As part of the 2022 Mandela Washington Fellowship selection process, a select number of applicants will be invited by the U.S. embassy or consulate in their country to complete an interview in VidCruiter, a virtual interviewing platform. This guide provides an overview of VidCruiter, explains how to complete an interview, and answers common technical questions.

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About VidCruiter

VidCruiter allows selected applicants to record themselves responding to pre-determined interview questions or to participate in a real-time virtual interview. The U.S. embassy or consulate in your country of residence and/or citizenship will use this interview as part of their review of your Fellowship application. Your responses will be evaluated against the Fellowship selection criteria as part of the application review process; you will not be evaluated on the technical recording and/or video quality of your response.

- **Pre-Recorded Interviews** – If you are invited to complete a pre-recorded interview, you will record your responses to pre-determined questions chosen by the U.S. embassy or consulate. You will see the question, have a short time to prepare to respond, and then the recording will begin. For more information, see the “Completing a Pre-Recorded Interview” section below.

- **Live Interviews** – If you are invited to participate in a live interview, you will meet face-to-face with interviewers from the U.S. embassy or consulate online at a mutually convenient time. Live interviews are similar to meetings on virtual platforms such as Zoom or Skype. For more information, see the “Completing a Live Interview” section below.

With VidCruiter, interviews can be recorded on any device that has a camera and microphone, including mobile devices, and applicants can complete pre-recorded interviews in segments, providing those with unstable connections or limited bandwidth the flexibility they need. Applicants can also adjust their resolution to optimize the video’s quality to further account for connection issues they may encounter during the video interview. For more information on technical requirements, please see the “Preparing for the Interview” section below.

Preparing for the Interview

If you are invited to complete a pre-recorded interview or participate in a live virtual interview, please review VidCruiter’s technical requirements before the interview.

You will also have access to VidCruiter Support to help resolve any technical issues that you encounter while using the platform. For general and non-technical questions about the interview, please contact your local U.S. embassy or consulate.

If you need to contact VidCruiter Support during a pre-recorded interview, click the “Send us a message” button at the bottom of the page to connect with a support specialist. If you need to contact VidCruiter Support during a live interview, click the “Support” button at the bottom of the page to connect with a support specialist.

Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.
With VidCruiter, you can complete a pre-recorded or live interview on any device that has a camera and microphone, including:

- Laptop computer
- Desktop computer
- Tablet
- Mobile phone

Although you will not be evaluated on the technical recording and/or video quality of your response, you are encouraged to consider the following when preparing for a pre-recorded or live interview:

- Ensure your device has a functional camera and microphone.
- Ensure your internet network connection is stable (see the “Internet Connection” section below).
- Perform an equipment test prior to your interview to mitigate any video or audio quality issues.
- Silence your television, cell phone, and other background noises to eliminate distractions.
- Position lighting in front of you rather than behind you.
- Dress as you would for an in-person interview.

**VidCruiter Technical Requirements**

**Camera and Microphone**

- If you are using an external webcam and/or microphone, make sure they are connected to your computer and are working properly.
- If possible, use a headset equipped with a microphone for improved sound quality and privacy.
- Close all other apps that use the webcam (for example, Zoom, Skype, Google Hangouts, etc.).
- Authorize VidCruiter to have access to your camera and microphone.

**Internet Connection**

For the interview to go seamlessly, you will need to have access to a stable internet connection. Here are a few tips to optimize your connection quality:

- If available, plug an ethernet cable directly into your computer.
- Avoid using a public wi-fi network.
- Close out all other apps that use your internet connection (for example, Netflix, WhatsApp, etc.).
- If you are accessing the internet using a personal wi-fi network, make sure you are not far away from your modem, as this can impact the clarity of your submission.
Browser

If you are planning on using a desktop computer to record your interview, we recommend using the latest versions of Google Chrome or Mozilla Firefox.

The pre-recorded interview uses HTML5 technology to record your videos. This technology is currently compatible with the following browser versions:

- Google Chrome: Versions 63+
- Mozilla Firefox: Versions 50+
- Microsoft Edge: Versions 79+

The technology required to complete this interview is not currently compatible with the desktop version of Apple's Safari browser. If you are using a device with Mac OS, please use the latest version of Chrome or Firefox.

