

SUPPORT DOCUMENTATION

System Requirements

Big Interview is a cloud-based service that runs on html5 in a Web browser. We support the following Web browsers running in Windows or Mac OS.

WEB BROWSER

Google Chrome v. 25 and higher (Although other browsers are supported, we highly recommend using Google Chrome for the best experience possible.)

Mozilla Firefox v. 18 and higher

Apple Safari v. 7 and higher

Microsoft Internet Explorer 10 and higher

OPERATING SYSTEM

On the OS-side, we support users running a minimum of Windows 7, or Mac OS X v10.9 ("Mavericks")

Your browser must be a stable release version, not an Alpha/Beta/Nightly/Development build. This applies to all browsers, regardless of operating system.

Make sure your computer meets or exceeds the minimum hardware requirements for your operating system (Windows or Mac OS X). See the Microsoft or Apple website for the requirements.

Keep in mind that 3rd party browser plugins (specifically adblockers and script-blockers) can interfere with your Big Interview experience.

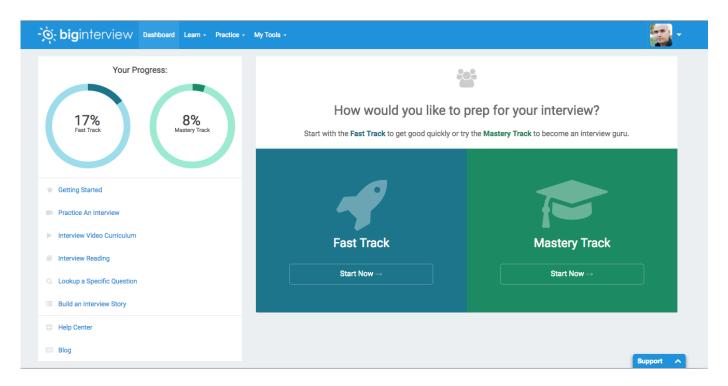
CONNECTION SPEED

For reliable video/audio recording, please make sure you have a consistent upload speed of at least 2Mbps.

To do a check of your connection, you can use SpeedTest.net

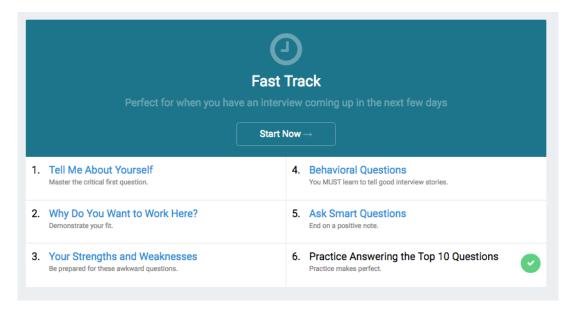
Dashboard Area

The **Big Interview Dashboard** is where you'll first start off after logging in.

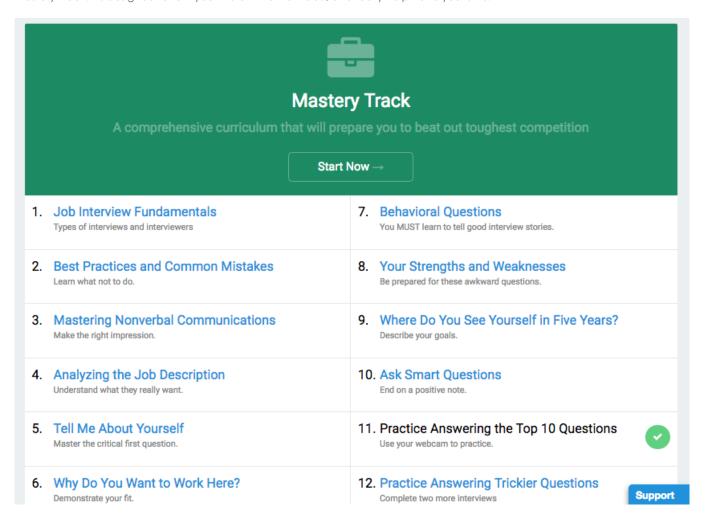


Here you will notice two tracks developed specifically for the two most common interviewing scenarios.

