

Panel Members Guidance

Remote Online Interviewing

Interviews via Cisco Webex

HRConnect

Purpose

The purpose of this document is to:

- Get you more comfortable with participating in online interviews
- Show you how to download and install the Cisco Webex Meetings app in advance of the interviews
- Explain how best to use the technology
- Give you some tips for remote online interviewing
- Provide guidance to ensure a smooth and professional interview process

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Relevant sections within 1-5 must be read in advance of Competition Initiation Meeting (CIM)

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1. Technology & use of the platform

- Online, remote interviews will be conducted over video-conference facilities using the Cisco Webex platform.
- It is designed to replicate face-to-face interviewing as much as possible.
- It is important that you feel comfortable in using the technology before interviewing – HRConnect will support you with this.
- We will also set the panel up with a ‘trial run’ to test whether the technology works and to identify any issues that need to be resolved in advance.
- HRConnect will support you with issues before and throughout the interviewing process.
- If you are using a mobile device as your connection method you may want to ensure that you have sufficient data to proceed.
- It is important to note that if you are a panel member who utilises a desktop in the office and a separate device (laptop, tablet) while working at home that you don’t login to your remote desktop session.
- Any panel members who are working remotely using a desktop PC will require a laptop or tablet to carry out video interviewing.
- Short, step-by-step videos and guidelines on using Webex can be found on the following link: [Click Here for Webex Support Page](#)
- These guidelines only reflect the use of Webex on a laptop, iOS or Android device. The app may appear differently depending on the device you are using.
- If you are a panel member using your NICS laptop please go to section 2a for the setup instructions.
- If you are a panel member using your own device please go to section 2b for the setup instructions.

2. Getting started

2a. NICS laptop

If the Cisco Webex meetings App hasn't already been installed previously, you can install the app from the ITAssist store on your work computer using the following [link](#).

If you are on the ITAssist Confidential (ITAC) network you will need to raise a request via your normal support route to request that the Webex Meetings software is installed on your device.

2b. Personal device

If you are a panel member using your own device please follow install instructions below.

Download / install the Cisco Webex App

Unless you already have the Cisco Webex Meetings app installed on your device, then the first time you click on Join Meeting you will have to download and install the app for your particular device.

The instruction below requires you to download the Cisco Webex app from the Cisco Webex site on first connection, however there may be restrictions on your access that prevent you from doing this.

The links below take you to the appropriate section for your type of device:

[Apple Devices](#)

[Android Devices](#)

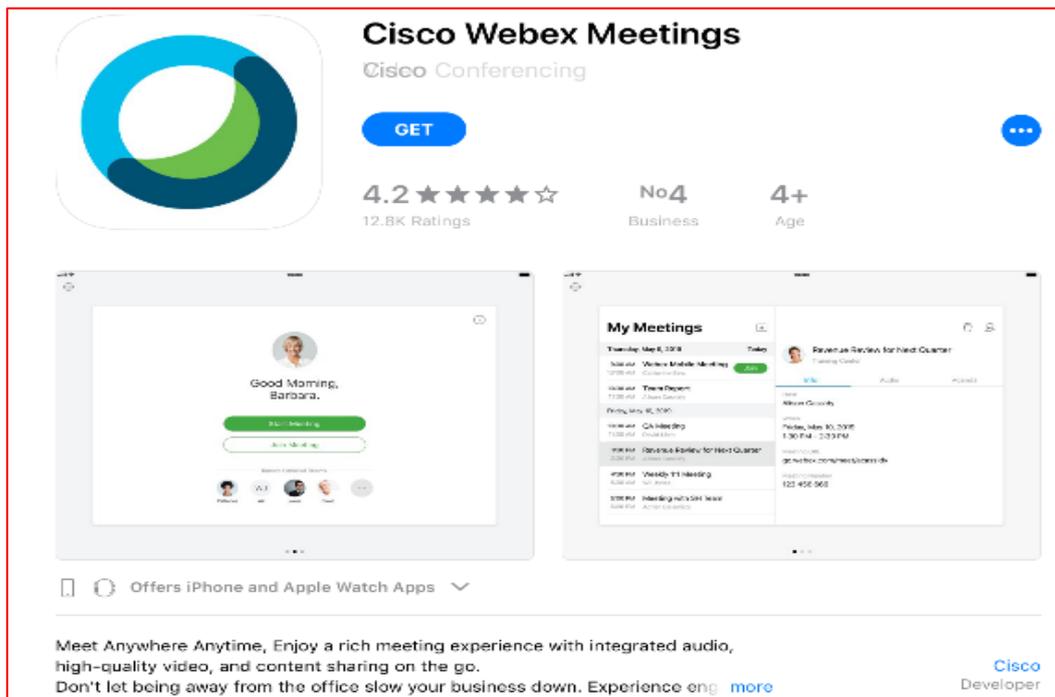
[Laptops](#)

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3. Apple devices

Go to the App Store and search for 'Cisco Webex Meetings'.

Select the Cisco Webex Meetings application from the list and you should see something similar to the following.



Select the 'Get' button to install the application on your device.

If required, complete any prompts for authorisation to begin the installation of the app from the App Store.

Once installation is finished select the 'Open' button to start the application.

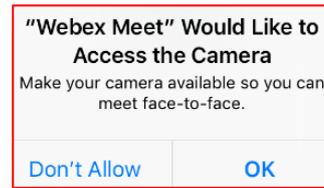
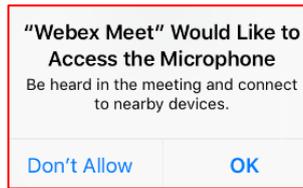
The Webex Meetings screen will open and you will be prompted to accept the terms and conditions to open the application (as below).



Select the 'I accept' option.

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You will be prompted to allow access to the microphone and camera (as below).



Select the 'OK' option for both prompts.

Note: If you select 'Don't Allow' to either of these options then the interview will not be able to proceed via video link.

If you haven't allowed access to the audio / video on your device and proceed with joining the meeting you will be prompted to go in to the Settings of your device to allow access. It is recommended that you do this but need to be aware that you will disconnect from the meeting and need to reconnect again by using the Join Meeting link.

The app is now installed on your device.

When you select the 'Join Meeting' link in the email invitation it will automatically open the Webex application and, if the meeting has started or you are starting the meeting as a host you will be presented with the meeting preview screen.

If you are joining a meeting that has not yet started then you may be prompted to enter some identification information, as below.

Join Meeting
Do you want to join Mark M Test as a guest attendee? Enter your display name and email address.

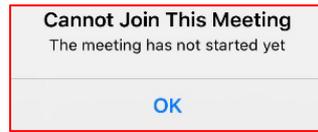
Display Name
Email address

Cancel Join

Enter the details that were received in your email invitation and select 'Join'.

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Alternatively you may be presented with the prompt below.

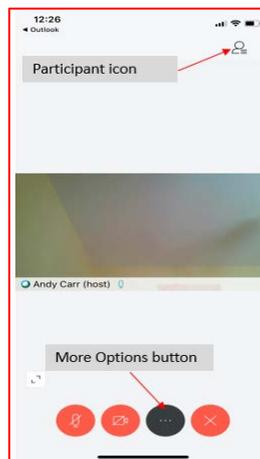


You will need to select 'OK' and close the Webex app. To join the meeting you will need to click the link in the invitation email again. It is possible that you may need to do this several times until the panel starts.

