VidCruiter Communications Guide for Posts

Posts may choose to interview a select number of applicants through VidCruiter, an optional virtual interviewing platform, as part of the 2023 Mandela Washington Fellowship selection process. This guide provides sample email language for communicating with applicants about VidCruiter.

Your VidCruiter account has also been set up with automated messages to applicants. These messages include notifications for scheduled interviews, reminders to complete pre-recorded interviews, and confirmation that interviews have been successfully completed. Post will not need to send these messages; they will be automatically sent through VidCruiter.

For more information about using VidCruiter, please review the **VidCruiter How-To Guide for Posts**.

Interpreting this Guide

Throughout this guide, you will find sample email language for communicating with applicants about VidCruiter. In these sample emails, the [blue text in brackets] signifies information that is unique to your Post or to the applicant and will need to be updated as appropriate. An overview of these fields can be found below.

- [Applicant Name] – The name of the applicant that you are emailing.

- [Country] – The country of your mission. For example, U.S. Mission in Ghana or the U.S. Mission in South Africa.

- [Interview Link] – The unique link to the pre-recorded interview. Instructions on how to access this link can be found in the **VidCruiter How-To Guide for Posts** in the pre-recorded interview section in "Step 1: Post Invites Applicant to Complete Interview."

- [Deadline] – The date and/or time by which the applicant must complete the pre-recorded interview.

- [Post PoC] – The point of contact (PoC) at your Post who will be responding to applicant questions related to pre-recorded or live interviews.

- [Your Name] – The name of the individual sending the email. For consistency, it is recommended that the Post PoC also be this individual.

- [Proposed Date/Time Range] – The proposed date and/or time for the live interview. The applicant will confirm what date(s) and time(s) work for them within this range.

- [Interview Day/Time] – The confirmed live interview date and time.

- [Rater Name] – The name of the rater (i.e., Post user that you would like to review and rate applicants) that you are emailing.

Pre-Recorded Interviews

Inviting an Applicant to Complete a Pre-Recorded Interview

Once your Post has identified an applicant that you would like to have complete a pre-recorded interview, send the applicant a direct link to register for VidCruiter and complete the interview.

Instructions on how to get the interview link can be found in the **VidCruiter How-To Guide for Posts** in the pre-recorded interview section in "Step 1: Post Invites Applicant to Complete Interview." Sample email language is below.

Subject: Invitation to Complete Pre-Recorded Interview for the Mandela Washington Fellowship

Message:

Dear [Applicant Name],

As part of the selection process for the 2023 Mandela Washington Fellowship, the U.S. Mission in [Country] would like to invite you to complete a **pre-recorded video interview**. You will complete this interview in VidCruiter, a virtual interviewing platform.

The interview will take approximately 15 to 20 minutes and will ask you to answer a series of short questions. 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 quality of your response.

We strongly recommend that you complete this interview using a webcam on a laptop or desktop computer. You may also complete this interview using a mobile device or tablet. More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**.

Please make sure you have your passport or other government-issued identification with you when completing your interview. This document must include your photo and date of birth. You will need to present this document as part of the pre-recorded interview.

When you are ready to begin your pre-recorded interview, please use this link: [Interview Link]

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.

The deadline to complete your pre-recorded interview is [Deadline]. If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Inviting an Applicant to Re-Do a Pre-Recorded Interview Question

If Post is reviewing a pre-recorded interview that is marked as complete, but no videos are appearing, we recommend asking the applicant to re-do the question(s) where the video is not appearing. Instructions on how to reset the pre-recorded interview questions for the applicant to re-do their responses can be found in the **VidCruiter How-To Guide for Posts** in the "Support and Troubleshooting" section. Sample email language is below.

Subject: Update on Completion of Pre-Recorded Interview for the Mandela Washington Fellowship

Message:

Dear [Applicant Name],

Thank you for completing the pre-recorded video interview for the 2023 Mandela Washington Fellowship. It appears that one or more of your video responses did not properly upload to the VidCruiter platform.

You have been sent a message from MWFellowship@irex.org with instructions on how to re-submit your video responses. If you do not receive an email within 48 hours with these instructions, please first check your spam, junk, or promotions folder, then email [Post PoC].

Please re-submit your recorded responses through the VidCruiter platform by [Deadline].

More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**. If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Reminding an Applicant to Complete the Pre-Recorded Interview

While VidCruiter will automatically send a reminder message to applicants who have started, but not yet completed, the pre-recorded video interview, Post may wish to send a follow-up message directly to the applicant. Sample email language is below.

Subject: Reminder to Complete the Pre-Recorded Interview for the Mandela Washington Fellowship by [Deadline]

Message:

Dear [Applicant Name],

As a reminder, you have not yet completed your pre-recorded interview for the 2023 Mandela Washington Fellowship. **The deadline to complete your pre-recorded interview is [Deadline].**

To continue your pre-recorded interview, please use this link to visit the VidCruiter platform: [Interview Link]

More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**. If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Live Interviews

Confirming Applicant Availability for Live Interview

Once you have identified an applicant that you would like to have complete a live interview, reach out to the applicant via email to schedule a time to meet when all parties are available. Sample email language is below.

