

# Video Interview & Troubleshooting Guide for Candidates

11<sup>th</sup> July 2019



# Are you ready for the HireVue experience ?

## What is Digital Interviewing?

- Digital interviewing allows you to connect virtually with the interviewers and to take interview from any location with good network connectivity
- Digital Interviewing at Accenture is supported through HireVue
- Digital interviews enhances the overall interviewing experience by giving you the flexibility to take interview from a convenient location
- During LIVE video interview, you will connect with the interviewer using your laptop/webcam/mobile/tablet device with front camera on

## Prerequisites for HireVue Interview using Mobile

- HireVue supports Android (version 7.0, or higher) and Apple (version 10, or higher) devices with a front facing camera. It also supports Tablet & Ipad
- For starting the HireVue Interview on Mobile, the interview link will redirect you to download the HireVue Mobile app. Download the app and connect your smartphone to a strong WIFI /4G hotspot/ dongle

For an uninterrupted session during the mobile interview, you can choose the following setting –

- If you are using 4G network to connect, pls change the settings on the phone by barring the incoming calls for that timed
- If you are using Wifi router / dongle , you can switch on airplane mode and then connect to Wifi router/dongle

Place your device on a steady surface to prevent blurred or shaky recording

# HireVue Interview on Laptop/Desktop

## Prerequisites for HireVue Interview using Laptop / Desktop:

To take the video interview, you will need a supported device with a functional webcam, microphone and an internet connection. Many computers have a in-built webcam and microphone; you can also use an external webcam and microphone.

You can use any of these devices to conduct the interview:

- Computer running Windows 7, Windows 8, or Windows 10
- Apple computer running OS X 10.11 or higher

## The following browsers and its versions can support HireVue:

- Latest version of Google Chrome (**preferred browser**)
- Latest version of Firefox
- Internet Explorer version 11
- Safari version 10, or higher

*For LIVE Interviews, required Internet Bandwidth is 4mbps and recommended is 5mbps(critical to have a good internet connection and sufficient data plan). To check your internet speed, visit <https://www.speedtest.net/>*

## Webcam:

Please ensure that your webcam is enabled and is compatible with the laptop/desktop being used for the interview

## Headset:

We recommend using a headset to ensure best audio quality for your interview. Please ensure it is compatible with the laptop/desktop being used for the interview

# Steps to join the HireVue Interview

## Step 1 - TEST YOUR SYSTEM BEFORE THE INTERVIEW

For the best possible experience, please test your system via the “**TEST YOUR SYSTEM BEFORE INTERVIEWING**” link mentioned in the email invite sent from Accenture Talent Acquisition ID at least an hour prior to the start time of your interview. The test will check your connection speed, install any required plug-ins, and confirm how you will appear and sound during your interview.

## Step 2 - Join Your Interview (Start Interview Setup)

Close all programs except your browser, especially those which reduce your network bandwidth (e.g. streaming music, gaming). Please follow the below steps for joining the interview -