1. FAST TRACK: If you're short on time and need to get better very quickly, the Fast Track is the best place to start.



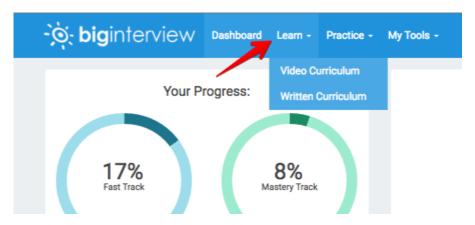
2. MASTERY TRACK: If you have several weeks before your next interview (or no set date), then you may want to complete the Mastery Track. It's designed to turn you into an interview ace, and really help hone your skills.



Interview Training Area

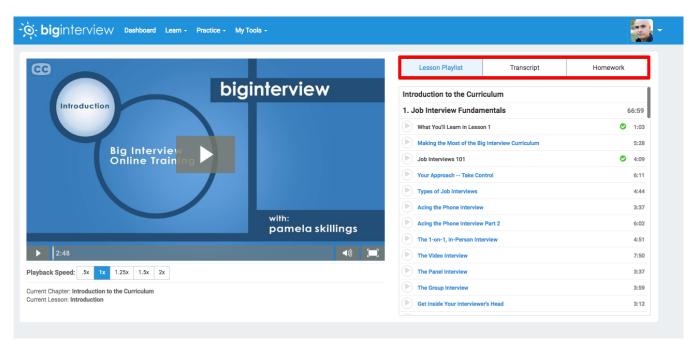
It's time to start learning those techniques that will land you your next job. In this article we'll briefly introduce you to the INTERVIEW TRAINING section.

In your navigation bar, click on LEARN.



You will now see two tabs. The first is the VIDEO CURRICULUM, which includes 10 video lessons covering all aspects of interviewing.

- **Lesson 1 –** Job Interview Fundamentals
- Lesson 2 Job Interview Best Practices and Common Mistakes
- **Lesson 3 Mastering Nonverbal Communications**
- **Lesson 4 –** Analyzing the Job Description
- Lesson 5 Tell Me About Yourself
- Lesson 6 Why Do You Want to Work Here?
- Lesson 7 Behavioral Questions and Your Interview Stories
- Lesson 8 Your Strengths and Weaknesses
- **Lesson 9 –** Where Do You See Yourself in Five Years?
- Lesson 10 Ask Smart Questions



The second tab is the WRITTEN CURRICULUM, where you'll find a list of modules and within each module a list of written lessons.

The main WRITTEN CURRICULUM categories are:

Module 1 – Interview Basics

Module 2 - Resumes and Cover Letters

Module 3 - Landing the Interview

Module 4 - Informational Interviews

Module 5 - Interview Prep

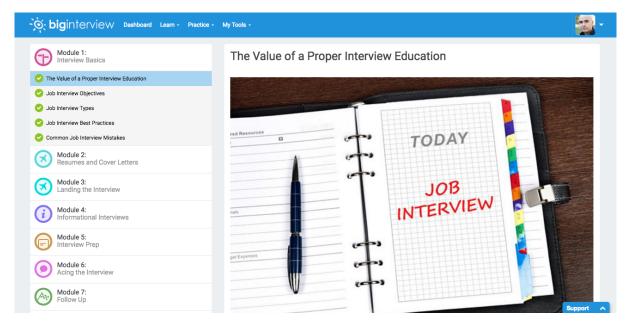
Module 6 - Acing the Interview

Module 7 - Follow Up

Module 8 - Answering the Top Ten Questions

Module 9 - Behavioral Interview Questions

Regardless if you're a seasoned interviewee or just starting out on your career, starting with the **Interview Basics** module is a smart decision.



To select a lesson, click on the lesson name. (In this example we'll start with Module 1 – Lesson 1: "The Value of a Proper Interview Education").

The whole section is designed to be pretty intuitive, just like typical online reading or video watching.

Practice Interview Area

This is where the rubber meets the road. Here you will be able to continually practice all kinds of interview questions until you come away a lean, mean interviewing machine.

Step 1: Click PRACTICE INTERVIEWS on your navigation bar.

You'll now see six main interview practice categories to choose from:



General Start Here

Covers 80% of the interview questions you might get.



By Industry

Start practicing mock interviews in hundreds of industries and job titles.



By Competency

Practice interview questions sorted by competency & skillset.



Admissions Interviews

Here you can practice interviews by program type and school.



Government

Practice interviews for a variety federal and state jobs.