Operating Webex using iOS

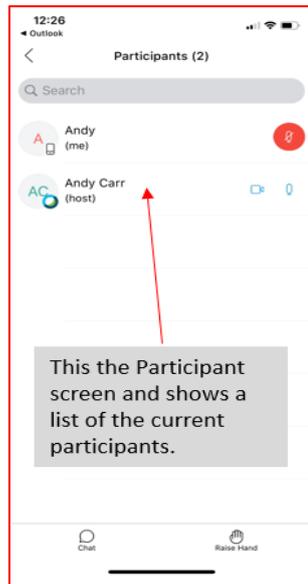
There are some minor differences between the Windows and iOS (Apple) interfaces and these have been captured below:

1. The iOS user has less initial options on their screen – the list of participants can be viewed by pressing the person (Participant button) at the top right hand corner of the screen and further meeting options can be found in the More Options button at the bottom centre of the screen.



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2. The iOS Participant screen is more condensed but all the features are still available, see screenshot below:

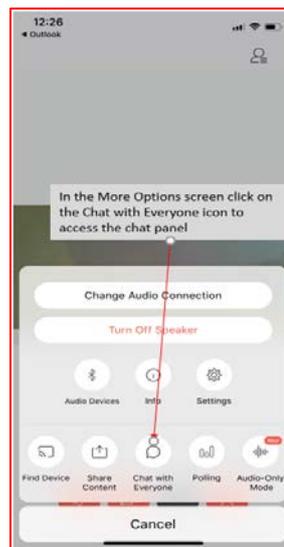


The screen shows a list of participants – the blue / green circle indicates who the current presenter is and the 'host' tag indicates who the host of the interview is currently. To return to main screen from the Participant window click on the '<' in the top left hand corner of the screen.

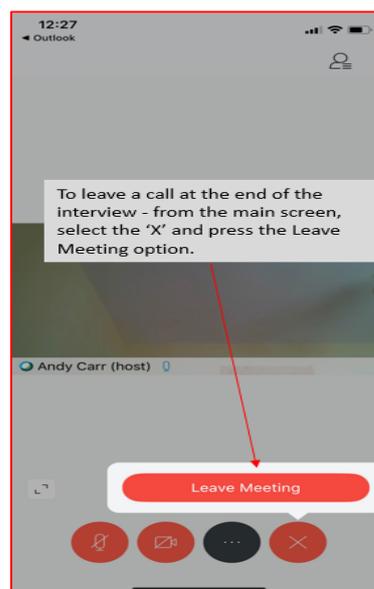
To go back to the previous screen without making any changes, press the Cancel button.

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3. When you click on the More Options button you will be presented with a screen similar to below which allows you access to various functions, the main one would be the Chat panel which can be accessed by pressing the Chat with Everyone option.



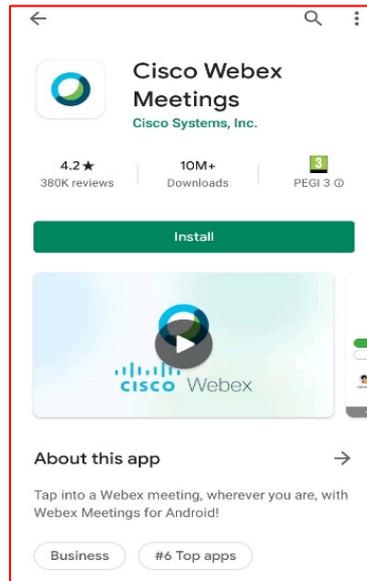
4. To leave the interview at the end either wait for the host to end the meeting or you can leave by pressing the 'X' button and choose the Leave Meeting option.



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4. Android devices

Go to the Play Store and search for 'Cisco Webex Meetings'. Select the Cisco Webex Meetings application from the list and you should see the following.

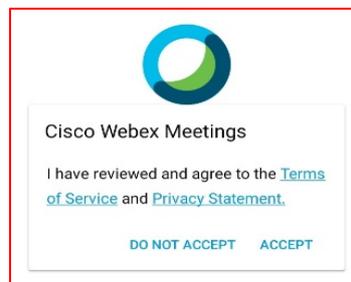


Select the 'Install' button to install the application on your device.

Complete any prompts for credentials to proceed with the installation.

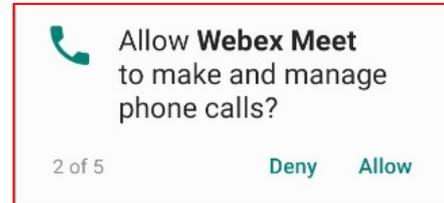
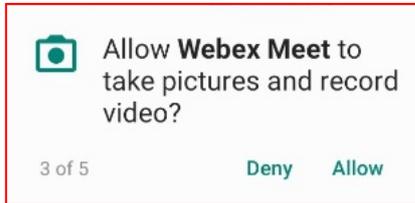
Once installation is finished select the 'Open' button to start the application.

You will be prompted to accept the terms and conditions to open the application (as below). Select the 'Accept' option.



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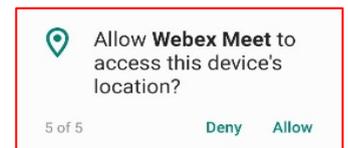
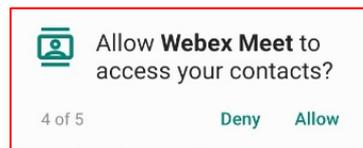
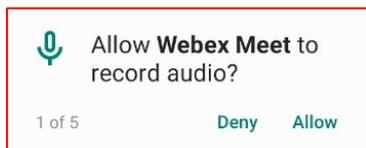
You will be further prompted to allow access to the microphone and camera (as below).



Select the 'Allow' option for both prompts. Note: If you select 'Don't Allow' to either of these options then the interview will not be able to proceed via video link.

If you haven't allowed access to the audio / video on your device and proceed with joining the meeting you will be prompted to go in to the Settings of your device to allow access. It is recommended that you do this but need to be aware that you will disconnect from the meeting and need to reconnect again by using the Join Meeting link.

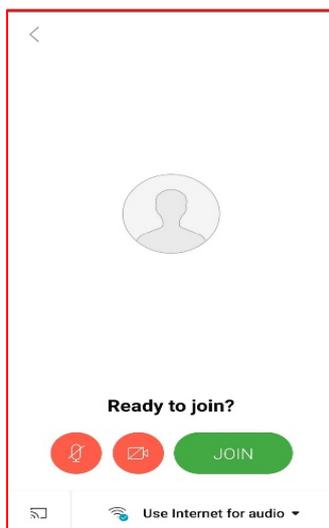
You may also be prompted to allow Webex Meet to access / record other elements on your device (as below). You can choose to select 'Deny' to these without impact on the interview experience.



The app is now installed on your device.

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When you select the 'Join Meeting' link in the email invitation it will automatically open the window below (a feature of Android devices is that it will initially have the audio muted and video switched off, signified by the red microphone and red camera icons), when you are ready to join press the 'Join' button.



The Webex application should automatically join the meeting and you will be presented with the meeting preview screen.

If you are joining a meeting that has not yet started then you may be prompted to enter some identification information, as below.

A screenshot of a "Webex Meetings" dialog box. It has a title "Webex Meetings" at the top. Below the title are two input fields: "Name" and "Email address". The "Email address" field has a blue underline. At the bottom right of the dialog are two buttons: "CANCEL" and "OK".

Enter the details that were received in your email invitation and select 'Join'.

Alternatively you may be presented with the prompt below.

A screenshot of a "Webex Meetings" dialog box. It has a title "Webex Meetings" at the top. Below the title is the text "The meeting has not started." At the bottom right of the dialog is a single button: "OK".

