

Polyguard PreScreen for Greenhouse

Product	Polyguard PreScreen
ATS	Greenhouse (Job Board API + Harvest v1/v2)
Console	console.polyguard.ai
Setup time	approximately 20 minutes
Contact	support@polyguard.ai

Setting up through the PreScreen /admin page instead?

See the [legacy admin page guide](#). That page is being retired; use this guide for anything new.

1. Overview

PreScreen gates every application on a **Polyguard Trust Check**: a short check, completed on the candidate's phone, that confirms a real person is applying. Unverified candidates are held in the first stage of your pipeline; verified ones are advanced automatically, with the verification recorded on the application.

How it works

Applications reach Greenhouse two ways, and PreScreen covers both.

	Where the candidate applies	How it is gated
Hosted apply	Your Polyguard careers site	The form holds the submit until the Trust Check passes, then submits to Greenhouse with the verification attached
Direct apply	Greenhouse itself, via LinkedIn, Indeed, or a referral	Greenhouse notifies Polyguard, which emails the candidate a Trust Check and holds them in the first stage until they complete it

Most applications arrive the second way, which is why the web hook in [Section 5](#) is not optional.

What you will configure

- A **PreScreen app** in the Polyguard Console, with its own hostname

- Two **Greenhouse API keys**: Job Board (to submit) and Harvest (to advance)
- A **custom application field** that records the verification
- A **Human Verification stage** on each protected job
- A **web hook** from Greenhouse to Polyguard

Who does what

Steps marked **(Polyguard)** need a Polyguard staff account. Everything else an account admin can do.

2. Prerequisites

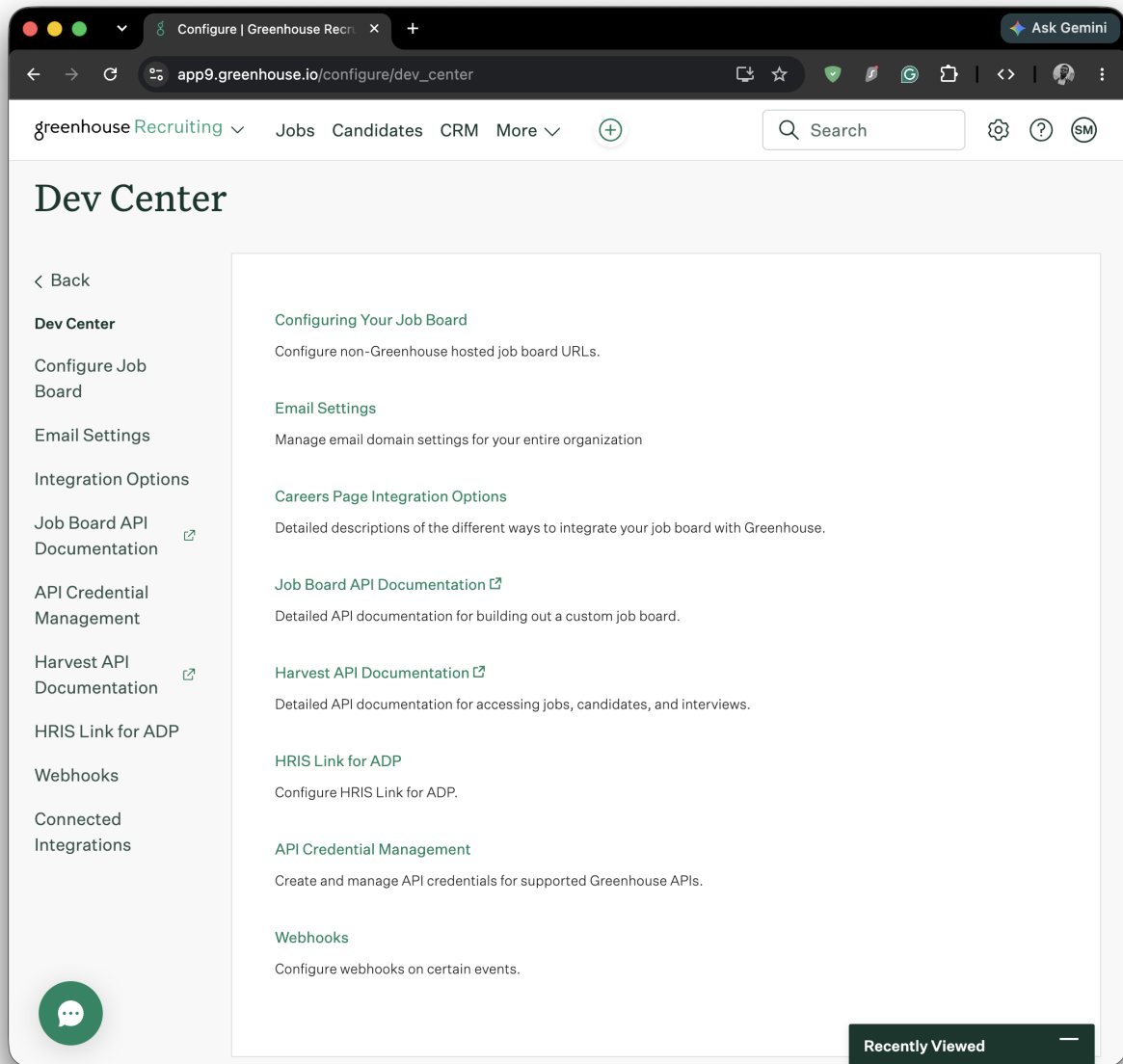
Requirement	Details
Greenhouse access	A user who can manage Dev Center (typically Site Admin) and edit interview plans
Polyguard account	Console access at console.polyguard.ai with the admin role
Brand assets	Logo, exact brand colors, and the company display name for the careers site
A test job	One open job you can apply to end to end before going live

