

## Whereby User Guide Candidates

The University of Cambridge is conducting interviews for undergraduate admissions remotely this year. At Fitzwilliam College, the majority of interviews will take place using *Whereby*. *Whereby* (<http://whereby.com>) is an intuitive browser-based video conferencing platform that is very easy for both candidates and interviewers to use. You do not need to have an account to join *Whereby* interviews, and do not need to download anything.

You will have a **welcome meeting** with current undergraduates half an hour before your first interview is due to begin. As well as being an opportunity to ask any questions, this will give you a chance to check that your technology and connection is working, and experiment with the platform before your interview begins.

However, **we strongly advise that you explore *Whereby* before the day of their interview.** It is free to create an account and conduct meetings. If you are going to be at school for your interview, speak to your school as soon as possible about *Whereby*. If you are going to be at home, try it out with a friend or family member using the device you will use on the day.

*Whereby* is compatible with most browsers and devices, but it works best on a desktop/laptop computer using an up-to-date version of Google Chrome. If you are planning to use a tablet or smartphone to join your interview, you may wish to download the ***Whereby* app** in advance. Some things may look a little different in the app, but functions will be broadly the same. Advice on supported devices and browsers can be found here: <https://whereby.helpscoutdocs.com/article/415-supported-devices>

*Whereby* also includes *Miro* whiteboard integration. Your interviewers may use *Miro* whiteboard to share an image or text. Some subjects may require candidates to write on the whiteboard in order to answer questions. You will be told if this is the case.

This document includes the following sections:

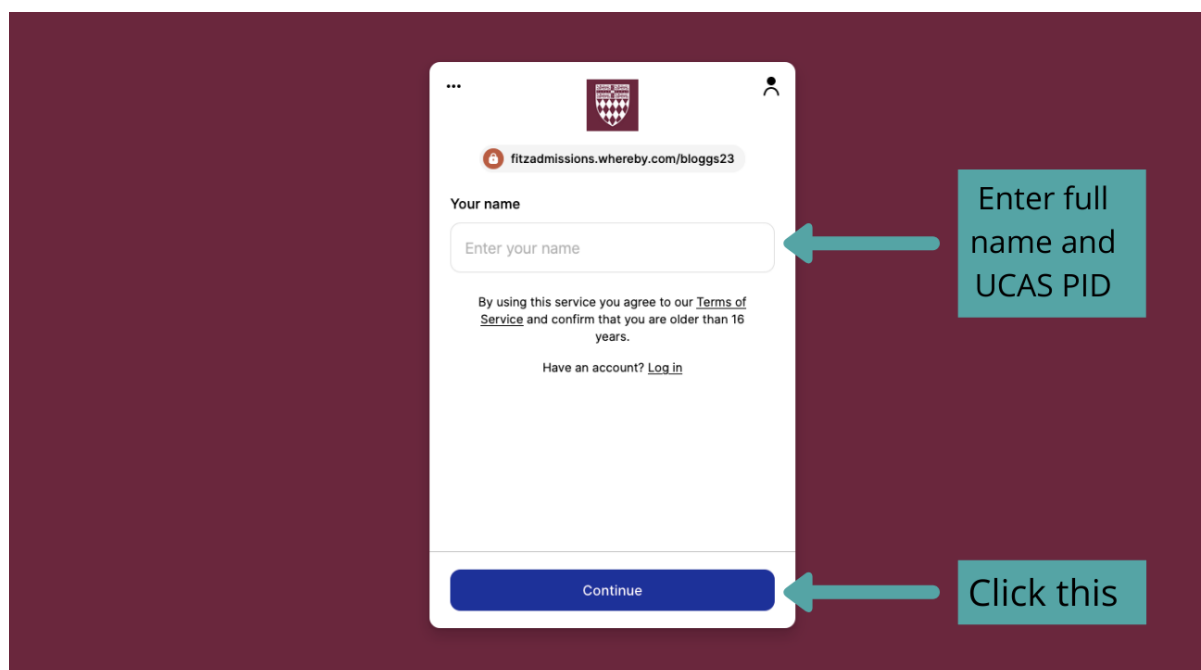
- Joining your welcome meeting/interview
- How to use *Miro* whiteboard
- What to do if things go wrong