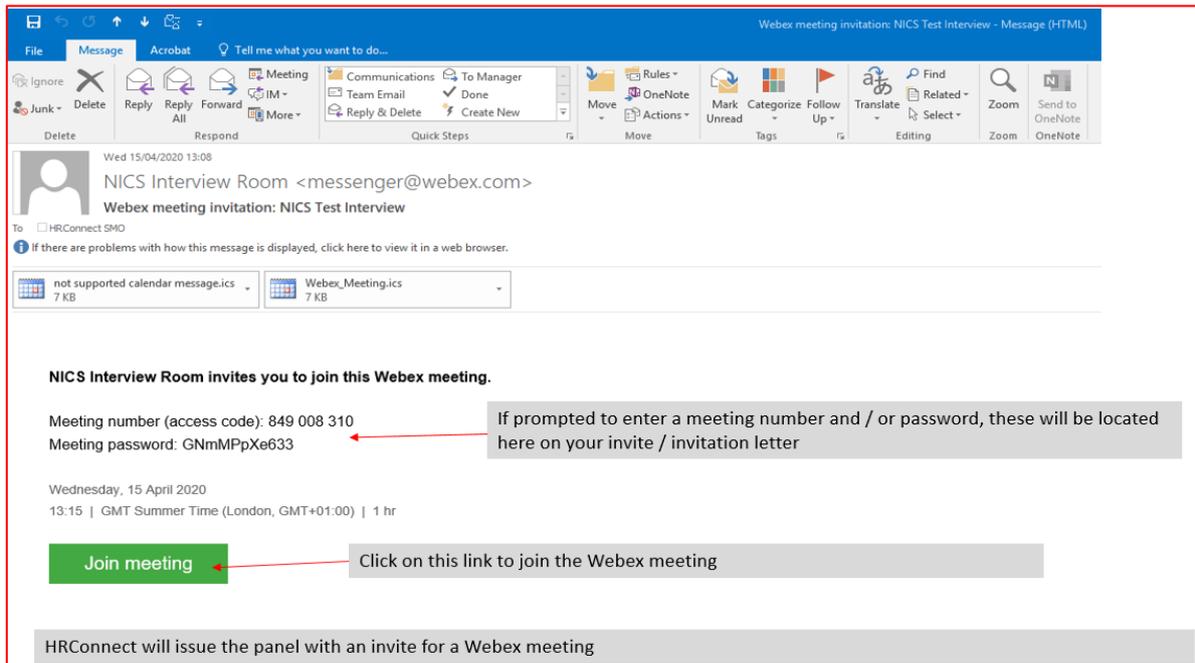
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You will need to select 'OK' and close the Webex app. To join the meeting you will need to click the link in the invitation email again. This could happen several times until the Host starts the meeting.

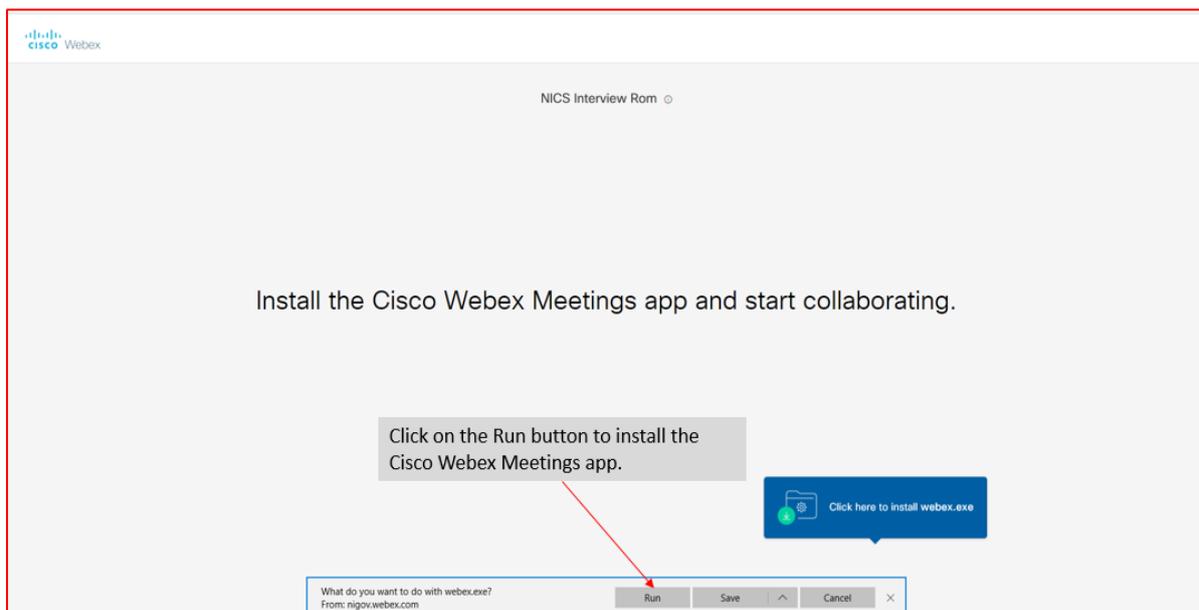
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5. Laptops

In advance of the interviews click on the Join Meeting link in the email that you have been issued, something similar to the screenshot below:

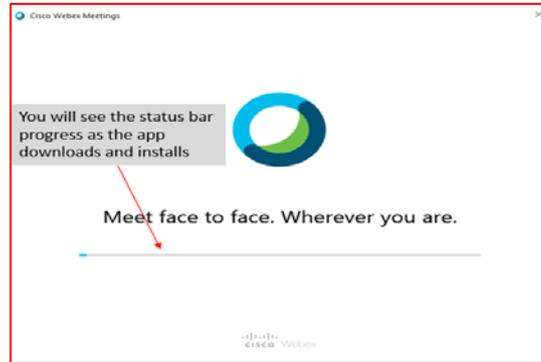


On first connection you may be requested to install the Cisco Webex Meetings app (see screenshot below):

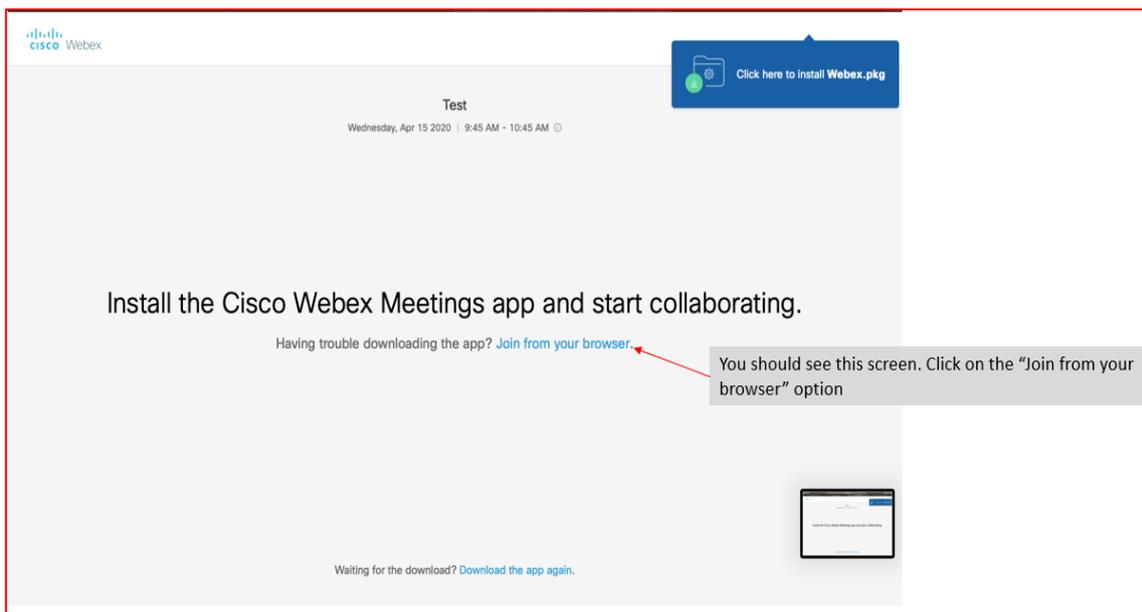


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If you can click on the Run button (see above screenshot) and then allow the file download and install you should see a window something similar to below.

