



Presence Provider Referral Program

Frequently Asked Questions

Are you excited about being a part of [It Pays to Have Friends](#), but still have a few questions? This FAQ can help you make sure you have all the information, tools, and support you need to understand and participate in Presence's fun refer-a-friend rewards program.

What is It Pays to Have Friends?

It Pays to Have Friends is a fun, refer-a-friend program created to tap into employee and provider friend and family networks and reward those referrers with gift cards or cash for bringing quality, licensed clinicians for contract and W2 positions into the Presence network. To learn more about the referrals, see the Presence [It Pays to Have Friends](#) landing page.

Who can participate?

Presence employees and providers are all eligible to earn rewards with It Pays to Have Friends for referring their friends, family, acquaintances, and colleagues for positions in our network of licensed clinicians who serve students in schools across the country. Members of the Presence Human Resources and Recruiting departments, Presence employees at the Director level and above, and those who reside outside of the United States may make referrals but are not eligible to earn rewards.

What's our goal?

Our company is growing—we're expanding the licensed clinicians' team at Presence. We are looking for more talented people like you who are dedicated and passionate professionals that love the work they do helping K-12 students.

How many friends can I refer to It Pays to Have Friends?

Keep those applications coming because participants can earn up to 25 gift cards! Once your referral completes an application online, you'll receive an email with instructions to redeem your \$5 gift card reward.

How can I participate?

First, refer your friends, family, colleagues, and neighbors by submitting a referral through the ERIN platform. Then, your referral will receive an email with a link to apply to the Presence network of providers. Once they apply, you'll get to pick out a \$5 gift card. Best of all, if your friend is qualified, you'll receive a \$500 reward once they are hired!



Why would your referral like working here?

Working at Presence is rewarding to providers for plenty of reasons: The pay is competitive. Our self-paced training is flexible and works for busy schedules and lives. We have an incredible clinician community of support. And with the Presence teletherapy platform and tech tools, providers can do their job remotely to serve students wherever learning happens.

Can I refer a clinician for a job not listed in the ERIN platform?

From your ERIN Dashboard, select Open Jobs. If you do not see an opening that matches your referral, simply click on "Submit a General Referral" in the top right hand corner. General Referrals will allow your contact to accept and apply for a generic position and be considered for other roles within the organization.

Can I participate in the It Pays to Have Friends program if I'm ineligible for a reward?

Yes, all employees can participate in the referral program. The program team has a process for determining bonus payout eligibility. If there is a disqualifying factor, it will be flagged through our reporting audit.

What if I referred someone prior to the program launching?

The referral program is not retroactive. We are unable to pay rewards for referrals made prior to the program launch date, for referrals who have applied in the last 9 months, or for referrals who have already been hired.

How will I keep track of my referrals?

You can track all of your referrals from your personal dashboard in ERIN.

I have other questions!

Reach out to us at info@presencelearning.com with all your queries.

ERIN

Frequently Asked Questions

How do I log in?

[Click this link to access the ERIN website](#) and Select 'Log in with a Company Account,' then click the 'Sign in with Google' button and sign in with your Presence Google account.

You must create your account from your desktop or mobile browser. You won't be able to log into the app until you have created your account on the website.

How do I make referrals?

To make a referral, you'll need to first log in and navigate to the Jobs page, where you will find all open job postings available for a referral. Once you find a job that fits your candidate, select 'Refer Someone' to enter their information and send them a referral via text or email. More details can be found in the [ERIN Knowledge Base](#).

How do I track my rewards?

You can track your rewards in ERIN. All Hired Referrals can be found there.

How do I share jobs on social media?

If you would like to use a share link, click on 'Share' on the job post in ERIN and your custom share link for that specific job will populate with options to share to social media directly or just by copying and pasting the link where you decide to post it.

How do I download the app?

ERIN is available both in the [Apple App Store](#) and on [Google Play](#). Try searching for the ERIN App and it should be the first one to show up. Once you find it, click to download and log in as you normally would your desktop.

When you log in, you may receive two notifications from your Google account: one verifying that you are trying to sign in and another verifying a new sign-in. Please note that these notifications do not always indicate your correct device type.

Please note that you must create your account on your desktop or mobile browser. You won't be able to log into the app until you have created your account on the website.

How can I get help with ERIN?

If you'd like to chat with a live agent (available Monday through Friday 9 a.m.–5 p.m. ET), click on the blue bubble in the lower right-hand corner. Alternatively, you can click on your profile icon in the top right corner and then Support to be directed to our main support page.

How can I resend a referral?

If a candidate has not accepted their referral, you will see the option to resend the referral by going to My Referrals and then to the blue icon below the candidate's name.

Why would my bonus be ineligible?

If the candidate leaves before the waiting period is complete, or if any stipulations in Presence policy are not met, the bonus may be labeled ineligible. If this occurs, you can direct any questions to info@presencelearning.com.

How can I opt out of new job notifications?

To opt out of new job notifications, click on your profile icon in the top right and then My Profile. From there, look under Notification Settings and make sure the box labeled 'Receive new job notifications' is not checked.