**If you have any problems before or during the interview, contact us on [admissions@fitz.cam.ac.uk](mailto:admissions@fitz.cam.ac.uk) or 01223 332063.**

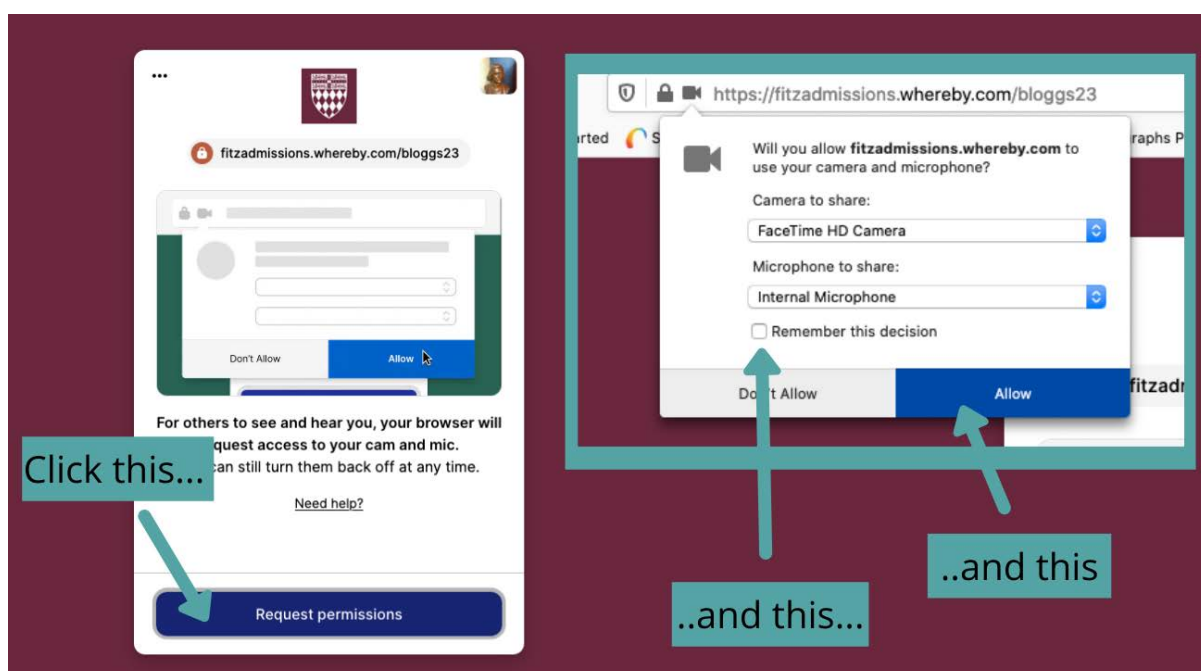
### Joining your welcome meeting/interview

- 1) When you are ready to join, **click the correct link**. Join all meetings a **few minutes before** your scheduled time.