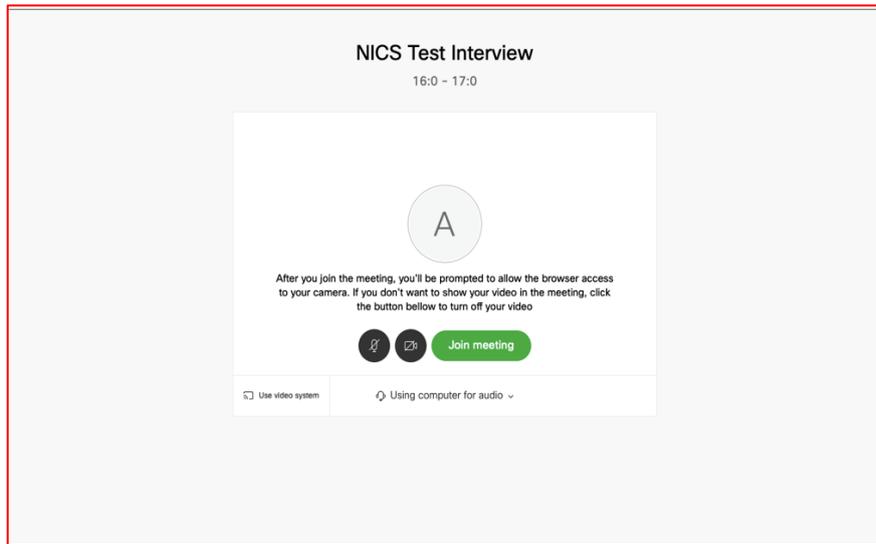


If for some reason you can't install the software on your laptop you can click on the Cancel button and it should give you the option to [Join from your browser](#).

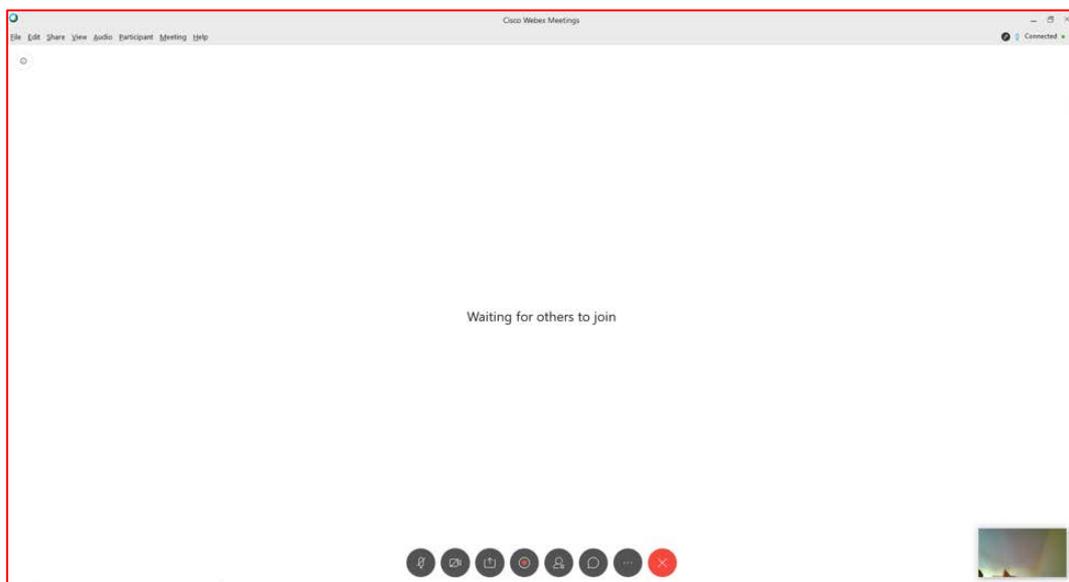


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Once the Cisco Webex Meetings app has installed you should subsequently see the screen below.



Click on the Join Meeting button and that should allow you access to the meeting where depending on how many other participants etc there are you should see a window something similar to below:

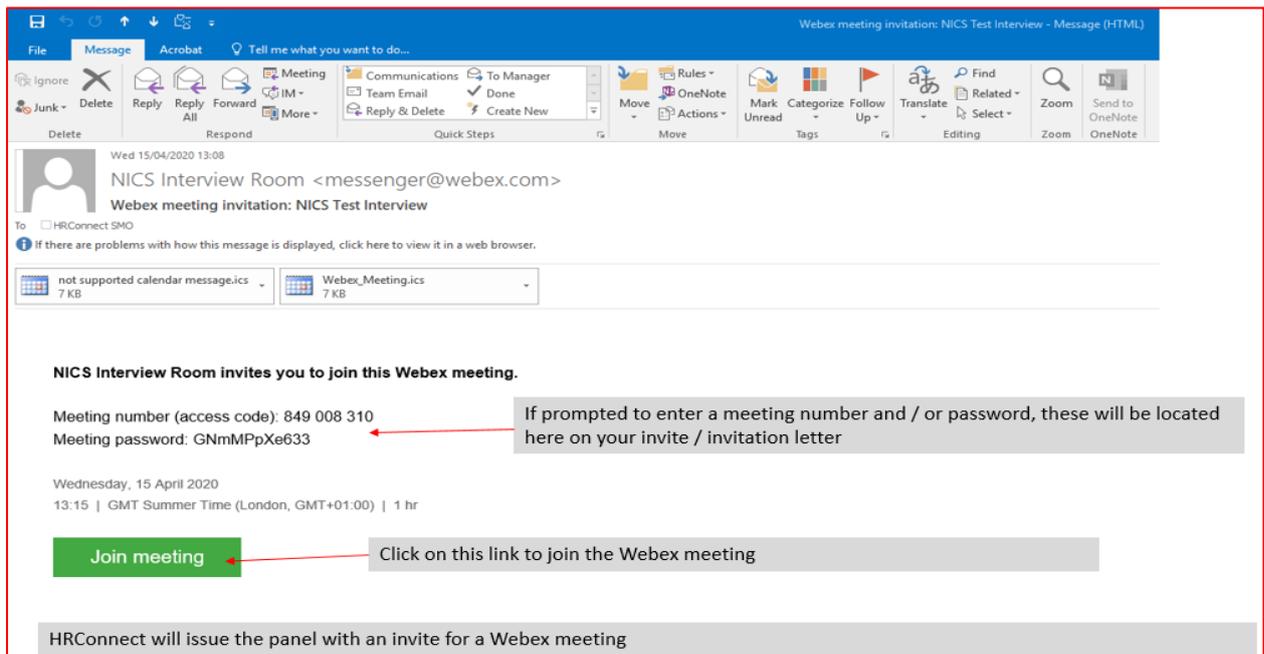


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6. Invitation to join a Webex interview meeting

Panel members will be invited to a Competition Initiation Meeting (CIM) meeting which will be held via Cisco Webex.

See below example of an email invitation.