If you are planning on using a mobile device to complete your interview, you will need to download the VidResponse mobile app:

iOS: https://apps.apple.com/us/app/vidresponse/id889946215


Equipment Test

To ensure your interview runs smoothly, it is recommended that you perform a quick test to make sure your equipment is working properly. To perform a test, visit https://hiringplatform.ca/async-tech-check. This will test your connectivity to VidCruiter's video servers, your connection speed and quality, and your hardware and software setup.

Completing a Pre-Recorded Interview

If you are invited to complete a pre-recorded interview, you will record yourself responding to predetermined questions chosen by the U.S. embassy or consulate. After reading the interview question, you will have a few minutes to think about your response. Then the recording will begin, and you will provide your answer.

The pre-recorded interview will be divided into different sections, including the landing page, equipment testing page, practice question page, applicant identity verification page, and individual interview question pages.

On the applicant identity verification page, you will be asked to present your passport or other government-issued identification; this document must include your photo and date of birth. Please make sure you have this document with you prior to beginning the interview. The U.S. embassy
or consulate may also ask you to provide them with a copy of the documentation via email or other means as part of your application.

For each of the interview questions, you will have a set amount of time to prepare your response and record your answer to the question. You will also have a certain number of attempts to answer the question. This information will be stated before each of the questions.

After recording your response to each question, please review the video to ensure it recorded properly. You will not be able to navigate back to a previous question after clicking “Next,” so make sure each video response is complete before moving on.

**Step 1: U.S. Embassy or Consulate Invites Applicant to Complete Interview**

If you are selected to complete a pre-recorded interview for the 2022 Mandela Washington Fellowship, you will receive an email from the U.S. embassy or consulate with information on how to complete the interview. This email will include instructions, a link to access the VidCruiter platform to complete your interview, and a deadline by which you will need to complete your interview.

This message will be sent to the email address you provided on your application for the Mandela Washington Fellowship.

**Step 2: Applicant Completes Interview**

When you are ready to begin your pre-recorded interview, click the link included in the email from the U.S. embassy or consulate to navigate to the VidCruiter platform. Note that this interview link should only be used by you to complete your pre-recorded interview. **Do not share this interview link with other individuals or applicants.** Unauthorized use or sharing of this link may result in your interview being disqualified.

Please make sure you have your passport or other government-issued identification with you when you start the interview; this document must include your photo and date of birth.

As you navigate through each page on VidCruiter, you will not be able to return to the previous page after clicking “Next.” Please make sure the information you provide and recorded responses to any interview questions are correct before moving to the next page.

You do not need to complete the interview in one sitting; however, if your interview is not complete and all questions answered by the deadline provided by the U.S. embassy or consulate, you may no longer be able to submit your responses. If you do need to stop and continue the interview at a later time, simply navigate back using the link included in your interview invitation email.
Landing Page

Once you have clicked the link included in the email from the U.S. embassy or consulate, the pre-recorded interview will open in your browser. For technical requirements, see the “VidCruiter Technical Requirements” section above.

Pre-Recorded Interview for the Mandela Washington Fellowship

As part of the selection process for the 2022 Mandela Washington Fellowship, you have been invited to complete a pre-recorded video interview.
Review the instructions on the landing page carefully. Once you have reviewed this information, complete the fields at the bottom of the page:

- First name(s) or given name(s) as it appears on the passport or other government-issued identification you have with you for the interview.
- Last name(s) or family name(s) or surname(s) as it appears on the passport or other government-issued identification you have with you for the interview.
- Email address where you have been receiving communications regarding the Fellowship application and selection process.

Within the pre-recorded interview setup, there will be additional options for applicants who require accommodations to complete their interview. A question at the beginning of the interview will ask each applicant if they require accommodations.

- If you indicate that you are deaf or hard of hearing, you will be given additional time to answer the question. There will also be an accompanying text box that allows you to type/transcribe the answer to the question in addition to signing your response.
- If you indicate that you are blind or low vision, you will be given additional time to answer the question to account for screen reader software.
- If you need additional accommodations, please select “Yes, I need additional accommodations not listed here,” then contact your local U.S. embassy or consulate.

If you do not need accommodations to complete the pre-recorded interview, select “No, I do not require accommodations to complete the interview.”
When you are ready to begin, review and accept the privacy policy and click “Save and Next.”