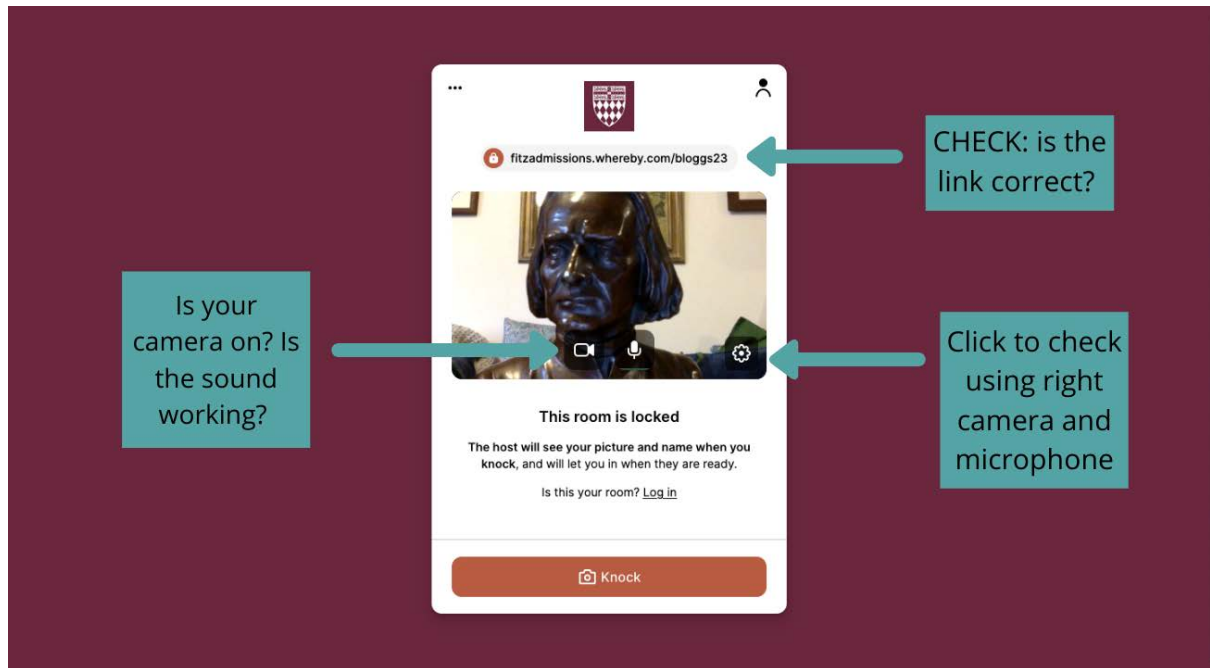
- 2) You will be asked to enter your name. **Please join with your full name (first name and surname) and UCAS PID** (i.e. Kim Wong 17629361). Your interviewer will use this to verify your identity, and **will not admit you** if it does not match their information. When you are ready, click 'continue'.



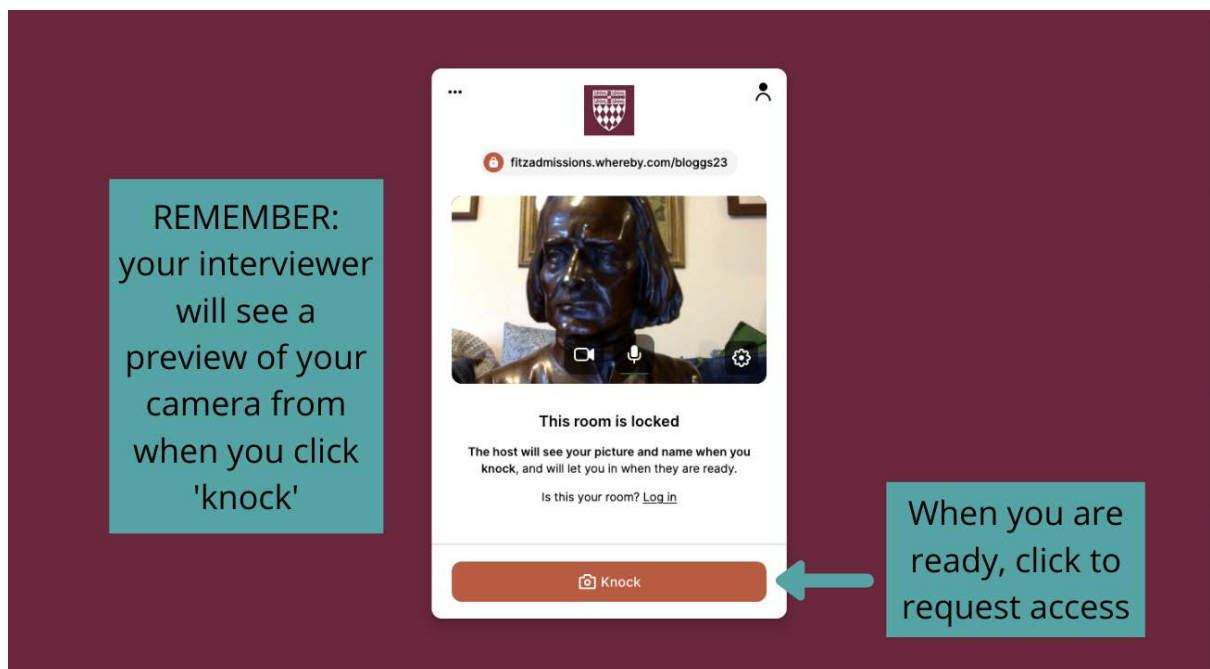
- 3) You may be asked to give permission for *Whereby* to access your microphone and camera (don't worry if this doesn't happen). For instance, Firefox will ask which camera/microphone to use. We recommend using your computer's internal camera and microphone if possible. **This may look different in other browsers.**