Contained within the interview invite is a link to join the meeting via the Cisco Webex App, by clicking on the Join Meeting button.

You will be provided with the Meeting Number and Meeting Password in the email invitation also, however it is unlikely that you will need these. These are usually only required if you cannot connect via the Join Meeting link and have to enter these details manually.

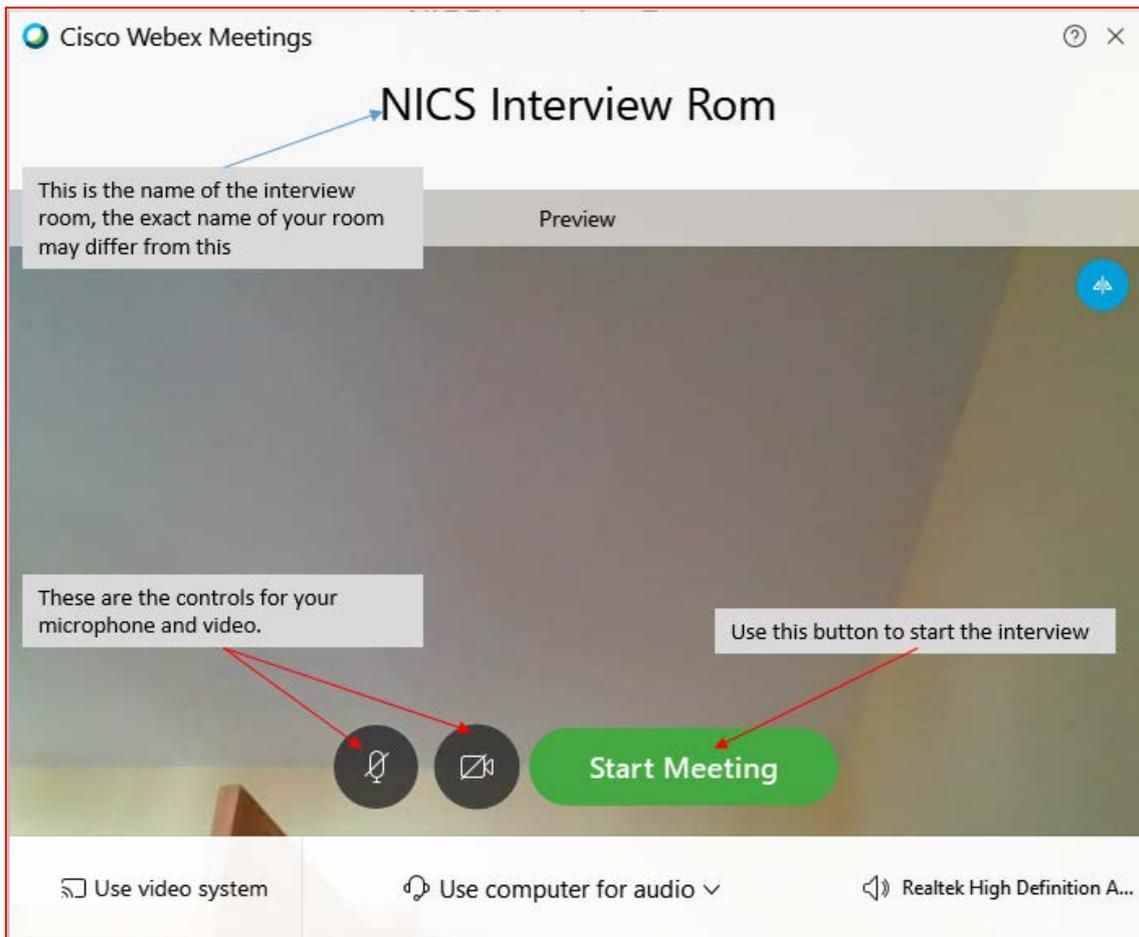
Panel members and each candidate being interviewed will receive the same invitation for a Webex meeting.

Note: panel members will receive separate invitations for each candidate that you are interviewing.

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7. Using Webex

On completion of the installation or when you click on the Join Meeting link when you receive an invitation to a meeting, you will be presented with the meeting room preview screen:



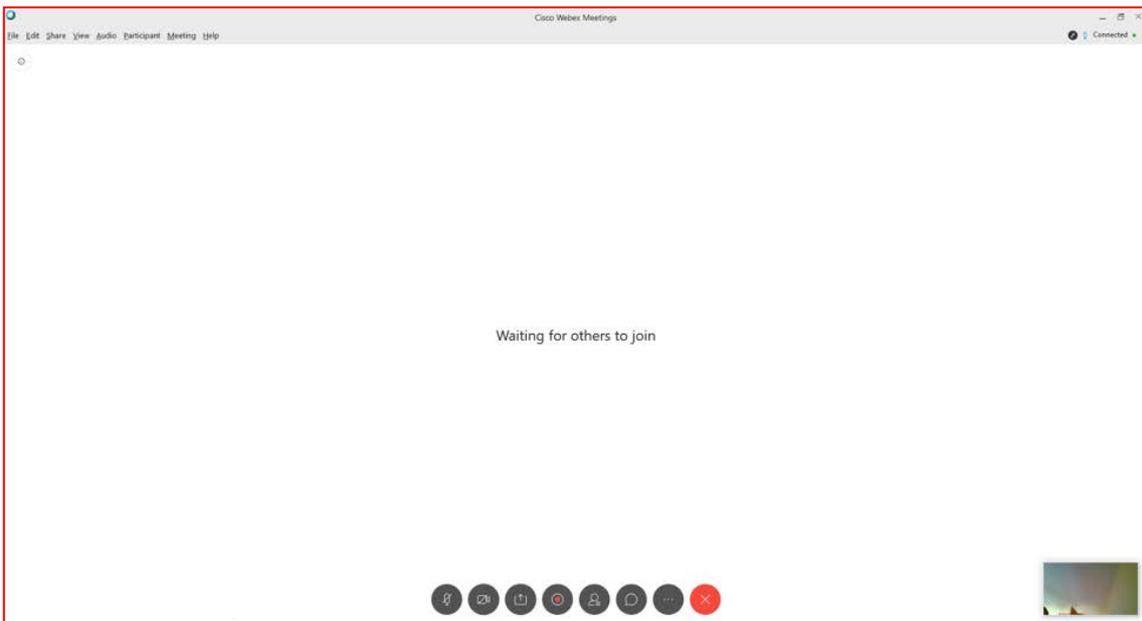
A few things to note are:

- The name of the interview room you will be using will be different from the name used above.
- The 2 grey buttons located slightly offset to the left of the bottom, centre of the screen mute / unmute your microphone and hide / display your video. These are signified by the microphone and camera icons, if either is grey it means that they are currently unmuted or displaying, if either is red it means that they are currently muted or not displaying video. Their status can be changed by clicking on either icon.

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- To start the meeting click on the Start Meeting icon. Note: this is what is presented for the first member of the panel to join the meeting. Subsequent panel members will receive a Join Meeting button.

After you click on Start Meeting you will join the meeting and see a screen similar to that below.



