

## **Candidate Guidance**

### **Remote Online Interviewing**

#### **via Cisco Webex**

#### **HRConnect**

**If you do not have access to suitable IT equipment, have an inadequate internet service, or other special circumstances which would prevent you from completing your interview, we may be able to offer an alternative interview method e.g. organising a video interview within a suitable Government building. This will only be considered in exceptional circumstances and you should contact HRConnect immediately.**

## Purpose

The purpose of this document is to explain how to download and install the Cisco Webex meeting application from the respective application store on to the device which you will be using for your interview.

This document contains screenshots and advice on locating and installing the app on to your device, please see the appropriate section for your type of device.

**It is recommended that you do this in advance of your interview date to ensure you can install and use the app.**

It also includes some additional guidance on best practice and practical advice on how to get the best out of the experience.

**Having read these instructions should you have difficulty installing or using the Webex Meeting app please contact HRConnect to cancel or reschedule your interview.**

**Email:** [Recruitment@HRConnect.nigov.net](mailto:Recruitment@HRConnect.nigov.net)

**Tel:** 0800 1 300 300

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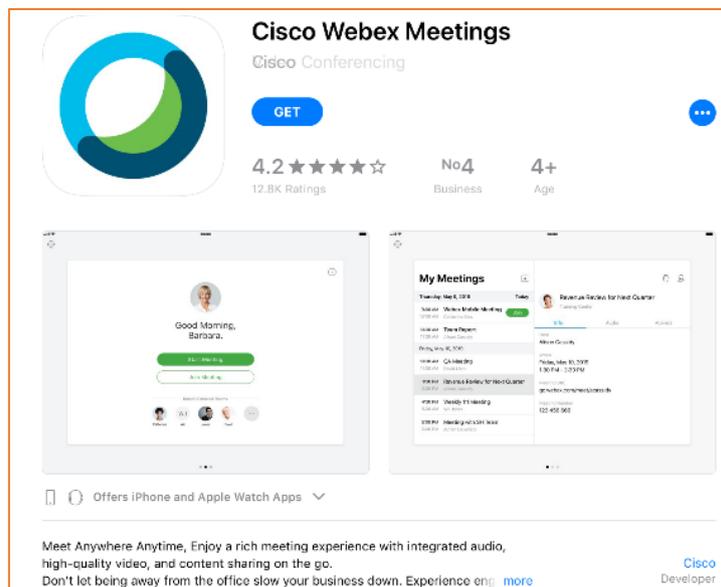
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## 1. Webex installation instructions for Apple devices

Go to the App Store and search for 'Cisco Webex Meetings'. Select the Cisco Webex Meetings application from the list and you should see the following. The image displayed can look slightly different depending on which device you are using i.e. iPhone, iPad

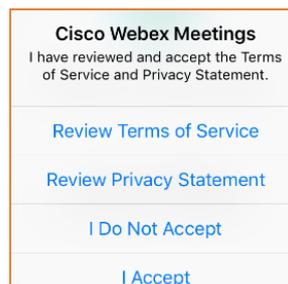


Select the 'Get' button to install the application on your device.

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

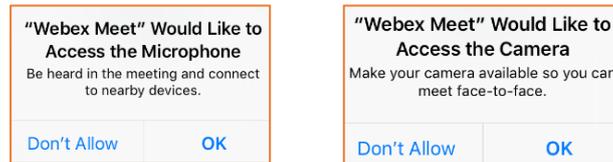
Once installation is finished select the 'Open' button to start the application. The Webex Meetings screen will open and you will be prompted to accept the terms and conditions to open the application (as below).

Select the 'I accept' option.



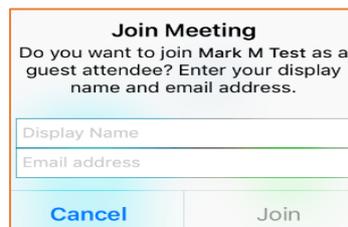
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You will be prompted to allow access to the microphone and camera (as below)



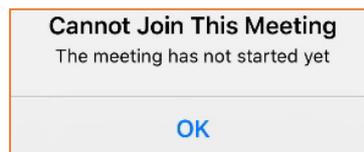
Select the 'OK' option for both prompts. If 'Don't Allow' is selected then the interview will not be able to proceed via video link. Cisco Webex meetings is now installed on your device.

When you select the 'Join Meeting' link in the emailed interview invitation it will automatically open the Webex application and you will be prompted to enter some identification information, as below.



Enter your details and select 'Join'.