Veterans

Practice interviews for some of the fastest growing jobs for veterans.

GENERAL - this section covers about 90% of the questions you're likely to get in a job interview.

BY INDUSTRY – here you'll be able to choose practice interviews from dozens of industries and job roles. This is NOT meant to replace the GENERAL interviews, but only to complement them by offering you some industry specific questions.

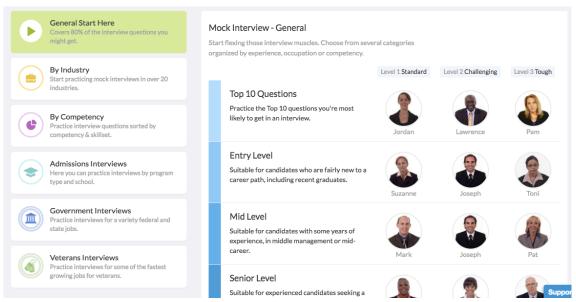
BY COMPETENCY – here you can choose from a variety of skill-sets and strengths your interviewer may be looking for in the right candidate.

ADMISSIONS INTERVIEWS – here you can practice interviews by program type and school, including undergrad, grad, business school, law school and med school.

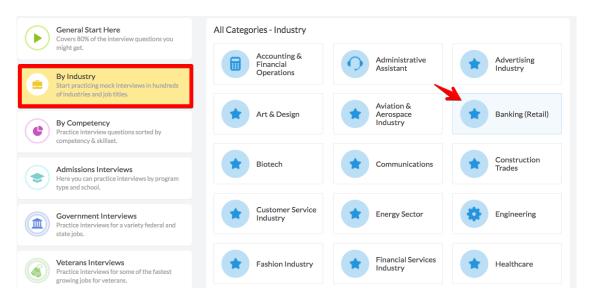
GOVERNMENT – here you can practice interviews for a variety of federal and state jobs.

VETERANS – here you will find interviews for some of the fastest growing jobs for veterans.

Step 2: If you click GENERAL, you'll be taken directly to a list of interviewers tailored to a wide array of types of experience. Whether you're a C-Level exec wanting to polish up before meeting the board of directors, or you're still in school trying to line up an internship, there are interviews in the GENERAL section to serve just about everybody.



If you click either BY INDUSTRY, BY COMPETENCY or ADMISSIONS INTERVIEWS, you'll be prompted to select the type of interview you're interested in.



Step 3: Begin Your Mock Interview - click the PLAY button under your interviewer. This will begin playing an interview question.

To move to the next question you will click (as I'm sure you've guessed) "Next Question". Now let's take a brief look at the recording function.

Step 4: Recording & Reviewing – the recording buttons should be pretty self-explanatory:

Record – to begin recording. There will be a 3 second countdown to give you a moment to prepare to answer.

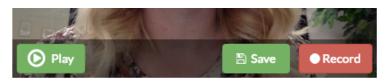




See your recorded answers in My Videos

Play - play back the answer you've just recorded for review.

Save – after recording an answer, you'll have the option of saving by clicking Save



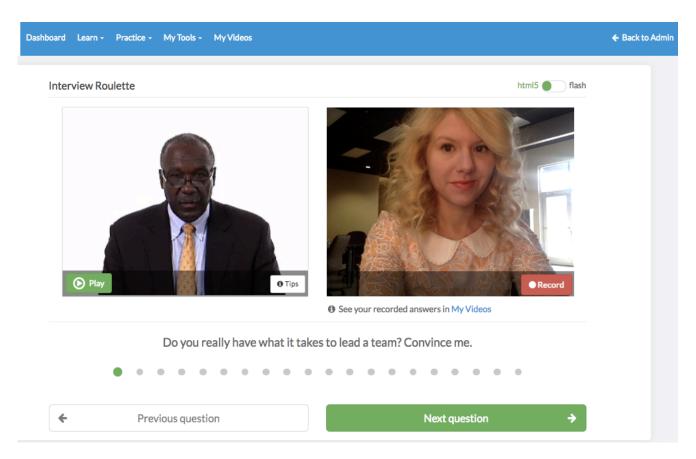
See your recorded answers in My Videos

Step 5: Visit MY VIDEOS to review your saved answers. Once an answer is saved you can do a lot with it including reviewing, rating and sharing.