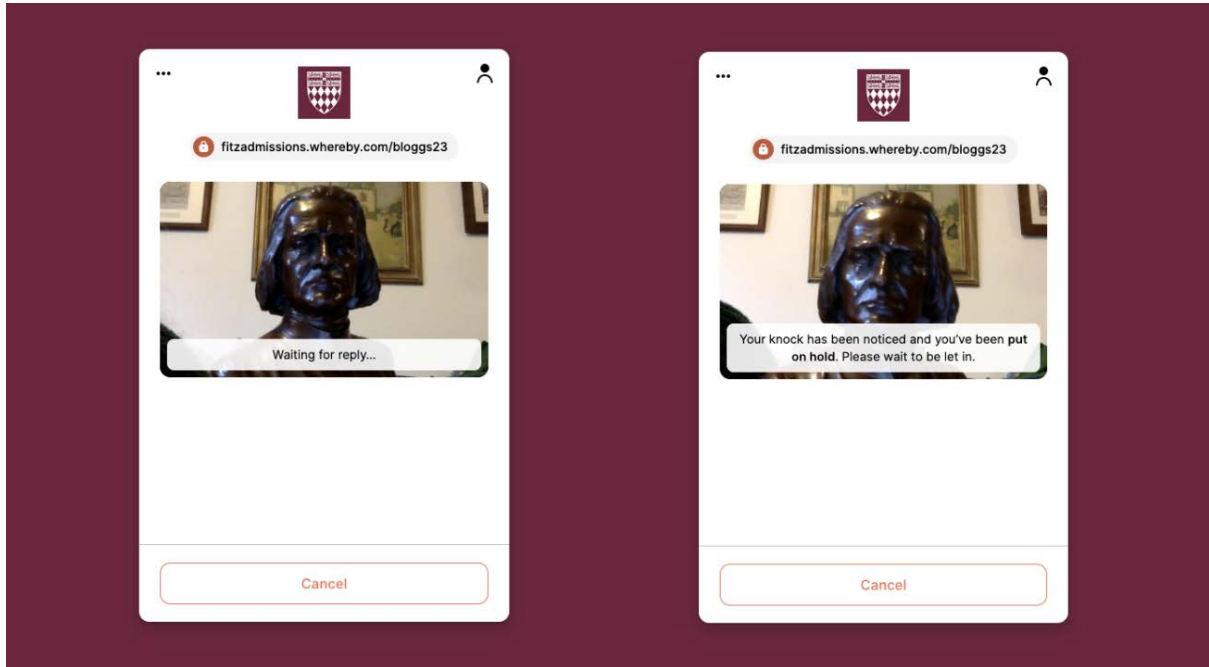
- 4) You will then see a preview of your camera, and can check that your sound is working. If it is working, you should see green waves appear on the microphone icon indicated on the image below. You can also check that *Whereby* is accessing the correct camera and microphone if you need to.



- 5) When you are happy, and when it is time for your interview, click 'knock' and wait to be let in. **Please do not click 'knock' before it is time for your interview.** The room owner will see a screen shot from your camera from when you clicked 'knock', and will use both this and your name and UCAS PID to verify your identity.



- 6) The interviewer may not be ready to let you in. It is normal for interviews to run slightly late – we will let you know by email if your interview will be more than 15 minutes late. **Please wait patiently.** You may be put on hold (but don't worry if you are not).



- 7) When your interviewers are ready, you will be admitted and your interview will commence. You may be asked to display photo ID, or (if your equipment allows it) to move your camera to show that you are alone in the room. These are standard checks that will be conducted with a random selection of candidates.