You should join the interview approximately 1 minute before the start of the interview, if you attempt to join earlier you will receive the prompt below.

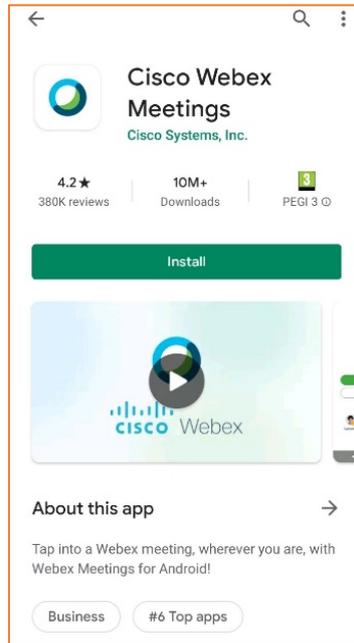


You will then need to select 'OK', close Cisco Webex App and click the link in the interview invitation again to join the meeting. This will continue to happen until the interview host starts the meeting.

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## 2. Webex installation instructions for 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.

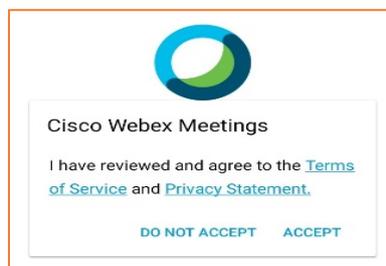


Select the 'Install' button to install the application on your device.

Complete any prompts for credentials to access the Play Store.

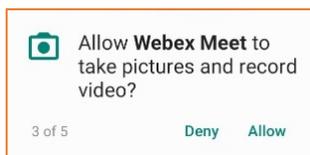
Once installation is finished select the 'Open' button to start the application.

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

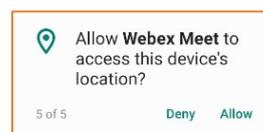
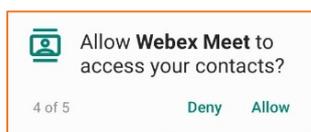
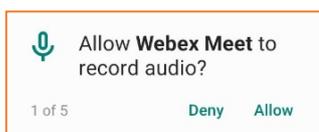


You will be prompted to allow access to the microphone and camera (as below)

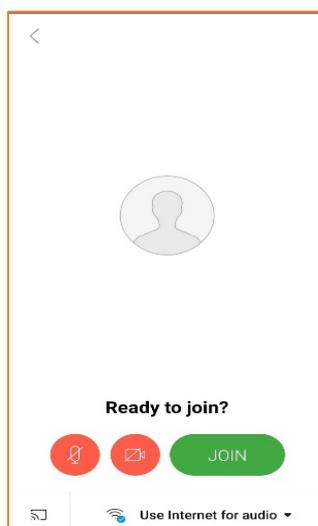
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You may also be prompted to allow Webex Meet to access / record other elements on your device (as below). You can choose to select 'Deny' to these without impact on the interview experience which you do not have to allow.



When you select the 'Join Meeting' link in the emailed interview invitation it will automatically open the window below (which 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 will then prompt you to enter some identification information, as below. Enter the information and select 'OK'.