Secrets are shown once

Greenhouse displays an API key exactly once, and the Polyguard Console stores it write-only, showing only the last 4 characters afterwards. Copy each value into the Console the moment you create it.

3. Collect your Greenhouse values

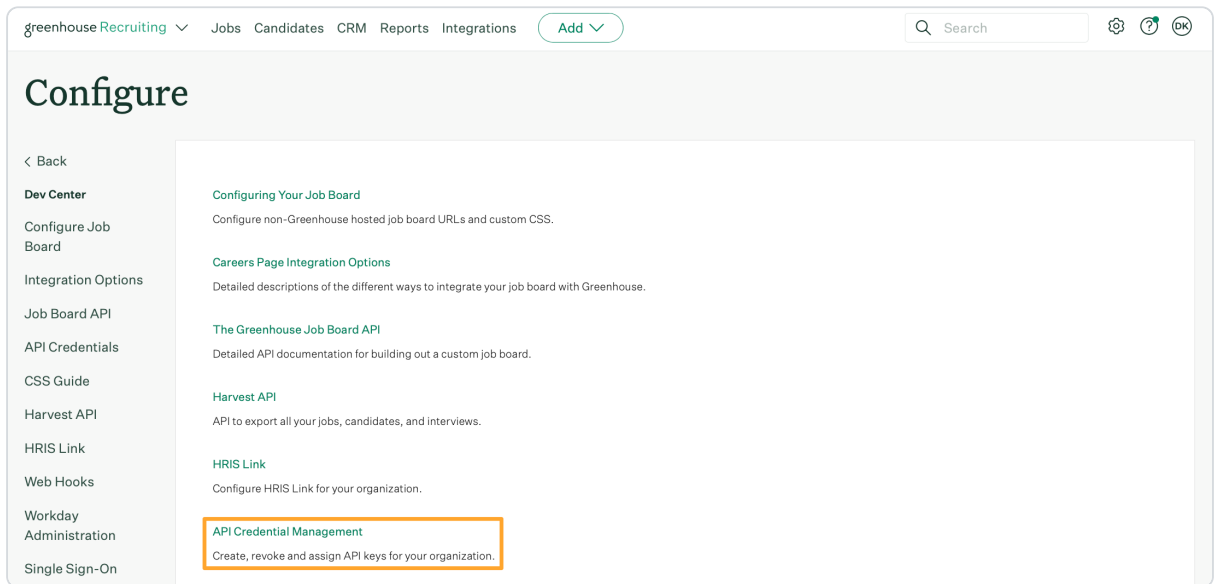
Everything in this section lives under **Configure (⚙️) → Dev Center**, except the custom field and the pipeline stage.