- 8) There are a few controls that you may want to use to adjust your display. You can experiment with these in your welcome meeting or in advance. **Do not click the share screen button in an interview.**



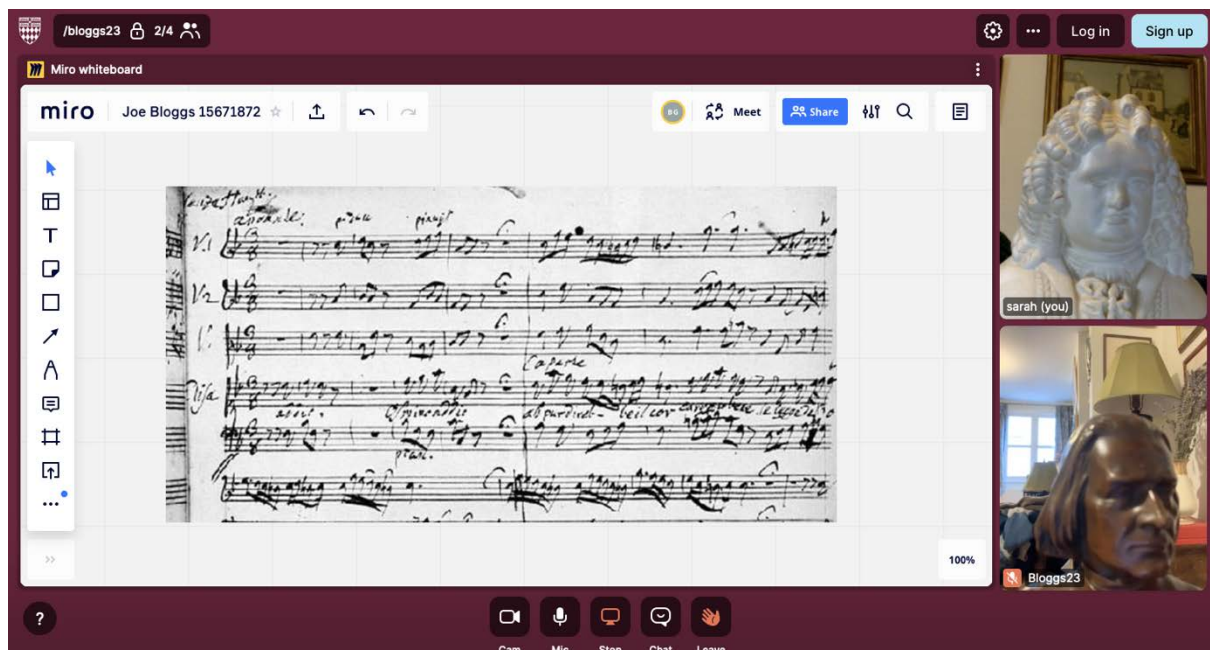
- 9) When your interview has finished, you will need to leave. Click the leave button.