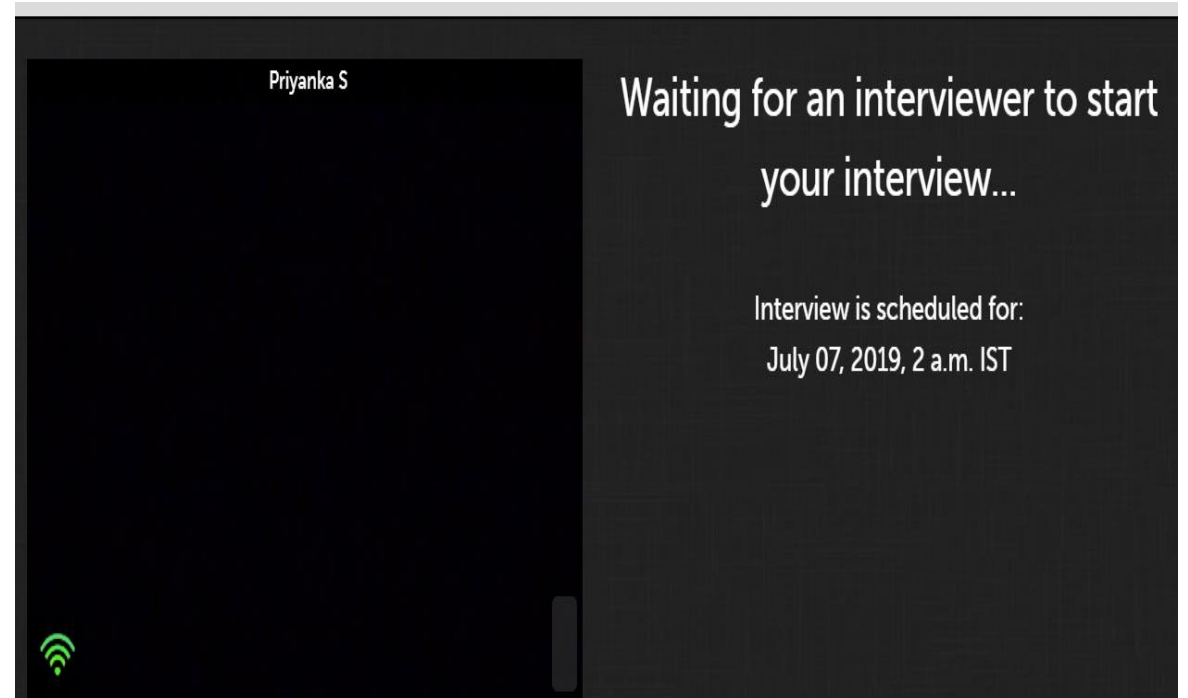
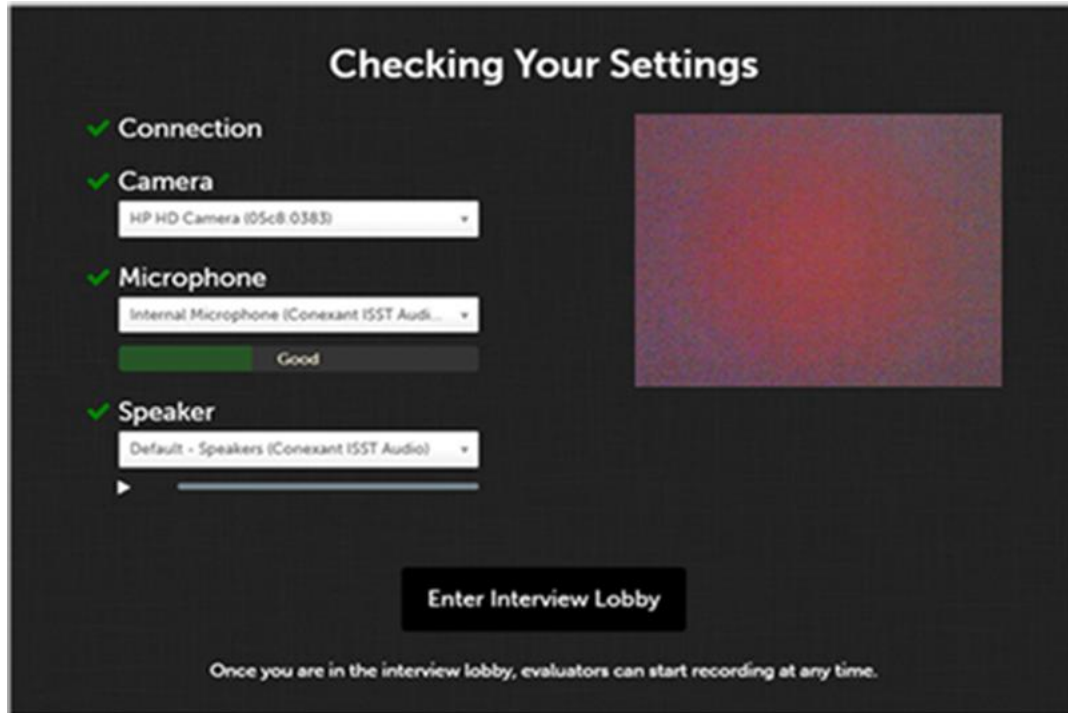
- You need to click the “START INTERVIEW SETUP” link in the email invitation sent from Accenture Talent Acquisition ID
- You will be directed to the Accenture - HireVue landing page
- Please click on “Let’s get started” button followed by “I agree” on terms and conditions page (approve mic/camera access if required by your browser)