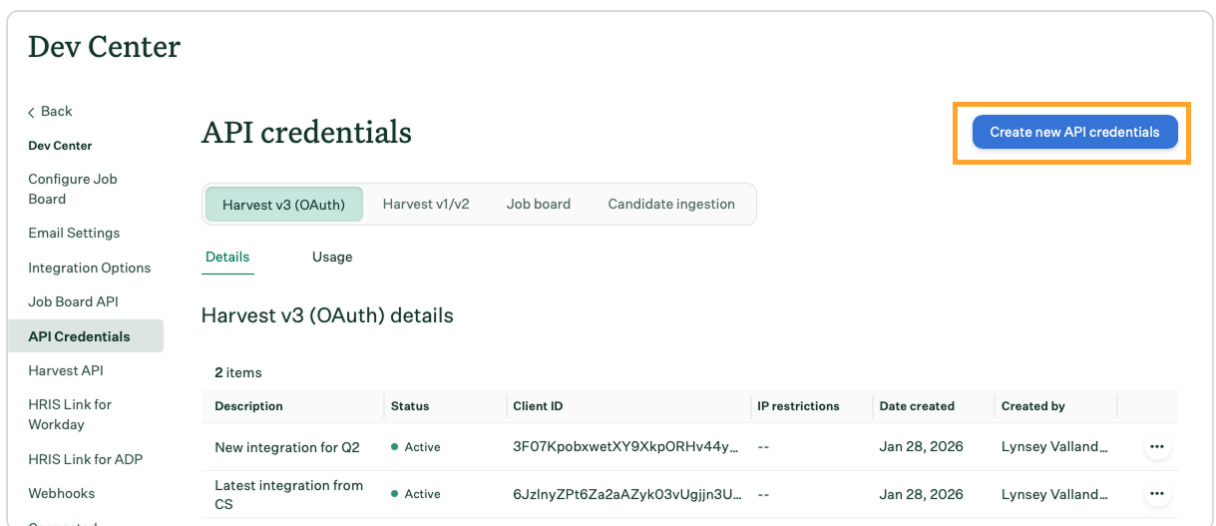
Work through 3a to 3f and keep the values to hand. You will paste them into the Console in [Section 4](#).

3a. Job Board API key

1. Open **API Credential Management** in the Dev Center sidebar.



2. Click **Create new API credentials**, top right.



3. Fill in:

- **API Type:** Job Board
- **Partner:** Unlisted vendor, or Custom
- **Description:** Polyguard: Job Board

4. Click **Manage permissions** and grant:

- **POST Submit Application**

5. Copy the key, then click **I have stored the API Key**.

Demo mode

Leaving this blank later keeps the careers site in **demo mode**: it shows exactly what it would have submitted, without posting to Greenhouse. That is useful for a dry run before going live.

3b. Board token

The slug in your public board URL, `job-boards.greenhouse.io/<your-board-token>`. Confirm it returns your live roles. No key is needed, these endpoints are public:

```
curl -s "https://boards-api.greenhouse.io/v1/boards/<your-board-token>/jobs" | head -c 300
```

3c. Custom field for the verification token

One org-wide field, created once. See Greenhouse's [Create a new custom application field](#).

1. **Configure → Custom Options → Application → Add Field.**
2. Fill in:
 - **Name:** Polyguard Verification Token
 - **Field type:** Single-line text
3. Save, reopen the field, and note the generated **field key**, for example `polyguard_verification_token`.