**Equipment Test**

Prior to recording your interview, you will be required to perform a quick test to ensure your equipment is working properly. You will have up to 10 attempts to complete the technology check. This page will provide advice on using a camera and microphone, as well as maintaining a reliable internet connection during your virtual interview. For more information, please refer to the “VidCruiter Technical Requirements” section above.

When you are ready to test your equipment, click on the “Open Recorder” button to record a video of yourself counting to five.

*When you are ready to test your equipment, click on the “Open Recorder” button and record a video of yourself counting up to five.*

**Warning:** Do not click on "Open Recorder" until you are ready to start recording, since any recording or viewing, whether partial or complete, may be viewable and will be considered as an attempt.
The recording window will open, and you will be able to record a test response to check your audio and video.

Review your video response, ensuring that your audio and video are working. If you would like to re-record your response, click the “Re-Record” button above. Otherwise, click “Next” to proceed to the next page. You will not be able to navigate back to this question after clicking “Next,” so make sure the response is complete and to your satisfaction. Note that if you re-record your response, your current response will be replaced with the updated recording. Responses to the equipment test will not be used in the evaluation of your interview.
If you encounter technical difficulties while completing the equipment test, you can select “Yes” when prompted and troubleshooting advice will appear according to the device you are using.

If you are still encountering difficulties after completing the equipment test, click the “Send us a message” button at the bottom of the page to connect with a VidCruiter support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.

Once you have checked your devices, scroll to the bottom of the page and select the checkbox to proceed with the interview.

**Practice Question**

Before you begin the pre-recorded interview, you will be able to answer a practice question. Responses to the practice question will not be used in the evaluation of your interview. You will have two minutes to prepare your response, and will then have up to two minutes to record your response. You will have five attempts to answer to the practice question.
When you are ready to see the practice question and record your answer, click on the "Open Recorder" button.

![Open Recorder button]

The recording window will open, and you will be able to record your answer to the practice question. At the top of the recording window, you will see information such as the preparation time, attempts remaining, and time allowed.

When you are ready to record, select the “Start Recording” button to answer the practice question in large bold text on the left-hand side of the window. As you prepare your response, the countdown clock in blue will move accordingly.

![Recording window with preparation time, attempts remaining, and time allowed]

What is the weather in your location today?

![Start Recording button]

After you have finished recording, please review your video response, ensuring that the audio and video are working. If you would like to re-record your response, you can click the “Re-Record” button, pictured below. You will not be able to navigate back to this question after clicking “Next,” so make
sure the response is complete and to your satisfaction. Note that if you re-record your response, your current response will be replaced with the updated recording.

Once you are satisfied with your recording, please review the four checkboxes at the bottom of the page carefully, which explain:

- You will only have **three attempts** to record your response to the actual interview questions.
- You will not be able to navigate back to this question after clicking “Next.”
- You are completing the interview yourself and that the information provided is accurate.
- You are ready to start the interview.

When you have completed the practice question and answered the checkbox questions, click “Next” to proceed to the next page.

**Applicant Identity Verification**

This question will ask you to show your passport or other government-issued identification to the camera and read details from the identification; this document must include your photograph and date of birth. **Please make sure you have your passport or other government-issued identification with you to complete the identity verification section.**

When you are ready to see the question and record your answer, click “Open Recorder” to start your response.
The recording window will open, and you will be able to record your answer to the identity verification question. At the top of the recording window, you will see information such as the preparation time, attempts remaining, and time allowed.

When you are ready to record, select the “Start Recording” button to complete the identity verification per the instructions in large bold text on the left-hand side of the window.

You will have one minute to prepare your response and will then have up to two minutes to answer the question. You will have up to three attempts to answer the question. As you prepare your response, the countdown clock in blue will move accordingly.

Hold the photo page of your passport or other government-issued identification up to the camera for at least ten full seconds to allow reviewers to read the details on the document.

After you have finished, please read the following details from the identification:

- Full name
- Date of birth (including day, month, and year)
- Country that issued the identification

Please review your video response, ensuring that the audio and video are working. If you would like to re-record your response, click the “Re-Record” button. Otherwise, click “Next” to proceed to the next page. **You will not be able to navigate back to this question after clicking “Next,” so make sure the response is complete and to your satisfaction.** Note that if you re-record your response, your current response will be replaced with the updated recording.