Interview Roulette

The **Interview Roulette** is meant to help keep you on your toes by throwing random questions at you so you're forced to think on your feet.

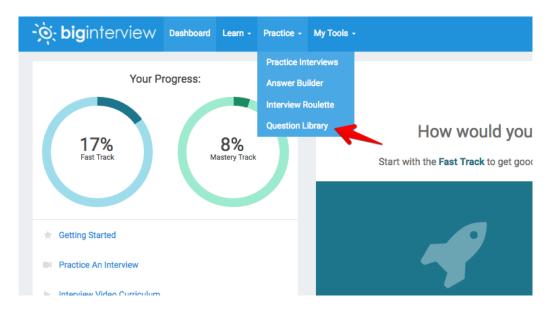
It works in basically the same way as the typical interview in the <u>Practice Interview Area</u>. And just as in the Practice Interview module, all your recordings are saved in the <u>My Videos</u> section.



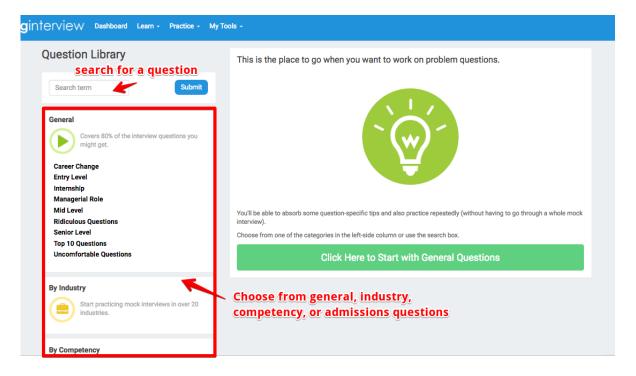
Question Library

This is the place to go when you want to work on problem questions. You'll be able to absorb some question-specific tips and also practice repeatedly (without having to go through a whole mock interview).

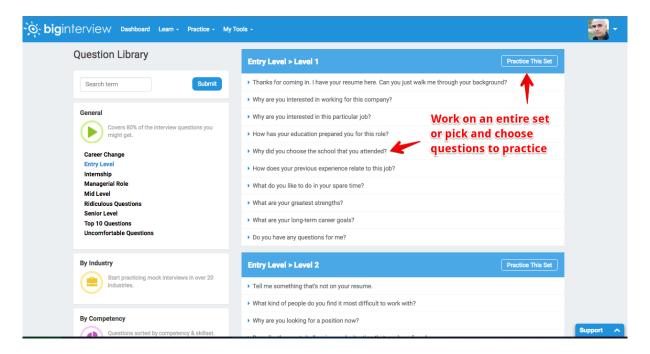
Step 1: Go to PRACTICE on your top navigation bar and then click Question Library.



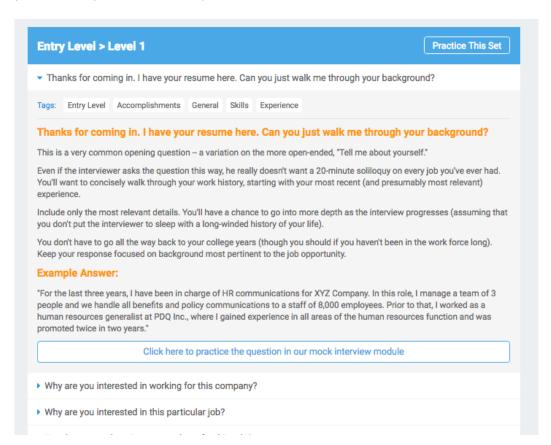
Step 2: Here you'll see lists of categories and questions covering everything in Big Interview. You can search for a specific question or choose from general, industry, competency, or admissions questions.



Step 3: Choose the question or question set you would like to practice.



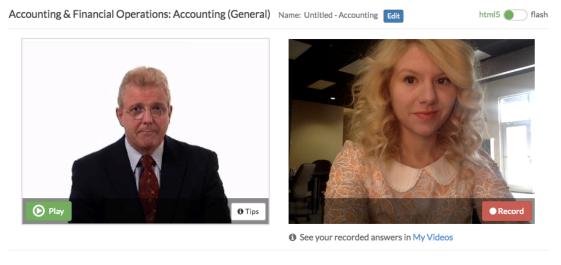
Step 4: After clicking on one of the questions, you'll see relevant tips and even example answers. And if you're feeling bold enough, you can directly launch the actual question itself in the mock interview module.