3d. The Human Verification stage

1. Open a job → **Job Setup → Interview Plan → Add stage → Create a custom stage.**
2. Fill in:
 - **Stage name:** Human Verification, spelled exactly
 - **Position:** second, immediately after the first stage
3. Save.

Greenhouse does not allow a custom first stage. Applications land in the first stage, unverified candidates are held there, and PreScreen advances them into `Human Verification` once they pass.

Every protected job needs the stage

Teams whose pipelines name these stages differently can be listed under **Pipeline stages by team** on the Candidate verification card of the PreScreen settings page, with their own initial and verified stage names.

The stage must exist, with the same name and in second position, on **every** job you want protected. Use [Edit job stage in bulk](#) to roll it out across open jobs.

3e. On-behalf-of user

Greenhouse attributes every stage move to a real user. Pick one, ideally a dedicated recruiting-ops account.

1. **Configure → Users** and open that user.
2. Read the numeric id from the end of the URL. For example, `app.greenhouse.io/account/user/12345` gives `12345`.

3f. Harvest API key

1. **API Credential Management** → **Create new API credentials.**

2. Fill in:

- **API Type:** Harvest , not Harvest V3, which is not supported
- **Partner:** Unlisted vendor , or Custom
- **Description:** Polyguard: Harvest

3. Click **Manage permissions** and grant only these:

Scope	Why PreScreen needs it
Job Stages → Get: Retrieve Job Stages for Job	Find the gate stage in a job's pipeline
Applications → Patch: Edit Application	Write the verification token to the custom field
Applications → Move: Move Application	Advance a verified candidate
Applications → Get: Retrieve / List Applications	Read application status and source
Candidates → Get: Retrieve / List Candidates	Read candidate name and email
Sources → Get: List Sources	Resolve where an application came from

1. Save, then copy the key.

Edit Application is the one people miss

Without it the token write is refused with a 403 while the candidate still advances, so the field silently stays empty and nothing looks broken.

4. Configure the app in Polyguard

4a. Create the PreScreen app (Polyguard)

Console → **Create App** → app type **PreScreen**.

Create App

App type

PreScreen

App Name *

PreScreen App

Terms of Service URL (optional)

Custom TOS URL for this app (optional)

Cancel

Create App

Creating it reserves a hostname of the form `{account-slug}.prescreen.polyguard.ai`. A second tenant on the same account gets `-2`, `-3`, and so on.

4b. Check the hostname (Polyguard to change)

Settings → Prescreen → Hostnames shows the host this tenant is served on. Account admins can read it; only Polyguard staff can change it.

A

Applicant Prescreen
PreScreen: e4FTpmiXh

Links

Analytics

Tools

Settings

General

Trust Checks

Prescreen

API & Webhooks

Hostnames

Careers-site hostnames served by this PreScreen app. Editable by Polyguard staff only.

acme-jobs.polyguard.ai

Add hostname

+ Add

Save hostnames

It matters beyond the address bar: the web hook URL in [Section 5](#) is built from it, and so is the address Polyguard delivers verification results to.

Note

The reserved name is not a live site until Polyguard attaches it to the tenant's deployment. That is a Polyguard task and does not block the rest of this guide.

4c. ATS connection

Settings → Prescreen → ATS connection, provider **Greenhouse.**

ATS connection

Connect this PreScreen app to your applicant tracking system.

Provider
Greenhouse

Job Board API key
Not set

Submits verified applications (Form Button Flow). Blank keeps submits in demo mode. **Not set**

Harvest API key
Not set

Reads pipeline stages and advances gated applications (Email Flow). Grant these under Manage permissions: Get Job Stages for Job, Edit Application, Move Application, Get Application, Reject Application. Without Edit Application the verification token write is rejected with a 403 and the field silently stays empty. **Not set**

https://acme-jobs.polyguard.ai/api/greenhouse/webhook [Copy](#)

Register this in Greenhouse under Dev Center → Web Hooks on the "Candidate has submitted application" event, with the secret below.

