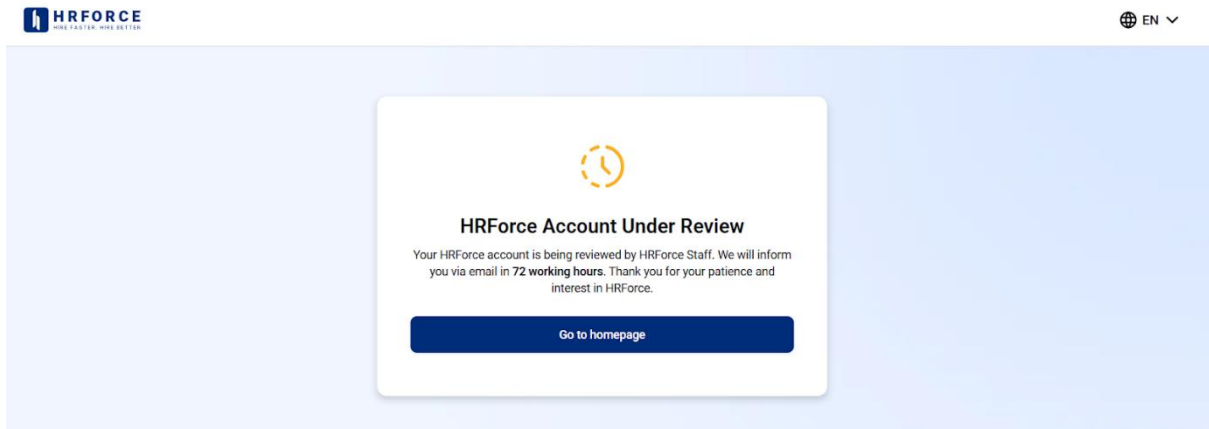
Finish sign up

If you want to change the sign-up method. [Back to Sign Up](#)

After entering all the information, the user clicks **Finish Sign Up**, and the system will send an email to the registered address containing a link to **confirm the email address**.



After clicking **Confirm Email Address**, the system will review the registration information within 72 working hours.



Once the registered account is approved, the user can access the system and use the available features to meet their business needs.

III. MODULES AVAILABLE IN HRFORCE

1. Candidates

In this module, users can **Add**, **Edit**, and **Delete** candidates in the system for effective management.

A screenshot of the HRForce website's "Candidates" module. The main area displays "No candidates found" with a sub-message "No matching candidates found. Refine your filters or keywords and try again." and a blue "Add Candidate" button. On the right, a sidebar titled "Add Candidate" contains a form with the following fields: "First Name" (text input), "Last Name" (text input), "Email" (text input), "Phone" (text input with a dropdown for country code, currently showing "+84"), "Location" (dropdown menu, currently showing "Head Quarter"), "Job" (dropdown menu, currently showing "Select job"), "Language" (dropdown menu, currently showing "English"), and "Summary" (text area). At the bottom of the sidebar are "Cancel" and "Add Candidate" buttons.

2. Company

This module includes the following fields:

- a. Company Information

Here, users can enter information related to their business, which will be used for sending emails to candidates or receiving emails from the HRForce system administrator.

The screenshot shows the 'Company Information' settings page in the HRForce system. The page is titled 'Settings > Company Information > General'. It contains several input fields for company details:

- Company Name ***: Công nghệ 231
- Display Name ***: Công nghệ 231
- Brand Name ***: Công nghệ 231
- Email ***: thu.kieu+kem1@cvtot.vn
- Phone**: +84 325346965
- Company Code**: CÔNG-NGHE-231
- Company website**: www.yourcompanywebsite.com
- Company Size**: 5000+ employees
- Company Address**:
 - Country ***: Vietnam
 - Address ***: Enter street address
 - Apartment**: Enter apartment number
 - City ***: Enter city
 - State/Province ***: Choose or enter your state/province
 - Zip Code**: Enter zip code

b. Team Management

In this menu item, the **owner** can **Add/Edit/Delete** members or staff to manage the system. Under **User Role**, the owner is responsible for assigning permissions to staff, with each role having restricted access to specific system functions.

The screenshot shows the 'Team Management' settings page in the HRForce system. The page is titled 'Settings > Team Management'. It features a sidebar with a list of team members and a main form for editing a selected member.

MEMBERS (2) + Add member

- (You) Thủy Vy (Company Owner)
- Thu Nguyen Kieu Thi (Recruiter - HR Manager)

Basic Information

- First Name ***: Enter first name
- Last Name ***: Enter last name
- Employee ID**: Enter employee ID
- Account Email ***: Enter email
- Contact Email**: Enter email
- Phone ***: +84
- Country ***: Vietnam
- Hiring Location ***: Head Quarter
- User Role ***: HR Manager x Recruiter x
- Job Title**: Enter job title

c. Location Management

In this menu item, users can update the company's work locations and offices to facilitate scheduling interviews for candidates.

HR FORCE

CANDIDATES

COMPANY

HIRING SETTINGS

EN

Công nghệ 231

TV

Settings > Location Management > Head Quarter

HIRING LOCATION

Head Quarter

Remote

Head Quarter

Location Information

Location Name *

Head Quarter

Location ID

Enter location ID

Apply Code

Enter apply code

Phone

+84 325346965

Email

Enter location email

Time Zone

(UTC+7:00) Bangkok, Hanoi, Jakarta

Location Address

Country *

Vietnam

Address *

Enter street address

Apartment

Enter apartment number

City *

Enter city

State/Province *

Choose or enter your state/province

Zip Code

Enter zip code

3. Hiring setting

This module includes the following fields:

a. Hiring Flows

Here, users can set up their company's own recruitment process, which will serve as an automated workflow to make candidate screening and status updates more convenient for the business.