If you encounter difficulties during the interview, click the “Send us a message” button at the bottom of the page to connect with a VidCruiter support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.
Interview Questions

Once you have completed the equipment test, practice question, and applicant identity verification, you will be able to respond to the individual interview questions selected by the U.S. embassy or consulate. **Responses to these questions will be reviewed and used in the evaluation of your interview by the U.S. embassy or consulate.**

For these questions, you will have **one minute** to prepare your response and will then have up to **two minutes** to record your response to the question. You will have **three attempts** to answer each question. For example, if there is background noise during one of your responses, you may choose to re-record your answer.

When you are ready to see the question and record your answer, click “Open Recorder” to start your response.

The recording window will open, and you will be able to record your answer to the question. At the top of the recording window, you will see information such as the preparation time, attempts remaining, and time allowed.

When you are ready to record, select the “Start Recording” button to answer the question in large bold text on the left-hand side of the window. As you prepare your answer, the countdown clock in blue will move accordingly.

(Your question will be here.)
Please review your video response, ensuring that the audio and video are working. If you would like to re-record your response, click the “Re-Record” button. Otherwise, click “Next” to proceed to the next page. **You will not be able to navigate back to this question after clicking “Next,” so make sure the response is complete and to your satisfaction.** Note that if you re-record your response, your current response will be replaced with the updated recording.

If you encounter difficulties during the interview, click the “Send us a message” button at the bottom of the page to connect with a VidCruiter support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.

Submit

After recording your response to all questions, you will finish your interview by clicking the “Complete” button. Your interview will be submitted once you click the "Complete" button, and you will receive an email confirmation from MWFellowship@irex.org shortly after. If you do not receive an email with 48 hours of submission confirming that your application was received, please check your spam, junk, or promotions folder.

**Submit Pre-Recorded Interview**

You are about to submit your pre-recorded interview for the Mandela Washington Fellowship. Your interview will be submitted once you click the "Complete" button. You will receive an email confirmation from MWFellowship@irex.org shortly. If you do not receive an email with 48 hours confirming that your application was received, please check your spam, junk, or promotions folder.

The Mandela Washington Fellowship is a program of the U.S. Department of State with funding provided by the U.S. Government and administered by IREX.

Complete

**Step 3: U.S. Embassy or Consulate Reviews Interview**

Once you have submitted your pre-recorded interview, the U.S. embassy or consulate will use this interview as part of their review of your Fellowship application. Your responses will be evaluated against the Fellowship selection criteria as part of the application review process. Applicants who are selected as semifinalists for the Mandela Washington Fellowship will be contacted by their local U.S.
embassy or consulate for interviews from November 2021 through January 2022. All applicants will be notified of their status in March 2022.

**Completing a Live Interview**

If you are invited to participate in a live interview, you will meet face-to-face with interviewers from the U.S. embassy or consulate online at a mutually convenient time. Live interviews are similar to meetings on virtual platforms such as Zoom or Skype.

The live interview will be divided into different sections, including the welcome page, interview preparation page, audio/video equipment check page, and the live interview with interviewers who will ask you questions in real time.

As part of the live interview, you will be asked to present your passport or other government-issued identification; this document must include your photo and date of birth. **Please make sure you have this document with you prior to beginning the interview.** The U.S. embassy or consulate may also ask you to provide them with a copy of the documentation via email or other means as part of your application.

**Step 1: U.S. Embassy or Consulate Schedules Interview Time**

If you are selected to complete a live virtual interview for the 2022 Mandela Washington Fellowship, you will receive an email from the U.S. embassy or consulate informing you that you have been invited to participate in a live interview. This message will be sent to the email address you provided on your application for the Mandela Washington Fellowship.

This email will ask you to provide your availability for the interview. The U.S. embassy or consulate will consider your availability, and that of your interviewers, when scheduling your interview.

**Step 2: Applicant Receives Interview Confirmation Email**

Once the interview date has been confirmed, you will receive a confirmation email from the U.S. embassy or consulate with the interview date, time, and a link to join the virtual interview room. Please review the information provided in this email and this guide carefully before the interview date.

Additionally, it is **highly recommended** that you perform a technology check and review the VidCruiter technical requirements prior to your interview time. You can find more information in the “Preparing for the Interview” section above.