There are a number of icons located along the bottom of the screen, you should take time familiarise yourself with these, below is a quick summary of the function of these buttons:

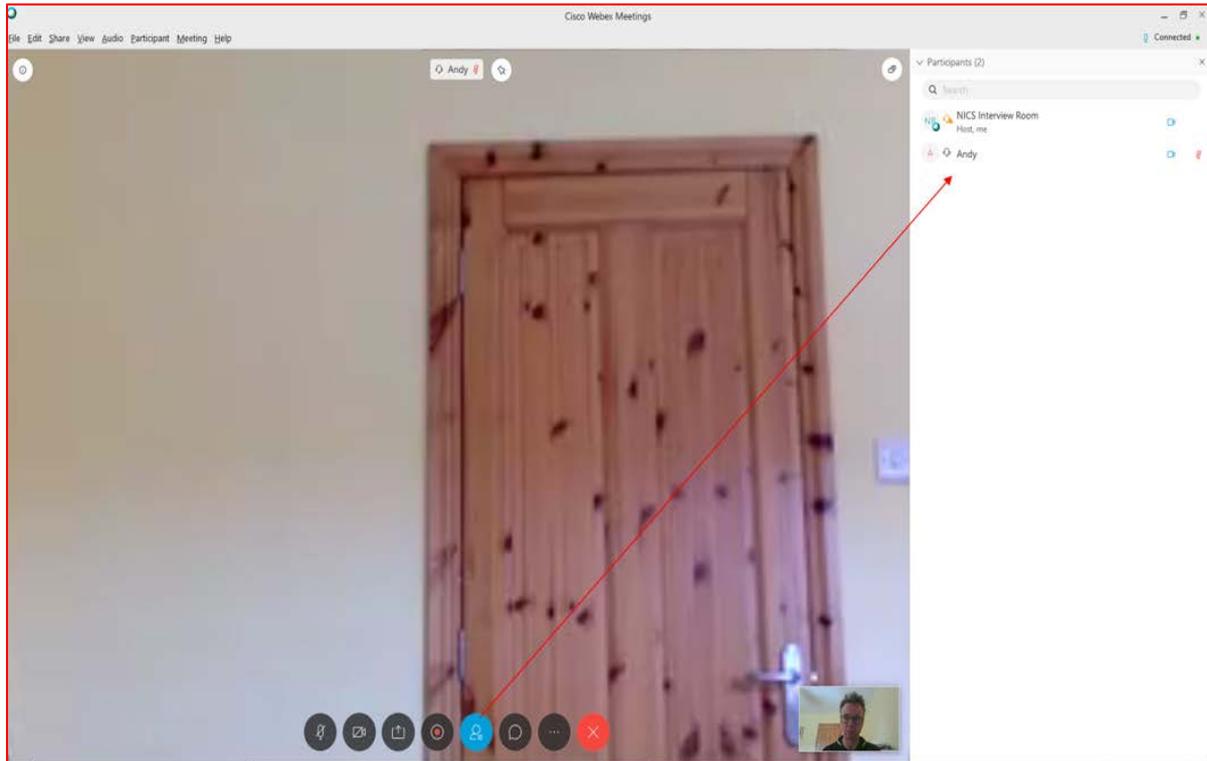
- The microphone icon  allows you to mute / unmute your microphone
- The camera icon  allows you hide / display your video
- The next icon  allows you to share content (it is unlikely that you will be using this)
- The recorder icon  allows you to record the interview. **This must not be used.**
- The person icon  allows you to toggle between viewing and hiding the list of participants. This can be useful to confirm who is in the interview
- The speech bubble icon  allows you to toggle the chat window off / on. This can be useful to alert some or all parties if there is an issue e.g. you can't hear the candidate or one of the panel members.
- The More options icon  allows the host to perform some additional controls i.e. lock / unlock the meeting



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- The red button with the white x is the End Meeting / Leave Meeting button.

If you want to see who else is on the meeting, click the 'Participants' button. This will also allow you to see who has their microphone muted, video turned on/off, etc.

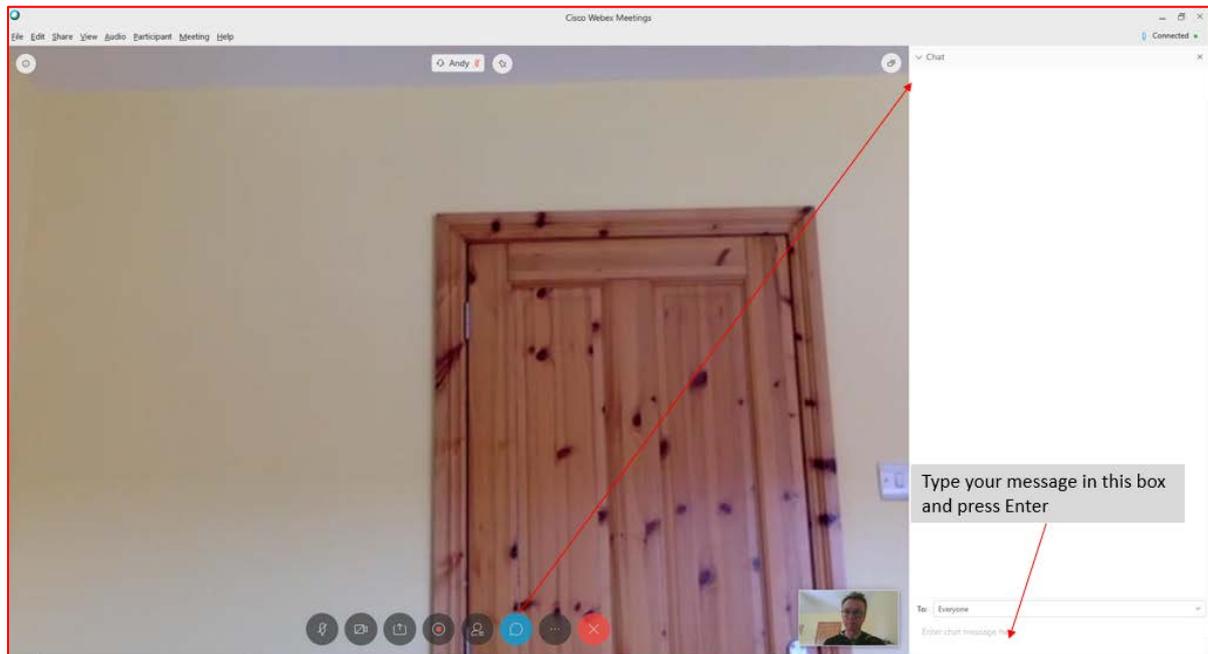


You can click on the 'chat' function (press the speech bubble icon, it is highlighted in blue once selected) to ask questions or send messages to others in the meeting. This is helpful if you or another member are having problems with sound.