My Videos

Here we'll learn about a few of the ways to review your recorded answers.

Step 1: In the Practice Interview section when you're recording, you'll see something like this:

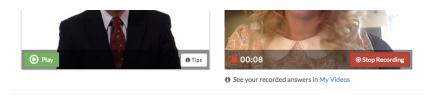


Why did you decide to pursue a career in accounting?

Step 2: When you're recording your interview answers, you'll notice that below your webcam feed there is initially just one RECORD button. Once you've recorded and answer, two new buttons show up, the PLAY and SAVE button.

Step 3: After you hit the RECORD button, a 3-second countdown will start (giving you a couple moments to get ready).

When recording has begun, you will see the word "RECORDING" on your webcam feed and you should see a white line flicker to let you know your voice is recording also. You will also see a big STOP button that allows you to end your recording.



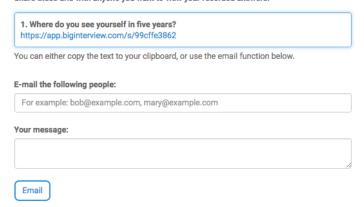
Step 4: After hitting STOP, you'll notice you have the options to PLAY your response, SAVE or RECORD another response.

Now you have a few choices to play with. You can click PLAY to review your video. If you don't like your recording simply click RECORD to try again. Or if you're satisfied with it, click SAVE to save your recording to the My Videos. You can then either record more answers to the same question, or you can move on to the next question.

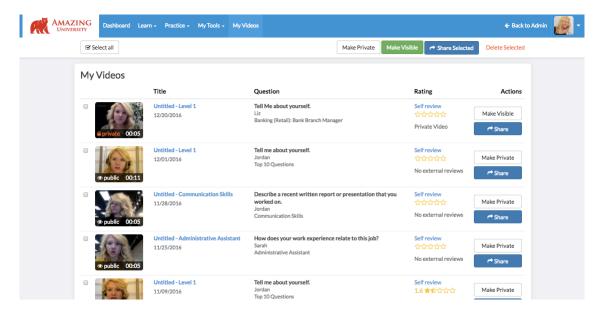
Step 5: You can review, share, or rerecord an answer in the My Videos section. To get to My Videos, click on MY TOOLS and then click on My Videos.

Note: In My Videos sharing can be done in one of two ways. You can share an individual video by simply clicking on the blue SHARE button or you can multiple videos by clicking the "check-box" next to each video, and then clicking the SHARE SELECTED button at the top of the page.

Share these urls with anyone you want to view your recorded answers.



Step 7: The My Videos section is a great place to keep track of all your recordings. You easily review, rate and share all your saved videos. Make sure to check out the different rating features!

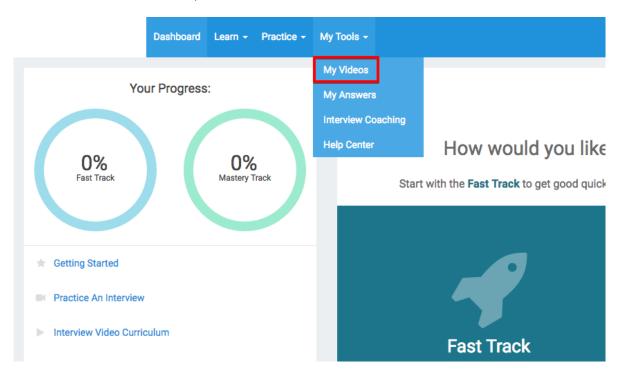


Sharing Videos with a Counselor or Instructor

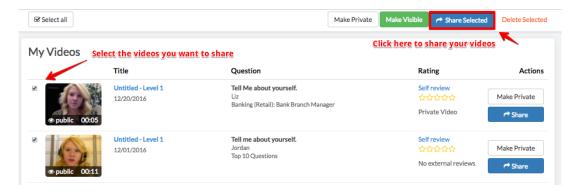
By default, the videos you record using Big Interview are private, however, in order to improve your skills, it's likely that your counselor or instructor will want to give you feedback on your videos.

The sharing function allows you to give anyone access to your videos to give you feedback, regardless of whether they have a Big Interview account or not.