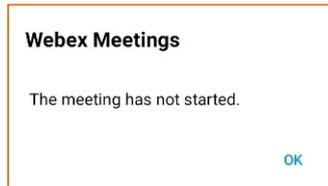
Webex Meetings

Name

Email address

CANCEL    OK

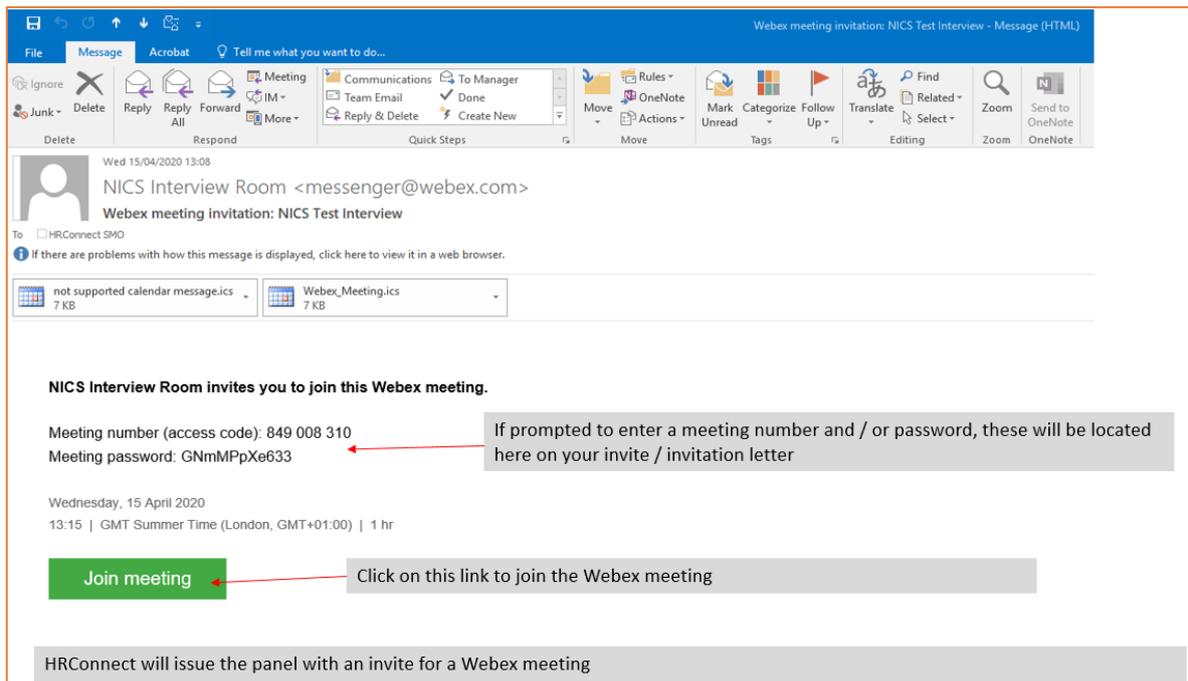
You should join the interview approximately 1 minute before the start of the interview, if you try to join the meeting before the host has started the meeting you will be presented with the following message.



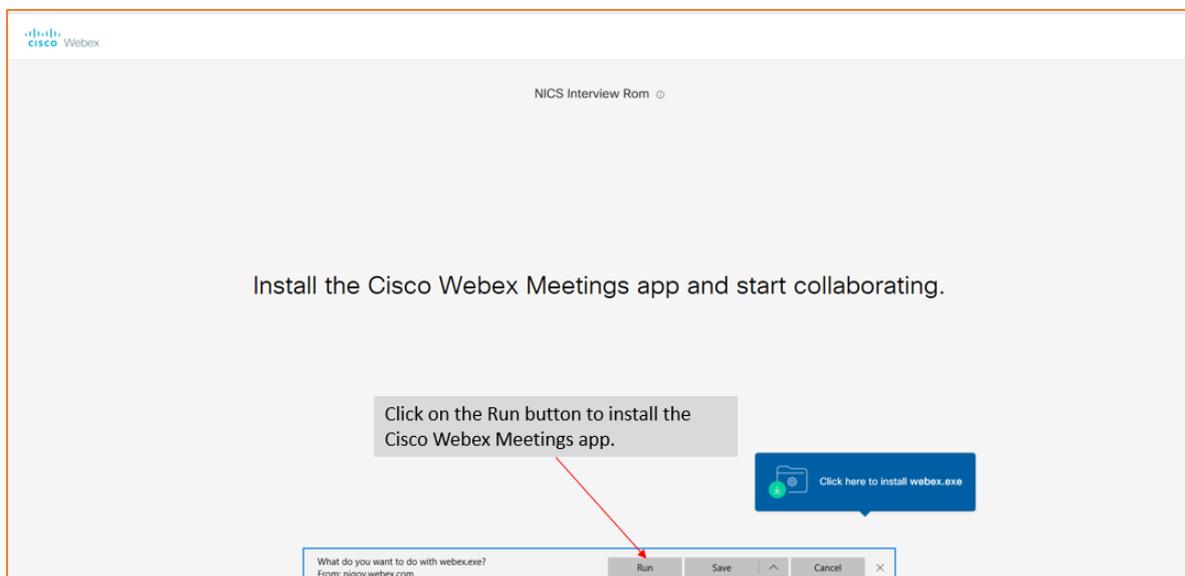
You will need to select 'OK' and close Cisco Webex App. To join the meeting again you will need to click on the link in the interview invitation email and follow the steps above. This will continue to happen until the interview host starts the meeting.