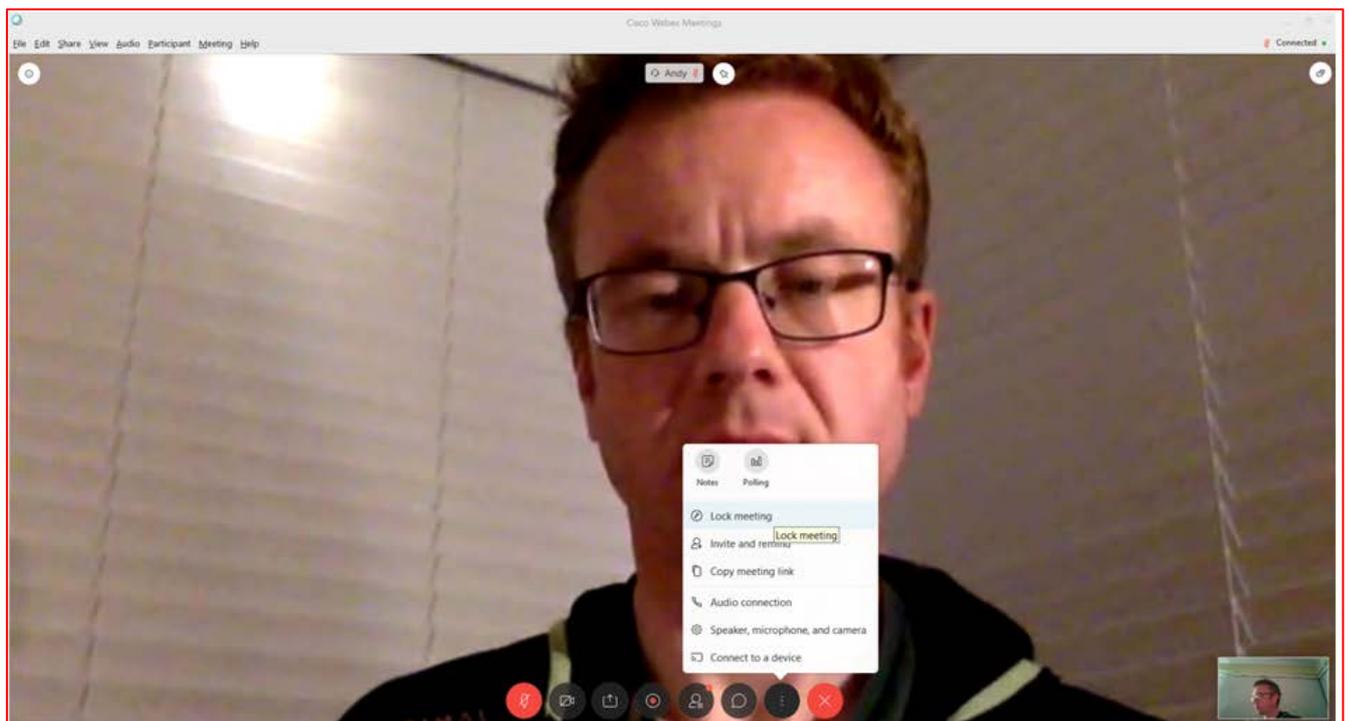
By default 'Everyone' is selected. Type in the 'Enter chat message here' section and press Enter on your keyboard. This will be seen on the screen of all attendees, including the candidate.

If there is an urgent message you need to relay to the Chairperson/Host, select the appropriate name from the drop-down menu.

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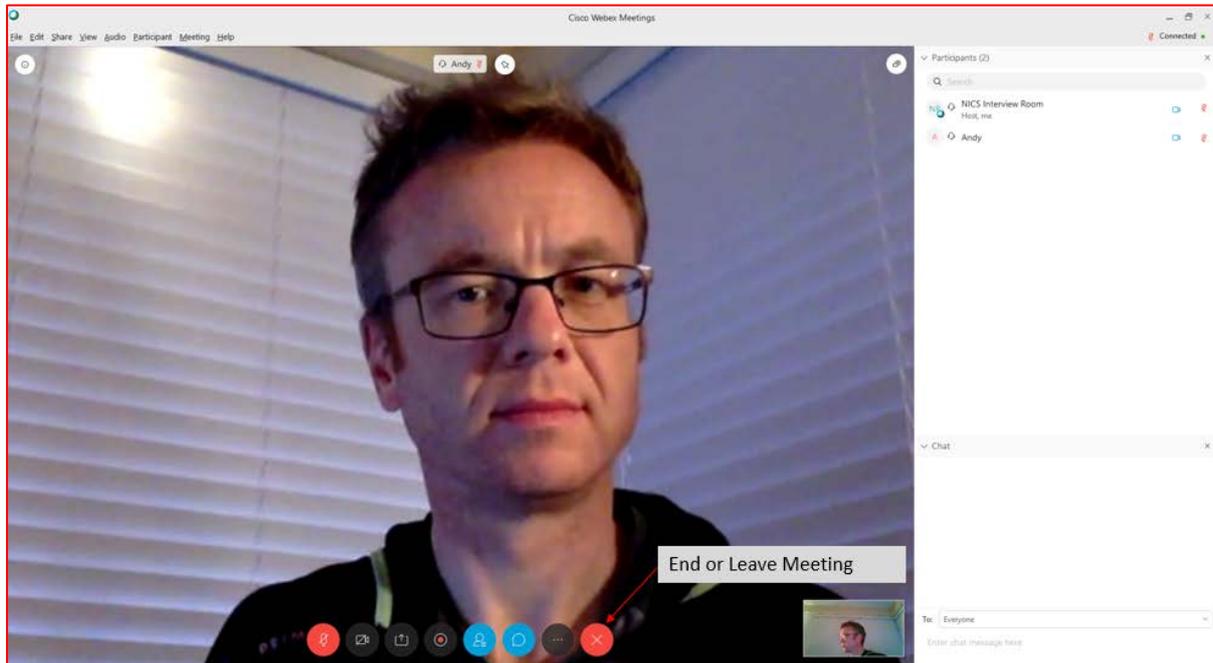


The Chairperson, as the host, must lock the room at the start of each meeting. This prevents anyone else dialling in to the meeting room. This needs to be unlocked again to allow anyone else to join and it is therefore good practice to lock the room so that the candidate cannot join the interview early.



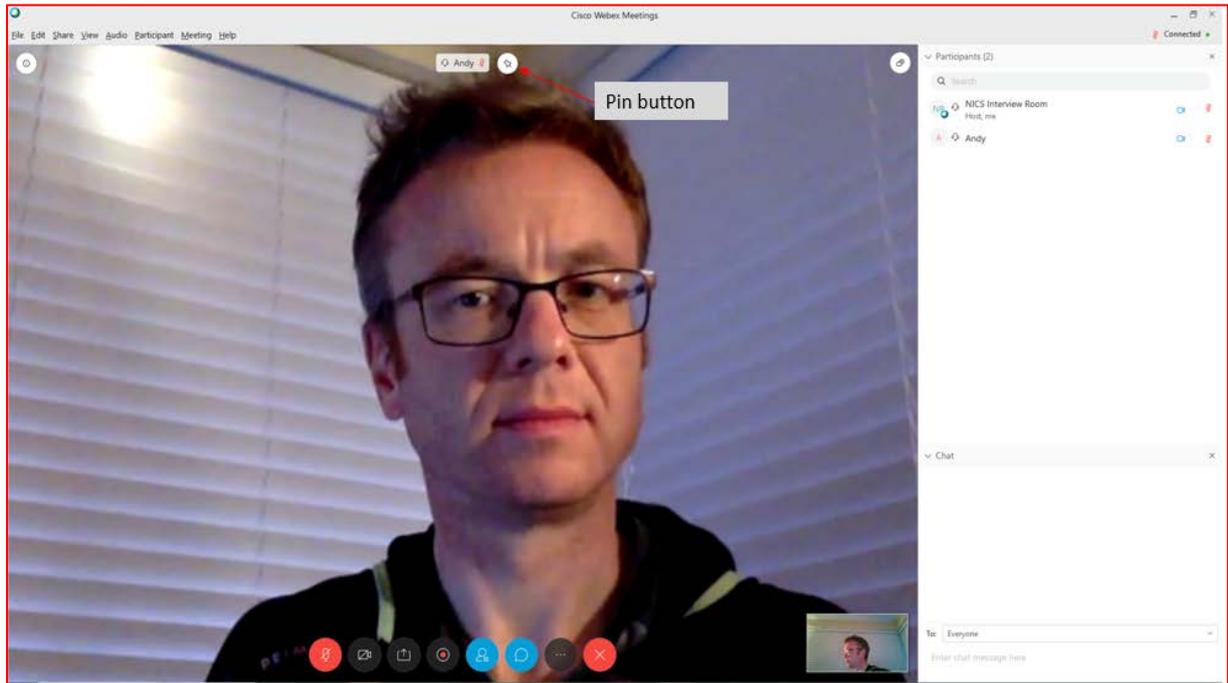
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To leave the meeting click the X button 'End or Leave Meeting' option and then choose either the End Meeting option if you are the host or Leave Meeting option.