If you have any questions or need to reschedule your interview, please contact your local U.S. embassy or consulate directly.
You will also have access to VidCruiter Support to help resolve any technical issues that you encounter while using the platform. If you need to contact VidCruiter Support during a live interview, click the “Support” button at the bottom of the page to connect with a support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.

**Step 3: Applicant Attends Interview**

On the day and at the time of your interview, click the link included in the confirmation email from the U.S. embassy or consulate to navigate to the VidCruiter platform. Note that this interview link should only be used by you to access the virtual interview room. **Do not share this interview link with other individuals or applicants.** Unauthorized use or sharing of this link may result in your interview being disqualified.

Please make sure you have your passport or other government-issued identification with you when you start the interview; this document must include your photo and date of birth.

**Welcome Page**

Once you have clicked the link included in the email from the U.S. embassy or consulate, the live interview will open in your browser. For specific browser requirements, please see the “VidCruiter Technical Requirements” section above.

On the right-hand side of the screen, the applicant's name and the names of your interviewer(s) will be visible. This page acts as a waiting room until the interviewers are ready. You will wait in this room until an interviewer grants you access to the virtual interview room.
Preparing for the Interview

Once an interviewer has granted you access to the virtual interview room, you will be able to join the interview.

You will have the opportunity to view a short, informational video about what to expect during the live interview. This video will provide helpful tips on technical components such as browser requirements and audio and video information. You are not required to watch this video in its entirety.

You must also check the box accepting the platform terms of use and acknowledging that you may be recorded during the interview. You will be notified before a recording is started by the interviewers.

Please note that while you are watching the video, the interviewers will be waiting in the virtual interview room.

If you need to contact VidCruiter Support during a live interview, click the “Support” button at the bottom of the page to connect with a support specialist. Additionally, you can email support@vidcruiiter.com with any questions. For more information, see the “Support and Troubleshooting” section below.
Audio/Video Equipment Check

Next, you will have the opportunity to complete a brief technology and equipment check. You can select your video and audio sources and test your microphone to ensure your volume is correct.

Ensure that both your video and audio sources are enabled. After confirming the appropriate settings, select “Join with these settings” to continue and enter the virtual interview room. On the right-hand side of the screen, you will be able to view a list of all attendees, including any interviewers.

Interview Questions

Once you and all interviewers have entered the virtual interview room, you will proceed with the interview. The interviewers will begin to ask you the interview questions and you can respond in real time.
In the interview platform, you can do the following via the icons at the bottom of the screen:

- Select the “Microphone” icon to mute or unmute yourself or change your audio options.
  - Note that you should **not** mute any of the interviewers.
- Select the “Camera” icon to turn your webcam on or off or change your video options.
  - If you are experiencing issues connecting or maintaining your video, the interviewers may recommend that you turn off your video.
- Select the “Participants” icon to view a list of interview participants.
- Select the “Support” icon to contact VidCruiter Support. We recommend selecting the “Live chat” feature to chat in real time with their support team during the interview if needed.

If you need to contact VidCruiter Support during a **live interview**, click the “Support” button at the bottom of the page to connect with a support specialist. Additionally, you can email **support@vidcruiter.com** with any questions. For more information, see the “Support and Troubleshooting” section below.

Additionally, in the interview platform, you can do the following via the icons at the right-hand top of your screen:

- Select the “People” icon to see all interview participants.
- Select the “Chat” icon to talk with your interviewer. This option can be used if you are having technical issues and want to communicate that to your interviewer.
  - You can use the chat feature to send messages to all interviewers and guests (“Public”) or private messages to a specific individual.
• Select the “Leave the Interview” button to close the interview after you are finished.

Once the interview has finished, select “Leave the Interview” to exit the virtual interview room. If you accidentally leave the interview before it is complete, you can rejoin by simply clicking “Rejoin the Interview.” If you have completely exited out of the browser, you can rejoin by finding your invitation email and clicking the corresponding link.

Step 4: U.S. Embassy or Consulate Reviews Interview

Once you have completed your live interview, the U.S. embassy or consulate will use this interview as part of their review of your Fellowship application. Your responses will be evaluated against the Fellowship selection criteria as part of the application review process. Applicants who are selected as semifinalists for the Mandela Washington Fellowship will be contacted by their local U.S. embassy or consulate for interviews from November 2021 through January 2022. All applicants will be notified of their status in March 2022.