Subject: Scheduling Interview for the Mandela Washington Fellowship

Message:

Dear [Applicant Name],

As part of the selection process for the 2023 Mandela Washington Fellowship, the U.S. Mission in [Country] would like to invite you to participate in a **live video interview**. You will participate in this interview in VidCruiter, a virtual interviewing platform. Your responses in this interview will be evaluated against the [Fellowship selection criteria](#) as part of the application review process.

At your earliest convenience, please let us know if you are available at the following dates/times:
- [Proposed Date/Time Range]

We will consider your availability and that of your interviewers when scheduling the interview. Once the interview is scheduled, you will receive a confirmation email from [Post PoC] with the interview date, time, and a link to join the virtual interview room.

We strongly recommend that you complete this interview using a webcam on a laptop or desktop computer. You may also complete this interview using a mobile device or tablet. More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**.

Please make sure you have your passport or other government-issued identification with you when completing your interview. This document must include your photo and date of birth. You will need to present this document as part of the live interview.

If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Confirming Live Interview Time after Scheduling

Once you have confirmed the interview time and scheduled the interview directly in VidCruiter, VidCruiter will **automatically** send a confirmation email to the applicant, the interviewers, and any guests with the interview time and a link to join the interview.

Instructions on how to schedule the interview can be found in the **VidCruiter How-To Guide for Posts** in the live interview section in "Step 2: Post Schedules the Interview in VidCruiter."

Post may wish to send a follow-up message directly to the applicant confirming that the interview has been scheduled. Sample email language is below.

Subject: Confirmation of Scheduled Interview for the Mandela Washington Fellowship

Message:

Dear [Applicant Name],

Thank you for confirming your availability to participate in a live video interview for the Mandela Washington Fellowship. This message is to confirm that your interview has been scheduled for [Interview Day/Time].

You will receive a message from [Post PoC] via the VidCruiter platform with the interview date, time, and a link to join the interview. If you do not receive an email within 48 hours with this information, please first check your spam, junk, or promotions folder, then email [Post PoC].

This interview link should only be used by you to complete your live 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 completing your interview. This document must include your photo and date of birth. You will need to present this document as part of the live interview.

More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**. If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Rescheduling Live Interview

If an applicant or an interviewer needs to reschedule the live interview, Post can reschedule directly in VidCruiter. VidCruiter will automatically send a confirmation email to the applicant, the interviewers, and any guests with the updated interview time and a link to join the interview. Post may wish to send a follow-up message directly to the applicant confirming that the interview has been rescheduled. Instructions on how to reschedule a live interview can be found in the **VidCruiter How-To Guide for Posts** in the live interview section in "Step 2: Post Schedules the Interview in VidCruiter." Sample email language is below.

Subject: Rescheduled Interview for the Mandela Washington Fellowship

Message:

Dear [Applicant Name],

This message is to confirm that your interview for the Mandela Washington Fellowship has been rescheduled for [Interview Day/Time].

You will receive a message from [Post PoC] via the VidCruiter platform with the rescheduled interview date, time, and a link to join the interview. If you do not receive an email within 48 hours with this information, please first check your spam, junk, or promotions folder, then email [Post PoC].

Please make sure you have your passport or other government-issued identification with you when completing your interview. This document must include your photo and date of birth. You will need to present this document as part of the live interview.

More information about the interview and technical requirements can be found in the **VidCruiter Guide for Applicants**. If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to your interview, please email [Post PoC] directly.

Kind regards,
[Your Name]

Rating Interviews

Inviting Users to Rate Applicants

Once the applicant has completed their pre-recorded interview, Post users will be able to invite users to rate the applicant directly in VidCruiter. Instructions on how to invite users to rate applicants can be found in the **VidCruiter How-To Guide for Posts** in the pre-recorded interview section in "Step 3: Post Assigns Users to Rate Interview."

As a reminder, all individuals who will rate applicants through VidCruiter will need a VidCruiter account. To request access, Post should complete the **Post User Request Form**. If you require additional user accounts after completing the form, please email MWFellowship@irex.org.

When users are invited to rate applicants, VidCruiter will **automatically** send an email to the user with the link to view the applicants. Post may wish to send a follow-up message directly to the rater. Sample email language is below.

Subject: Rating Applicant Interviews for the Mandela Washington Fellowship

Message:

Dear [Rater Name],

As part of the selection process for the 2023 Mandela Washington Fellowship, the U.S. Mission in [Country] would like your assistance reviewing applicant interviews. You will complete your review and rating of these interviews in VidCruiter, a virtual interviewing platform.

You have been sent a message from MWFellowship@irex.org with instructions on how to log into your VidCruiter account and rate the applicant interviews. If you do not receive an email within 48 hours with these instructions, please first check your spam, junk, or promotions folder, then email [Post PoC].

We ask that you complete your review and rating of the applicants through the VidCruiter platform by [Deadline].

If you have any technical difficulties, please contact VidCruiter for assistance – click on "Send us a message" at the bottom of the VidCruiter website, or email them directly at support@vidcruiter.com.

For any other questions related to rating applicants, please email [Post PoC] directly.

Kind regards,
[Your Name]