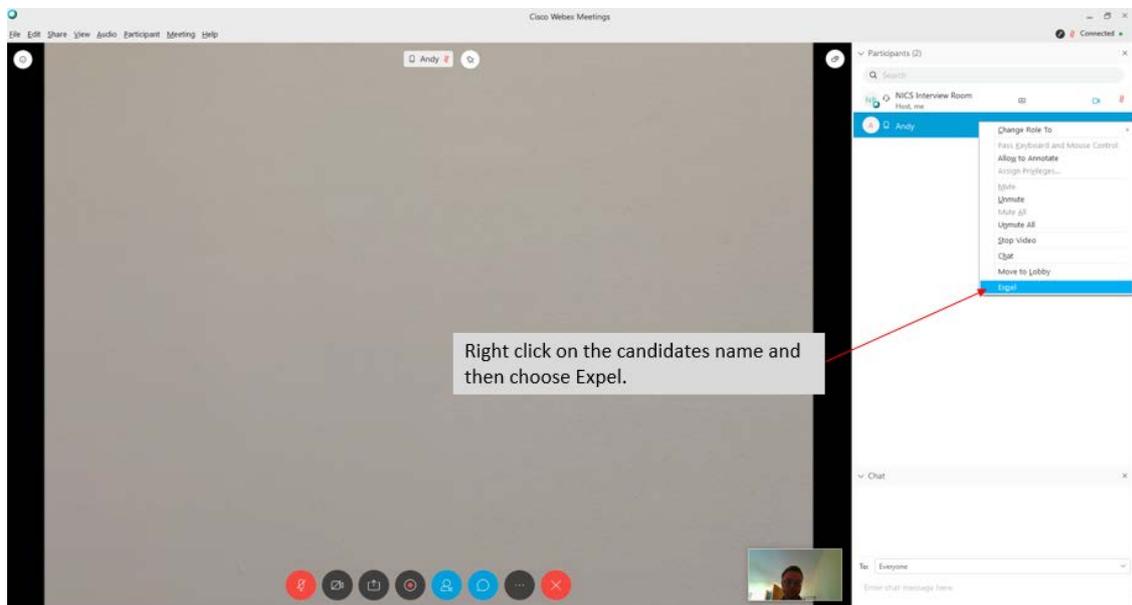


You can 'lock' the video on a specific participant in the interview by clicking on the 'pin' icon beside their name at the top of the screen. It may be ideal to pin the camera on the candidate you are interviewing as their feedback is the main focus of the panel.

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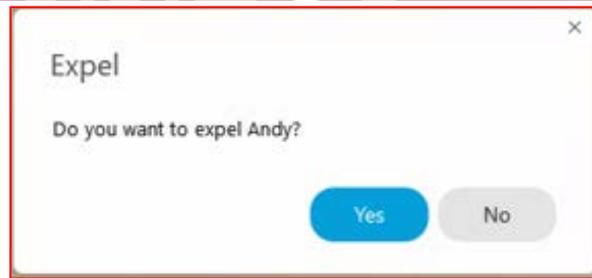


At the end of the interview, the host should remove the candidate. They can do so by right clicking on the candidates name and from the list of options select the Expel option.



You will be presented with a confirmation dialog box to ask if you are sure you want to expel the participant. Click on the Yes option.

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Remember

- There are additional, short videos and tutorial on using Webex on iOS and Android devices which can be found on the following support pages: [Click Here for Webex Support on iOS devices](#) and [Click Here for Webex Support of Android devices](#)
- You can also join a Test Meeting here, to check your technology: <https://www.webex.com/test-meeting.html>
- Be aware that there is the potential for a candidate to also hold a host license as part of their job role, however they will not use this in the interview situation.

8. Getting ready for the interview

Environment

- Ensure you are comfortable with using the technology and have stable internet/broadband/Wi-Fi connection – test it in advance if needed.
- Ensure you are in a quiet and private location, with minimal background noise.
- Ask others in the household/location not to disturb you, a sign on the door can be a good reminder.
- Try to find an area with suitable lighting and a neutral background.
- It is advisable to close or mute any apps e.g. email, Jabber, phone etc. on your device before the start of the interview as this can be a distraction.
- If connecting from a smartphone or tablet and to avoid unnecessary distraction, the panel and candidate should mute all ring tones and sounds on their device. This is device specific and you should investigate how to do this in advance of the interview.
- Some programs such as Skype may try to control your camera or microphone. Quitting these programs will ensure that Webex has access to your audio and/or video.
- During your training you will have agreed which panel member will take on the role of host (Chairperson). This person must start the meeting approximately 10mins in advance to ensure the Candidate does not become the host. Should the candidate have become the host you must ask them to leave their session and reconnect again, this will ensure that the host function transfers to the agreed panel member.

9. Remote interviewing protocols

- The Chairperson should invite the panel members to introduce themselves in the order in which they will be questioning.
- Remind the candidate that as per standard NICS interview practice, the use of aide memoire notes is not permitted.
- Invite the candidate to hold up their ID to the camera so that the panel can confirm their identity before the interview starts. If necessary, ask the candidate to manoeuvre their ID in front of the camera lens so that it is clearly seen. Ensure that the ID is valid and within date.
- There is a Chat facility available to all interview participants, including the applicant. It is recommended that this feature is only used to report technical issues that are causing issues with the actual interview and not for any other communication in relation to the interview.
- Speak at a normal pace and check that the candidate can hear you clearly (and vice versa).
- If problems with sound cannot be rectified at the beginning of the interview, consider if the interview can be rescheduled. Do not continue if sound quality is inadequate.
- If the disruption to the interview sound has been minimal and the interview has been able to continue, an extension can be awarded at the Chairperson's discretion. The extension should be comparable in time to the disruption.
- If sound is acceptable but the picture is poor, you may continue, provided the picture quality is adequate enough to confirm identification of candidate. Remember, it is what the candidate says that is important.
- The host panel member should invite the candidate to leave the interview at the end, and verify that only they and the other panel members are still in the meeting room following the interview. Should the candidate not leave, the host should then remove them using the expel option.

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Tips

- Look into the camera as much as possible to replicate eye contact & engagement.
- Demonstrate active listening by briefly summarising or reflecting on what the candidate has said.
- Do not use your phone, smoke, drink tea/coffee etc. – the candidate can see you throughout. You may want to have some water available.
- Whilst you may find it more difficult to interrupt or challenge the candidate, remember that you must obtain enough information to make an assessment as to whether the candidate meets the required standard.
- It is a tiring process looking at the screen all day.
- You may need to repeat yourself from time to time if the connection breaks.
- If you are having problems with the technology during the interview, use the chat function to make the others aware. It is advisable that you are on mute when you are not questioning the candidate.
- You should also be on mute before and after each interview.
- Use the Participant panel before and after the interview to confirm that only the interview panel and the candidate are in the interview.
- Give a clear introduction into the competency area and a clear handover to your colleagues.

10. Post interview

Assessment & scoring

- Ensure the candidate has left or been expelled from the meeting before you begin discussing their performance.
- You should assess the candidate immediately after their interview, do not let candidates' assessments build up.
- You should assess candidates on the basis of evidence provided – treat it as a regular interview (e.g. no need to be more lenient because it's an online interview).
- Be aware of unconscious biases.

Confidentiality

Ensure any confidential documents, notes, interview guides, etc. are kept confidential.