1. From the Dashboard, click on "My Videos".



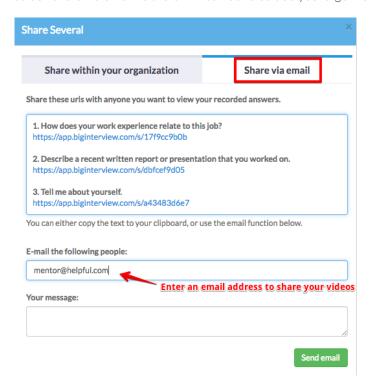
2. You will see a list of the videos you have saved. Select the videos you would like to share and click "Share Selected".



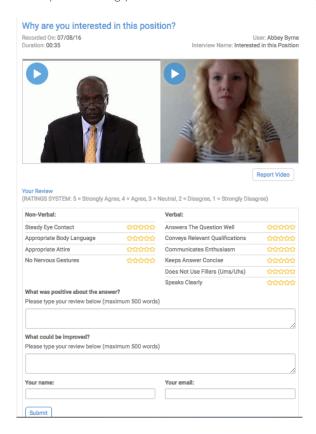
3. Select someone from within your organization OR



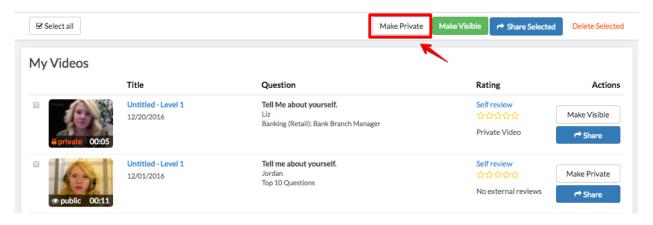
Select "Share via email" to share with someone outside your organization.



4. The person writing your review will see the External Rating Page, where they can give you detailed feedback.



5. If want to revoke access to your video(s), simply select the video and click "Make Private".



Creating Custom Interview Sets

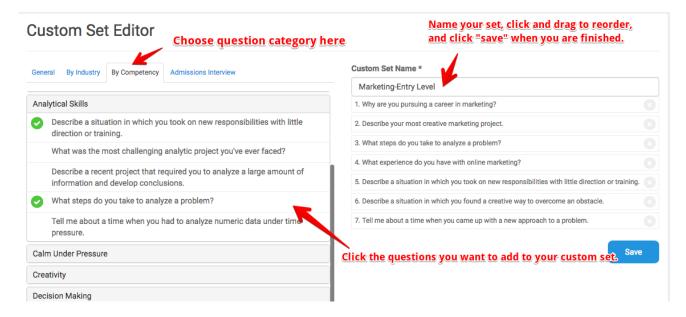
It's easy to create a custom set of interviews for your students to practice. You must be designated as an administrator by your organization to create custom sets. If you need admin access, simply contact career services at your school (or the main contact for your organization).

- 1. From the admin view, click on Custom Sets.
- 2. Click the green button that says "New Custom Sets"

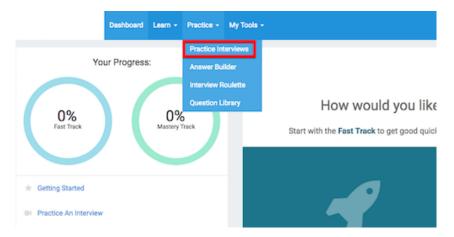


Now you will see the Custom Set Editor.

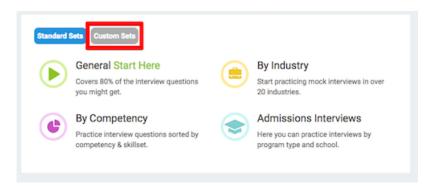
- 3. Select the question category you would like to choose from. You can choose multiple categories (general, by industry, by competency, admissions interview, custom questions, etc.).
- 4. Click on the question to add it to your custom set.
- 5. Click the arrow to reorder.
- 6. Name your custom set and Click "Save".



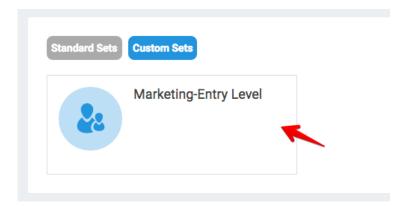
7. In order to view your custom set, navigate to the user view (Back to Big Interview) and click on "Practice Interviews" from the Dashboard.