### **The system will match your Connection, Camera, Microphone and speaker settings**

- For Microphone settings, you need to speak something so that it picks up the volume from the mic
- For Speaker, you can replay the sound and confirm if you were able to hear the sound. Click on “Yes” to proceed & get the ‘Enter Interview Lobby’ pop-up button
- Please ensure that you are running only one instance of the HireVue portal, and that it isn’t open in any other browser. Else, you will be unable to join the call/enter interview lobby

# Steps to join the HireVue Interview

Once all the settings turn green, you are now ready to enter the interview lobby. Click on the same button to proceed



The above page will appear once you have entered the Interview Lobby and are waiting for your interviewer  
**NOTE:** If you do NOT see the interviewer on the screen once the interview starts, do not worry, you will still be able to hear them and complete the interview

# HireVue Troubleshooting Guide for Candidates (1/5)

## Webcam:

### 1. *“The interviewer cannot see me / I cannot see the interviewer”*

**Probable Cause:** The other participant is having problems with either flash player, a web browser, the camera itself or has lost connection thus disconnecting them from the interview.

**Solution:** The best course of action is to try and contact the other participant to explain the situation. They should either change the browser or change webcam settings.

### 2. *“My webcam is blurry or lagging”*

**Probable Cause:** This can occur either after setting up a newly purchased webcam, if the webcam has not been used in sometime, or the drivers are outdated.

**Solution:** If you are using an external webcam (one that is not in-built) there is often a ring around the lens or lever built onto the webcam itself allowing you to adjust the focus of the camera.

For most internal webcams there is usually a webcam manager program (YouCam) that allows you to adjust your settings within the program. You may need to search online for your particular brand of laptop or camera to find out if you have a webcam manager available on your computer.

Updating your hardware drivers for your computer can also help solve the issue. This is usually done by searching the internet for your laptop or camera name with the words "drivers" included. The search results should yield information on how to update your drivers for the camera.

## HireVue Troubleshooting Guide for Interviewers (2/5)

### 3. “Webcam in Use by Another Program”

**Probable Cause:** By the nature of hardware like webcams, they can only communicate with one program at a time. When this error appears, there is another program running that is using the webcam. In such scenarios, HireVue cannot communicate with it. This can happen if you opened another program to test your webcam prior starting your interview.

**Solution:** Close whatever program is using the webcam (skype or some other programme). Depending on the model of your machine or webcam, there may be a webcam manager that might have been when the camera was turned on by HireVue.

Another solution that you can try is to use another web browser. Close your current browser and use a different one (such as Firefox or IE) and try to access the interview set up again.

If you cannot locate the program, restart your computer to close any open connections the webcam has. Once the system boots up, launch the HireVue interview immediately to give it priority access to the camera.