## 3. Webex installation instructions for personal laptops

To ensure you have Webex installed in advance of the interview, click on the 'Join Meeting' link in the emailed interview invitation 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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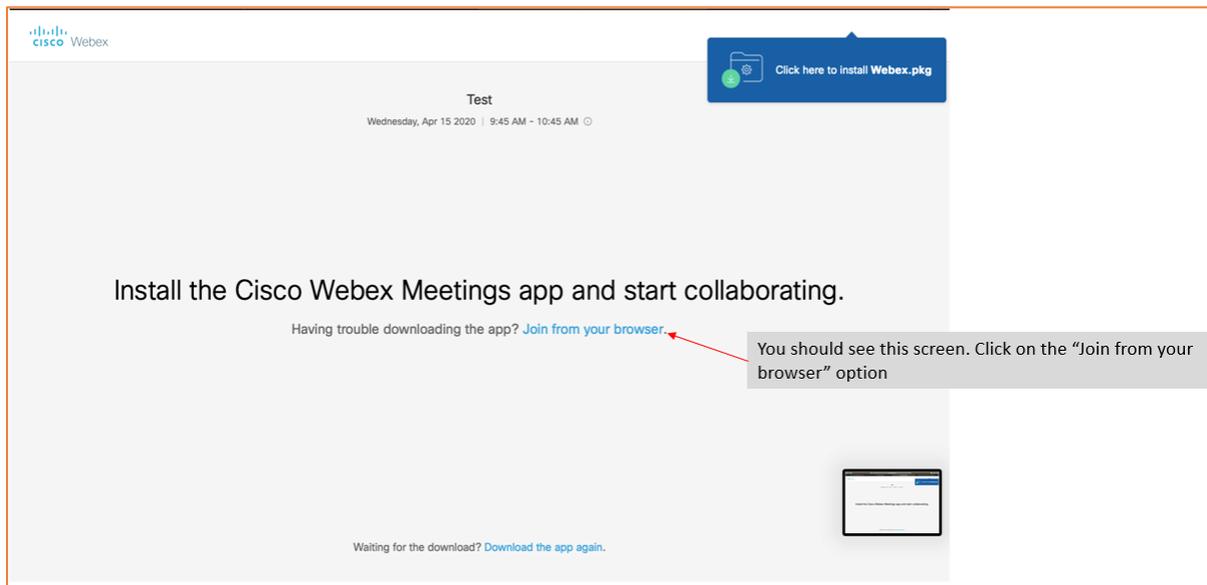
If you click on the Run button (see above screenshot) and then allow the file to download and install, you should see a window something similar to below.



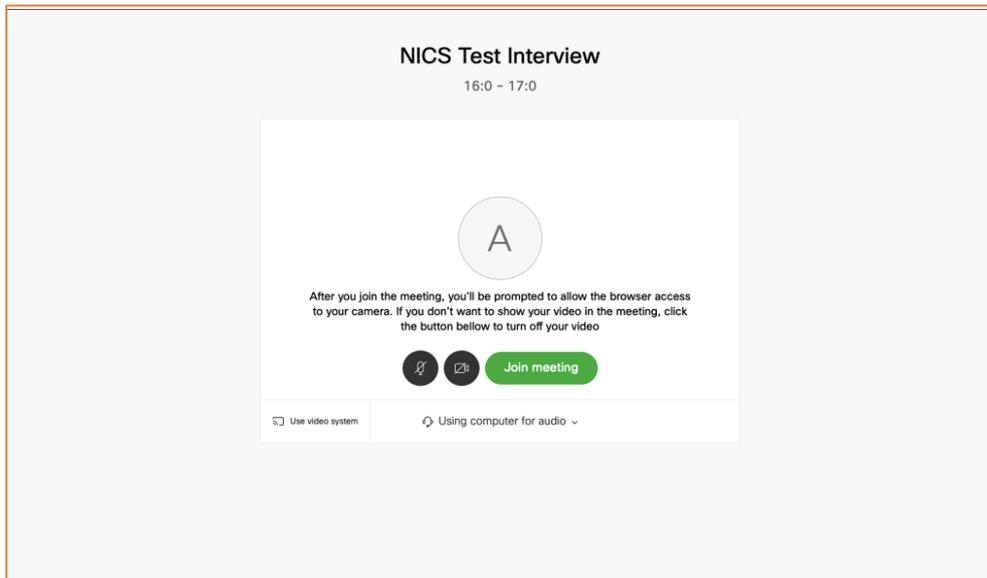
If for some reason you can't install the software on your laptop, you can click on the Cancel button (see below)