Support and Troubleshooting

You will have access to VidCruiter Support to help resolve any technical issues that you encounter while using the platform. If you need to contact VidCruiter Support during a pre-recorded interview, click the “Send us a message” button at the bottom of the page to connect with a support specialist.
If you need to contact VidCruiter Support during a live interview, click the “Support” button at the bottom of the page to connect with a support specialist. Additionally, you can email support@vidcruiter.com with any questions.
Frequently Asked Questions (FAQs)

**Can I re-record my response to a pre-recorded interview question once it has been submitted?**
You will not be able to navigate back to an interview question after submitting your pre-recorded interview. Please review each video response before moving forward, ensuring that the audio and video are working, and that the response is complete and to your satisfaction. If you would like to re-record your response, click the “Re-Record” button. Otherwise, click “Next” to proceed to the next page.

**What if I need to reschedule my live interview?**
If you need to reschedule your live virtual interview, please email your local U.S. embassy or consulate directly.

**Who should I contact with questions about my interview?**
If you have questions about your pre-recorded or live interview, please email your local U.S. embassy or consulate directly.

Technical Questions

**Can I check if my equipment works properly before starting the interview?**
Yes! To ensure your interview runs smoothly, you are required to perform a quick test to make sure your equipment is working properly. To perform this test, visit https://hiringplatform.ca/async-tech-check. This will test your connectivity to VidCruiter’s video servers, your connection speed and quality, and your hardware and software setup.

**Can I use any device for the interview?**
You can use a laptop, desktop computer, tablet, or mobile phone. The device must have a built-in, functional camera and microphone. Please note – if you are planning on using a mobile device to record your interview, you’ll need to download the VidResponse mobile app.

- **iOS:** https://apps.apple.com/us/app/vidresponse/id889946215
- **Android:** https://play.google.com/store/apps/details?id=com.vidcruiter&hl=en_CA

For an optimal experience, we recommend that you use a desktop computer or a laptop, if you have access to this type of device.

**Do I have to record my answers to all the pre-recorded interview questions at once?**
No, you do not need to record your answers to all the pre-recorded interview questions at once. You can complete the pre-recorded interview in segments and can take breaks between questions if needed. If you close your browser, you will need to click the link in the email from your local U.S. embassy or consulate to navigate back to the interview.
Do I need to download third-party software?
This depends on the type of device you are using. If you are using a desktop computer, you will be able to complete this interview without downloading any additional third-party software. If you are using a mobile device, you will need to download the free VidResponse mobile app.
- **iOS:** [https://apps.apple.com/us/app/vidresponse/id889946215](https://apps.apple.com/us/app/vidresponse/id889946215)

How do I know if my videos were successfully uploaded?
The platform automatically uploads all recorded videos. Once the recording is done, you will receive a message telling you that your video was successfully uploaded. If the platform was unable to upload your video, an error message will display on-screen at the end of the recording. If you are facing technical difficulties, please refer to the “Support and Troubleshooting” section above for more information.

What is the ideal internet bandwidth for recording the interview?
You must have access to an internet connection of at least 450 KB/second.

Can I conduct my interview using a wi-fi connection?
Yes, but please make sure your wi-fi connection is stable and reduce the number of devices connected to it, if possible, to improve the strength of the connection. You can use the following link to test your connection: [https://hiringplatform.ca/async-tech-check](https://hiringplatform.ca/async-tech-check)

Keep in mind that a wired connection (e.g., through an ethernet cable) generally offers better connectivity. Also, the closer you are to the modem, the better your internet connection will be.

What happens if a failure or bad internet connection causes a technical issue during a recording?
If a failure or bad internet connection causes a technical issue during a recording, click the “Send us a message” button at the bottom of the page to connect with a VidCruiter support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section above.

Note that your responses will be evaluated against the [Fellowship selection criteria](https://www.mandalawashingtonfellowship.org) as part of the application review process; you will not be evaluated on the technical recording and/or video quality of your response.

I am having technical difficulties. Who should I contact?
If you are having technical difficulties, first try to complete your interview using a different browser. If the issue persists, click the “Send us a message” button at the bottom of the page to connect with a VidCruiter support specialist. Additionally, you can email support@vidcruiter.com with any questions. For more information, see the “Support and Troubleshooting” section above.