HR FORCE

CANDIDATES

COMPANY

HIRING SETTINGS

EN

Công nghệ 231

TV

Settings > Hiring Flows > Apply

HIRING FLOWS

Default Hiring Flow

Apply

Screening

Scheduling

Offer

Onboarding

Apply

Stage name *

Apply

Stage type *

Apply

Disqualify

ADD NEW STATUS

Status name *

Enter status name

Disqualify

Action Required

Add new status

Status name	Disqualify	Action Required	Actions
Apply Passed			
Apply Failed			

b. Automation Flows

In this menu item, users create the recruitment process, and the system will record it so that candidate status updates and email notifications are automated according to that process.

CANDIDATES

COMPANY

HIRING SETTINGS

EN

Công nghệ 231

TV

Settings > Automation Flows

AUTOMATION FLOWS

+ Add flow

No data

New Automation Flow

Cancel

Create

Automation flow information

Automation Name *

Audience *

Communication Channels *

Enabled

New automation flow

Candidate

Select channel

Hiring Flow

Language

Default Hiring Flow

English

Tasks

Search

+ Add Task

Task Name	Status	Actions
No data available in table		

c. Jobs

As a product of CVTOT, HRForce integrates with the job positions that the business has posted on CVTOT. This menu item manages the jobs the company is recruiting for, tracks which candidates are applying for each position, and determines how each job is linked to the automation flows.

IV. CUSTOMER USAGE OF HRFORCE SERVICES

1. Customer Responsibilities When Using HRForce Services

- Comply with, and ensure that their users comply with, the terms of the Agreement.
- Promptly notify HRForce of any unauthorized access or use of the Service, passwords, credentials, or any unauthorized use, access, or disclosure of Customer Data.
- Adhere to all applicable laws and regulations.

2. Prohibited Actions for Customers When Using HRForce Services

- Re-license, sell, rent, transfer, share, commercially exploit, or provide the Service to any third party, unless explicitly permitted under the Agreement.
- Use the Service to send, distribute, or create unrelated commercial, advertising, or marketing messages.
- Send messages unrelated to recruitment, human resources, or candidate interactions.
- Copy any features, functions, interface, or graphics of the Service.
- Use the Service to send or store malware, viruses, spyware, or harmful content.
- Use the Service to send or store content that violates the law, including defamatory, fraudulent, pornographic, racist content, or content infringing on others' privacy rights.

V. RIGHTS AND RESPONSIBILITIES OF THE HRFORCE WEBSITE ADMINISTRATION

1. Rights of the Website Administration

- We have the right to charge service fees once the customer agrees to use the service.
- We have the right to refuse, temporarily suspend, or terminate a member's right to use the service if they violate the Operational Regulations, applicable laws, are awaiting final conclusions/agreements from relevant parties, or engage in actions that may harm hrforce.ai and other users.
- We have the right to require members to provide complete and accurate information and to be legally responsible for the information they provide.
- We have the right to change service pricing and payment methods on cvtot.vn during the provision of services to members, based on the needs, conditions, and capabilities of hrforce.ai, and will notify members in advance of any changes.
- We have the right to modify, edit, add, or remove any content in these Regulations after notifying users.

2. Responsibilities of the Website Administration

HRForce will provide Professional Services in a professional manner and in accordance with industry standards, exercising reasonable care and skill according to commercial practices. However, HRForce retains full discretion over the methods and procedures for delivering the Professional Services.

VI. SUSPENSION OF SERVICES

Notwithstanding any other provision in the Agreement, HRForce may temporarily suspend a customer's or User's access to part or all of the Service if HRForce has reasonable grounds to believe that:

- There is a threat or attack targeting any part of the Service.
- The Customer's or User's use of the Service poses a security risk or disrupts the Service for HRForce or other customers.
- The Customer or User is using the Service for illegal, fraudulent, or unlawful activities.
- HRForce will notify the Customer of the Service suspension and provide updates on the progress of restoring access once the cause of the suspension has been resolved.
- HRForce will make commercially reasonable efforts to restore access to the Service as soon as possible.

VII. DISPUTE AND COMPLAINT RESOLUTION PROCEDURE

Step 1: All requests and complaints will be forwarded to the Administration for receipt. The complaint must clearly state: the complainant's information, the subject of the complaint, details of the case, and any supporting evidence (if available).

Step 2: The Administration and technical team verify and examine the data and content of the complaint.

Step 3: If the complaint is valid, the company will take preventive and corrective actions (such as deleting data, blocking related accounts, stopping the violating behavior) and respond to the complainant.

Step 4: Notify the user of the resolution results via email, phone, or written communication.

If the complainant agrees with the content and resolution of the complaint, the complaint resolution process is concluded.

If the complainant does not agree with the proposed resolution and requests a re-evaluation, the request for re-resolution will be accepted, and Steps 2, 3, and 4 will be repeated. In Step 4, if the complainant still does not agree with the resolution proposed by the Administration, they have the right to file a complaint or take legal action with the competent state authorities in accordance with the law.

Step 5: If necessary, the company will coordinate with the relevant state authorities to ensure thorough resolution.

VIII. APPLICABLE TERMS

The HRForce Regulations officially take effect from the date of the Decision issuing these Regulations. The Applicable Terms may be updated or amended without prior notice. Changes will be published on the website, and you must agree to the changes to continue using the Service. If any provision is declared invalid, the remaining provisions will remain in effect.

IX. COMMITMENT CLAUSE

HRForce and participating Members agree to commit to fully comply with the terms set forth in these Regulations.

Official contact address of the Website: hrforce.ai

Email: support@hrforce.ai

Hotline: 0766783968