Harvest webhook secret
Not set [Generate](#) [Copy](#)

Verifies the signature on Greenhouse's "Application created" web hook. The same value must be entered in Greenhouse. **Not set**

Board token
Public Job Board token (URL slug). Blank falls back to the deployment's tenant id.

On-behalf-of user id
Harvest writes are performed as this user (Harvest GET /users).

Gate stage name
Pipeline stage that requires Polyguard verification.

Polyguard field key
Custom application field storing the verification token (e.g. polyguard_verification_token).

Manual source names
Comma-separated source names treated as recruiter manual entries (never emailed a Trust Check).

Trust Check expiry (days)
Days before an uncompleted emailed Trust Check expires (1-7).

☐ **Reject application on expiry**
When enabled, an application whose emailed Trust Check expires is rejected in Greenhouse. Disable to leave expired applications held in the initial stage instead.

Rejection reason id
Optional numeric Greenhouse rejection-reason id used on expiry rejects. Blank uses the Greenhouse default.

Company name
Display name in Trust Check emails for shared-host boards. Blank falls back to a title-cased board token.

[Save ATS configuration](#)

Field	Value	From
Job Board API key	the Job Board key	3a
Harvest API key	the Harvest key	3f
Harvest webhook secret	generated in Section 5	
Board token	your board slug	3b

Field	Value	From
On-behalf-of user id	the numeric user id	3e
Gate stage name	Human Verification	3d
Polyguard field key	e.g. polyguard_verification_token	3c
Manual source names	optional, defaults to Internal Applicant	sources never emailed a Trust Check
Trust Check expiry (days)	optional, defaults to 3	1 to 7
Reject application on expiry	optional	otherwise expired applications stay held
Rejection reason id	optional	Greenhouse's default is used when blank
Company name	optional	display name in Trust Check emails

Click **Save ATS configuration**. Secrets clear from the form on save and show their last 4 characters afterwards; leaving a secret blank keeps the stored value rather than clearing it.

5. Register the web hook in Greenhouse

Greenhouse notifies Polyguard whenever a candidate submits an application. This is what gates direct applies, and what advances hosted ones.

5a. Get the URL and secret from the Console

In the **ATS connection** form, directly above **Harvest webhook secret**:

[Copy](#)

Register this in Greenhouse under Dev Center → Web Hooks on the "Candidate has submitted application" event, with the secret below.

Harvest webhook secret

[Generate](#)
[Copy](#)

Verifies the signature on Greenhouse's "Application created" web hook. The same value must be entered in Greenhouse. **Not set**

1. **Copy** the web hook URL.
2. Click **Generate** next to **Harvest webhook secret**, then copy the value.
3. Click **Save ATS configuration**.

Copy the secret before you save

It is readable only until then; afterwards the Console shows the last 4 characters and nothing else. If you lose it, generate a new one and update Greenhouse to match.

5b. Create the web hook

Configure (⚙️) → Dev Center → Web Hooks → Create a new web hook:

Setting	Value
Name	Polyguard: Candidate submitted application
When	Candidate has submitted application
Endpoint URL	the URL copied in 5a, exactly as shown
Secret key	the secret generated in 5a, identical on both sides
Error Recipient Email	eng@polyguard.ai, so Polyguard is alerted if deliveries start failing
Disabled?	No

Click **Create Web hook**.

Create A New Web Hook

JSON data containing relevant information will be sent via POST to the entered endpoint URL when the selected event occurs. A Signature header will be included; generated by the secret key and the message payload. Only HTTPS URLs may be entered. See web hook documentation for further information.

Name this web hook

When

Application Updated ▾

Export to

Endpoint URL

Secret key

Error recipient email

[Advanced settings...](#)

Disabled?

☐ Yes ☒ No

Create Web hook

Cancel

Use the URL the Console gives you verbatim

A URL with your board token appended reads its settings from somewhere else entirely and will reject every delivery, while still returning success to Greenhouse.