8. In addition to the Standard Sets, you will now see a tab for Custom Sets.



9. Click on Custom Sets and you will see the sets you have created. This is where you will direct students in order to practice your Custom Sets.



Rating and Reviewing Videos

There are two ways to access student videos to rate and review. Students can share the videos with you via email or you can look up the student in the admin area.

METHOD ONE

• When a student shares a video with you, you'll receive an email notification. Click on the link to rate and review the video. You do not need to have a Big Interview account in order to review the videos.



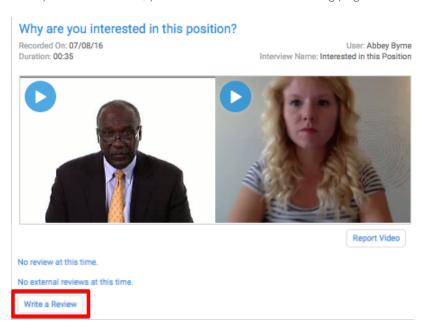
Check out these interview answer videos I recorded at Big Interview

Hello, Will you please give me some feedback on my answer?

1. Where do you see yourself in five years?

https://app.biginterview.com/s/99cffe3862 Click on the link for each answer

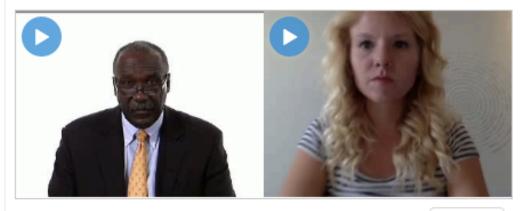
When you click on the link, you'll be taken to the external rating page. Click on "Write a Review".



 You can rate the student's response based on 10 verbal and nonverbal cues and provide them with more detailed feedback in the form below. Enter your name/email and click submit.

Why are you interested in this position?

Recorded On: 07/08/16 Duration: 00:35 User: Abbey Byrne Interview Name: Interested in this Position



Report Video

Your Review

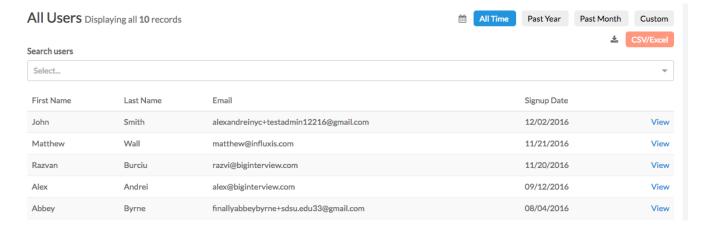
(RATINGS SYSTEM: 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, 1 = Strongly Disagree)

Non-Verbal:		Verbal:	
Steady Eye Contact	教育教育公	Answers The Question Well	南南南南 印
Appropriate Body Language	********	Conveys Relevant Qualifications	南南南南 公
Appropriate Attire	音音音音公	Communicates Enthusiasm	南南南沿沿
No Nervous Gestures	音音音位位	Keeps Answer Concise	南南南南沿
		Does Not Use Fillers (Ums/Uhs)	****
		Speaks Clearly	****
	aximum 500 words) nd knowledge abou	rt the company! I liked how you used a	specific
Please type your review below (ma	aximum 500 words) nd knowledge abou		specific
Please type your review below (ma Great job showing enthusiasm a example about why you're intere	aximum 500 words) nd knowledge abou sted while also den	It the company! I liked how you used a nonstrating how you can deliver results	specific
Please type your review below (ma Great job showing enthusiasm a example about why you're intere What could be improved? Please type your review below (ma	nd knowledge abou sted while also den aximum 500 words; answer was good,	It the company! I liked how you used a nonstrating how you can deliver results your body language tells a different sto	specific
Please type your review below (ma Great job showing enthusiasm a example about why you're intere What could be improved? Please type your review below (ma Even though the content of your	nd knowledge abou sted while also den aximum 500 words; answer was good,	It the company! I liked how you used a nonstrating how you can deliver results your body language tells a different sto	specific . //

• The student will be notified by email after you have submitted your feedback.

METHOD TWO

• From the admin area, click on the USERS tab. Search or browse for the student. Click on view to see a list of videos the student has recorded. Please note, the student must mark their videos as "visible" in order for you to rate and review.



You can now rate and review the videos as described above.