### 4. “Webcam Not Loading”

**Probable Cause:** Your camera is either disabled, or not being detected by your system.

**Solution:** Firstly, please ensure your camera isn't disabled. Click on your start menu, then select control panel. When control panel opens, you need to select Device Manager. From the device manager, you will have to check under "Imaging Devices" this will let you know if your webcam or mic have been disabled -

- Right click to check if it's been disabled. If it is currently enabled, you will have the option to disable it
- If your webcam isn't disabled, you may just need to change the device setting within HireVue

On the set-up page on HireVue in the top right corner, there will be a settings button -

- Click the arrow and select a different device to see if anything else changes



# HireVue Troubleshooting Guide for Candidates (3/5)

## Microphone:

1. ***“My mic volume is too quiet, too loud, I can barely hear myself, or I cannot hear myself at all”***

**Probable Cause:** Your mic volume can be adjusted by the system or programs installed to regulate sound, and this can leave your mic turned down below acceptable levels to other applications that are not installed such as HireVue.

**Solution:** You can manually adjust the volume through your system. Click on the ‘Speaker’ icon on the bottom right corner of your system near the clock, you should see the icon of a speaker:

- Right click the speaker icon and select Recording Devices
- This will now open up a new window called Sound. That shows all the possible input devices your system can detect. Talk or clap and look for the meter on the right side of the microphone to show green bars. If none of them lit up, double-click on the microphone with the green check mark to open the properties window for that device
- After you open up the properties window, click the Levels tab at the top of the window, and adjust the mic volume. Be sure to check that the actual sound icon does not have a red circle on it indicating the mic is muted. You may also see the option to increase the mic gain or boost; make sure this is set to a mid-range setting if you have it. When you are finished, click Apply or OK.

After you have adjusted your microphone, you should return to your interview setup and take a practice question to test. If the volume still needs to be adjusted, you can return to your volume settings and adjust. Fine-tune your volume by using the Settings button in HireVue until you are happy with your recorded playback. Now your interview will sound great !



## HireVue Troubleshooting Guide for Candidates (4/5)

### 2. “HireVue doesn't recognize my microphone”

**Probable Cause:** The HireVue mic check cannot pick up any response from your mic.

**Solution:** Firstly, you need to make sure that HireVue has selected the correct mic. As the error message states, you will need to change the settings of the microphone and check to see if that is the correct one:

*Note: HireVue will test any available microphones on your computer and choose one that detects input. If that doesn't work, you need to check to make sure your mic isn't muted.*

### 3. “There is an echo from myself or the other party”

**Probable Cause:** Echo during an interview occurs when Participant A speaks through a microphone, and the sound plays on the Participant B's speakers loudly enough to be picked up by their microphone. When this happens, Participant A will hear their speech played back to them with a lag and they experience an echo of their own voice.

**Solution:** Because echo is caused by a microphone picking up sound it shouldn't, it can be quickly eliminated by moving the microphone away from the speaker. If you're using internal mic and speakers on a laptop, this may not be an option for you. In this case, you can either reduce the volume for your mic and/or speakers or plug in external speakers or headphones. Your microphone volume slider is visible at the top of the interview room. You can access the speaker slider by clicking Settings any time during your interview. Using headphones during interview will prevent the sound coming to you from being picked up by your microphone. If nothing else, HireVue provides you with a mute button during your interview that you can use when you are not talking to mute your mic which will stop echo. Just make sure to unmute it again when you speak.

*Note: By its nature, it's common for one party to hear the echo and the other party to not notice anything wrong. As a rule of thumb, if you hear an echo of your own voice, it's the other party's set up that is causing your voice to echo. You may suggest they turn their speakers or microphone volume down or have them wear headphones for the remainder of the interview.*

# HireVue Troubleshooting Guide for Candidates(5/5)

## Connection:

### 1. *“I've been disconnected from the interview”*

**Probable Cause:** You have lost connection to the internet, thus HireVue has terminated your connection to the interview.

**Solution:** Close your browser down and relaunch the interview, thus reconnecting to HireVue.

If you are on a WiFi network, you might have dropped and need to reconnect. If you are consistently having this problem on WiFi, you may want to switch to a LAN cable, mobile hotspot or a 4G dongle.

You can also restart your modem/router by unplugging the power from the device and plugging it back.

There may be someone on your network using a large amount of bandwidth. Suggest that they wait for you to complete your interview.