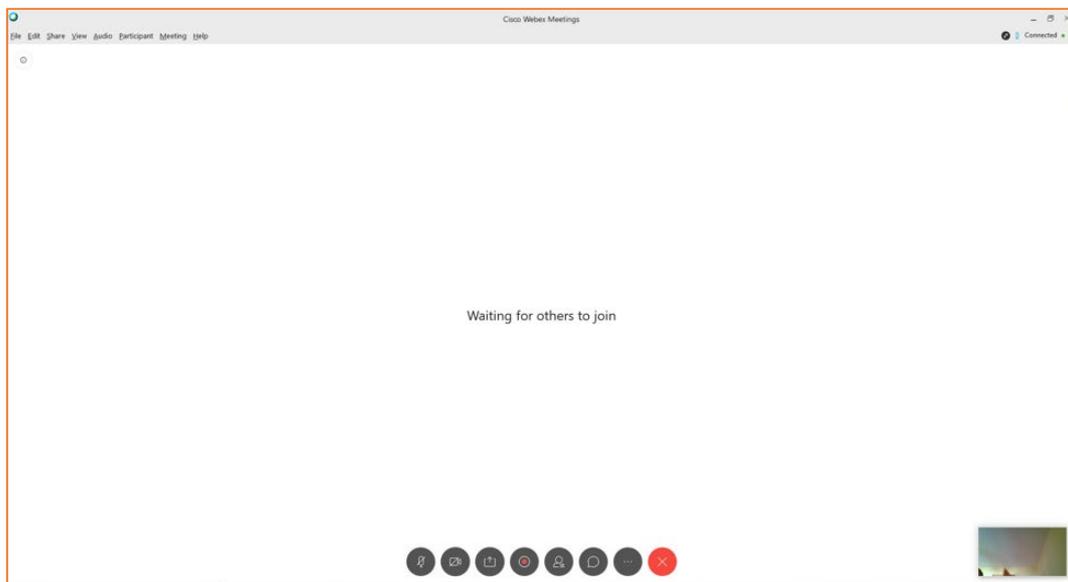
If you have clicked the Cancel button it should give you the option to 'Join from your browser'



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



Please note that if you are an internal NICS candidate and hold a host license as part of your current role you should not use this in these interview circumstances.

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## 4. Webex installation instructions for NICS laptops

Installation of the Webex app should be completed as part of a service request.

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.

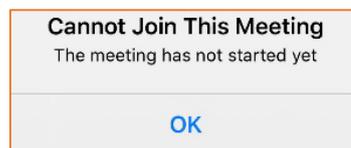
## 5. Interview preparation

- Perform a test of your device (and also a test of some of the features) and Internet Service Provider (ISP) in the days before your interview to ensure that there are no issues. A test meeting can be completed at the following [link](#).
- Note: As part of the test ensure that your camera and audio connection are enabled on your device as these are key to the interview.
- It is important to note that if you are an internal NICS candidate 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.
- Have your valid ID document to hand (passport/driving licence) ready to show to the panel.
- Ensure you are comfortable with using the technology and have stable internet/broadband/Wi-Fi connection – test it in advance if needed.
- If you are using a mobile device as your connection method you may want to ensure that you have sufficient data to proceed.
- 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.
- Find a comfortable seated position for the interview in an area with suitable lighting and a neutral background.
- It is advisable to close or mute any apps e.g. email etc. on your device before the start of the interview as this can be a distraction.

