

Your job is not showing up on Indeed?

1st

First, a few housekeeping items to check in your TalentSorter™ account:



Do you have a full address filled out in the Company Info section? If you have multiple locations set up, do you have the full address details for each location?



4-5hrs

Have you waited 4-5 hours for it to show up? Indeed can take up to 4-5 hours to process the posting.



Do you have the toggle set to ON in the "Post to Job Boards" section?



Do you have a quality job description? To view Indeed's job posting standards please visit: https://indeed.force.com/employerSupport1/s/article/115005915763?language=en_US

REPOST

Did you repost an old job? You might have to click the "repost job" button to refresh the date to today. If it was an old job and you don't click 'repost', Indeed will sometimes recognize it as the previous post and will keep the original date.

2nd

Other troubleshooting tips:



Your browser cookies might be preventing the job from appearing. If you search repeatedly for your post on Indeed and you don't click on it, the Indeed search algorithm assumes the job was not relevant and stops showing it. In that event the post is live and visible to others on Indeed; it's just not being served up for you to see. Check whether you have candidates in your inbox whose referral source section says that they came from Indeed. That's your assurance that the job is definitely posted to Indeed.



In larger markets, it is entirely possible that your job is just hard to find because of the volume of competition. One reliable way to rise above the competition and ensure the visibility of your post, at least for a while, is to sponsor the post – it's like a pay-per-click campaign where you set your budget and Indeed makes sure you get seen... and it doesn't necessarily require a huge financial investment; sometimes as little as \$100 can make the difference you need.

Sponsored Job campaigns will not go live without an active Indeed account. If you do not have an Indeed account one will be created for you using the email address connected to your TalentSorter™. You'll receive an account activation email from Indeed to finish a one-time setup of your Indeed account. If you do not receive this email, please visit **billing.indeed.com** to verify or complete your account setup.

Once Indeed gets your Sponsored Job from TalentSorter, and your account is activated, your Sponsored Job campaign will be live within a few hours. Account activation by Indeed can take up to 2 business days.

A member of Indeed's sales team will be in touch with you to discuss your ad's performance and offer suggestions for optimization. Please contact **sjsupport@indeed.com** with any questions or concerns.



If everything is set up correctly and your job is still not appearing, **please contact Indeed as they will not communicate directly with us about why your job isn't posting.** The 'preferred' number for our clients that will get you directly to an Indeed Associate is **1-800-475-4361**. They are available Monday – Friday from 8am – 8pm EST. If there is any confusion, we are happy to support you in these conversations, but we cannot make the call on your behalf.