6. Verification

Run all four before going live.

6.1 Listings

Open the careers site at your hostname. Your live Greenhouse roles should appear, in your brand.

6.2 Hosted apply

1. Apply through the careers site and complete the Trust Check on a phone.
2. In Greenhouse, confirm the candidate appears, sits in **Human Verification**, and has the **Polyguard Verification Token** field populated.

6.3 Direct apply

1. Apply through your public Greenhouse board, using a **different email address** than 6.2.
2. Confirm the Trust Check email arrives.
3. Complete it and confirm the application advances into **Human Verification**.

Use a different email

Reusing the one from 6.2 matches the verification already cached for that job, so the application advances immediately and the email path is never exercised.

6.4 Manual override

Tools → **Manual verify**, with the link id of a candidate you confirmed some other way, advances that application. One use per link.

7. Using PreScreen

Day to day

Nothing to do. Applications arrive, candidates verify, and verified candidates advance into **Human Verification** with the token recorded on the application. Candidates who never verify stay in the first stage until their Trust Check expires.

Operator tools

Console location	What it does
Tools → Manual verify	Advance a candidate verified out of band
Tools → Send test email	Send yourself a Trust Check to confirm delivery
Analytics	Trust Check funnel for the account
Settings → Prescreen → Branding	Company name, colors, logo and theme

Adding a job later

New jobs need the **Human Verification stage** in second position ([3d](#)). Everything else is account-wide and already configured.

8. Troubleshooting

Applications never advance, and Greenhouse reports no errors

Both receivers answer HTTP 200 even when they reject a delivery, because a non-2xx would make Greenhouse disable the web hook. A wrong secret therefore looks identical to a working one from the Greenhouse side. Check the web hook's recent deliveries, then confirm the secret matches character for character on both sides.

The candidate advances but the token field stays empty

The Harvest key is missing **Applications → Patch: Edit Application** ([3f](#)). The write is refused with a 403 while the stage move still succeeds.

Nothing reaches Polyguard at all

Confirm the web hook endpoint is exactly the URL the Console shows. A URL with `/<your-board-token>` appended resolves its settings from the deployment's own store rather than from the Console, so every delivery fails its signature check.

A change in the Console has not taken effect

Configuration is cached for 60 seconds. Wait a minute and retry. Branding is the exception: see below.

Branding changes do not appear on the careers site

Give it up to an hour. The careers index and the job pages are rendered ahead of time and refreshed hourly, so a branding change is picked up at the next refresh rather than on the next page load.

A field left blank in the Console falls back to the deployment's own configuration, and a value the site rejects as unsafe (a logo or site URL that is not `https://`, a color that is not a valid CSS color) falls back the same way, so check the value if one field stays on the old branding while the rest update.

The Trust Check invitation email still takes its company name from the deployment configuration, not from these fields.

The careers site shows no roles

Either the board token is wrong ([3b](#)), or the provider selected in the Console does not match the one the deployment is running. A mismatch is silent: the Console settings are simply ignored.

A candidate was never emailed a Trust Check

Applications with no source, or with a source listed in **Manual source names**, are treated as recruiter entries and deliberately never emailed. A recruiter adding a candidate by hand has already decided they belong in the pipeline.

9. Support

- **Email:** support@polyguard.ai
- **Console:** console.polyguard.ai
- **Sending Trust Check emails from your own domain:** [Sending From Your Domain](#)

Greenhouse documentation

- [Create a job board API key for an integration](#)
- [Create Harvest API credentials for an integration](#)
- [Manage Harvest API credentials permissions](#)
- [Create a new custom application field](#)
- [Interview plan overview](#)
- [Edit job stage in bulk](#)
- [Find your Greenhouse Recruiting user ID](#)
- [Create a webhook](#)
- [Recruiting Webhooks: signature and events](#)
- [Harvest API](#)
- [Job Board API](#)

For Greenhouse platform issues unrelated to Polyguard, contact your Greenhouse administrator or Greenhouse Support.