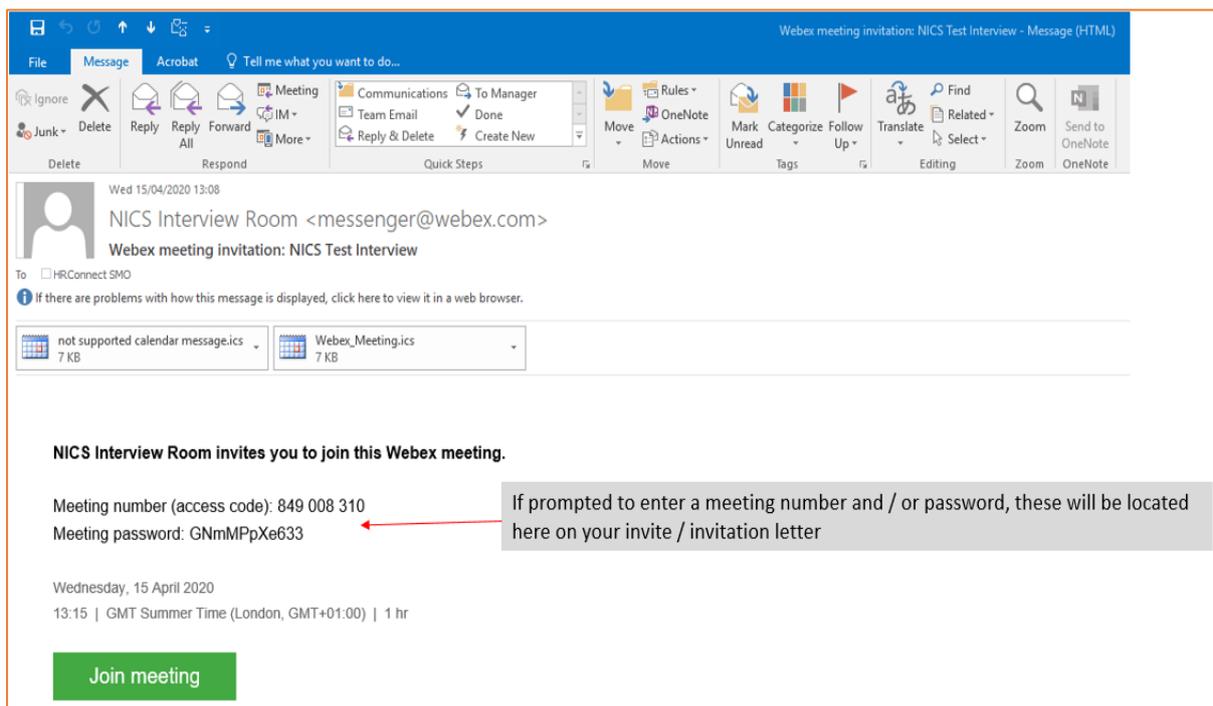
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## 6. Logging into your interview

- To avoid unnecessary distraction, you should mute all ring tones and sounds on your device. This is device specific and you should investigate how to do this in advance of your interview.
- If you see a prompt or message similar to either of those below it most likely means that the interview has not yet started. Select 'OK', close the Webex app and try to join the meeting again in the few moments before the start time of your interview via the link in your invitation email.



- If you are unable to install or use the Webex Meetings app there is the potential to join the interview from your web browser; to utilise this feature you may need to input the meeting number and meeting password which are included in your interview invitation, see example screenshot below.



Wed 15/04/2020 13:08

NICS Interview Room <messenger@webex.com>  
Webex meeting invitation: NICS Test Interview

To: HRConnect SMO

If there are problems with how this message is displayed, click here to view it in a web browser.

not supported calendar message.ics 7 KB  
Webex\_Meeting.ics 7 KB

**NICS Interview Room invites you to join this Webex meeting.**

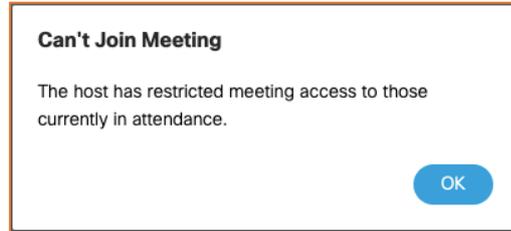
Meeting number (access code): 849 008 310  
Meeting password: GNMMPpXe633

Wednesday, 15 April 2020  
13:15 | GMT Summer Time (London, GMT+01:00) | 1 hr

Join meeting

If prompted to enter a meeting number and / or password, these will be located here on your invite / invitation letter

- You may receive a “Can’t Join Meeting” prompt. This will occur if the panel have started the meeting in preparation for the interview session but haven’t allowed the candidate to enter the room yet.



Similar to the advice above, select 'OK', close the Webex app and try to join the meeting again in a few moments via the link in your invitation email.

- 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.

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## 7. During the interview

- Ensure you are in a quiet and private location, with minimal background noise.
- In line with standard NICS interview practice, aide memoire notes are not permitted.
- You may wish to have a glass of water poured.
- At the start of the interview you will be invited to hold up your ID to the camera so that the panel can verify your identity. Please ensure that this is clearly held up to the camera and there are no obstructions to the image that may prevent validation of your identity.
- It is best if candidates position their camera and seating position so that passport type image is visible, i.e. head and shoulders. It is advisable to remain seated during the interview, with minimal movement.
- There is a Chat facility available to all interview participants. 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.
- Look into the camera as much as possible to replicate an interview in person.
- Avoid using your phone (apart from the purposes of the interview) or other appliances during the interview.
- At the end of the interview you will be asked to leave the meeting as quickly as possible.