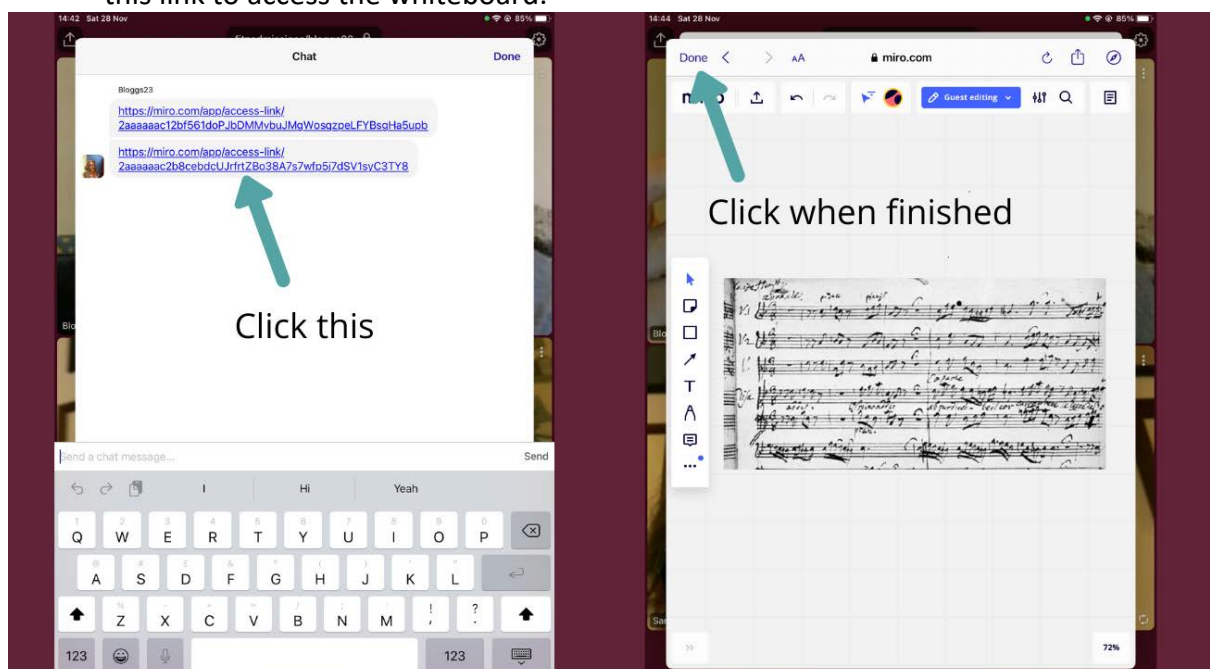
## How to use *Miro* whiteboard

Most interviews using *Miro* whiteboard will only require candidates to view an image or text. Some, however, may require candidates to add images to the whiteboard themselves, or write answers to questions. **We will tell you if this is the case.** You can experiment in advance either through *Whereby* or with a free account at [www.miro.com](http://www.miro.com).

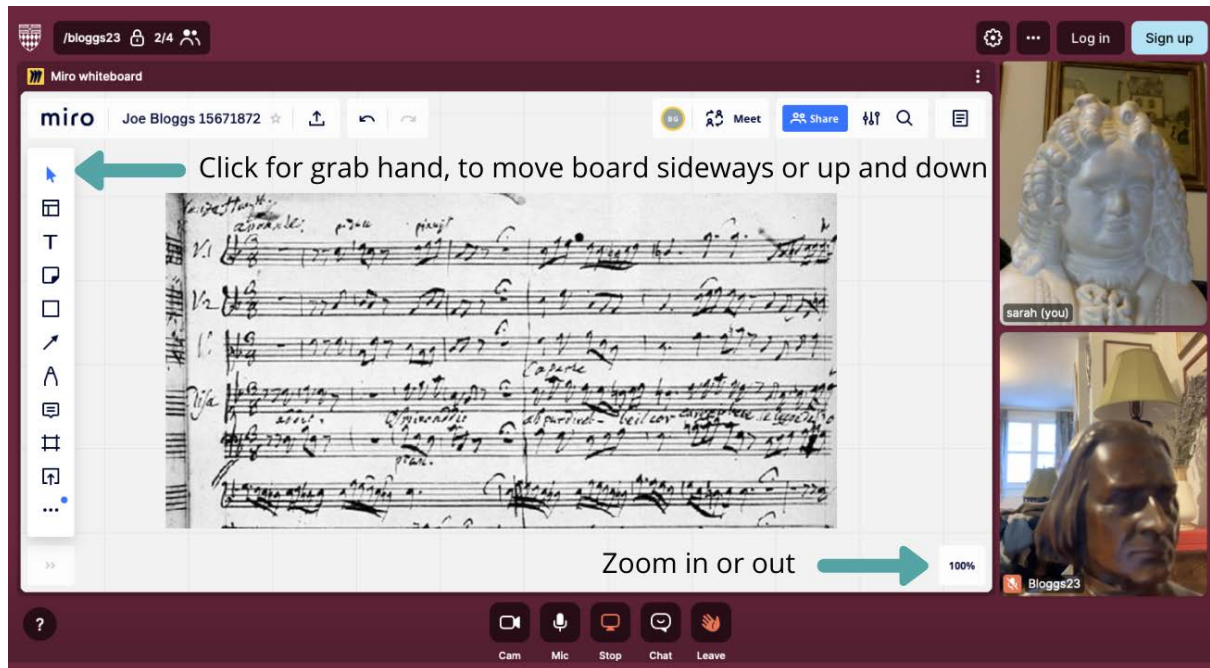
- 1) If your interviewers wish to use *Miro* whiteboard, they will launch the whiteboard for you. This may be pre-populated, or you may need to wait for them to add the image or text they want you to see. It will look something like this:



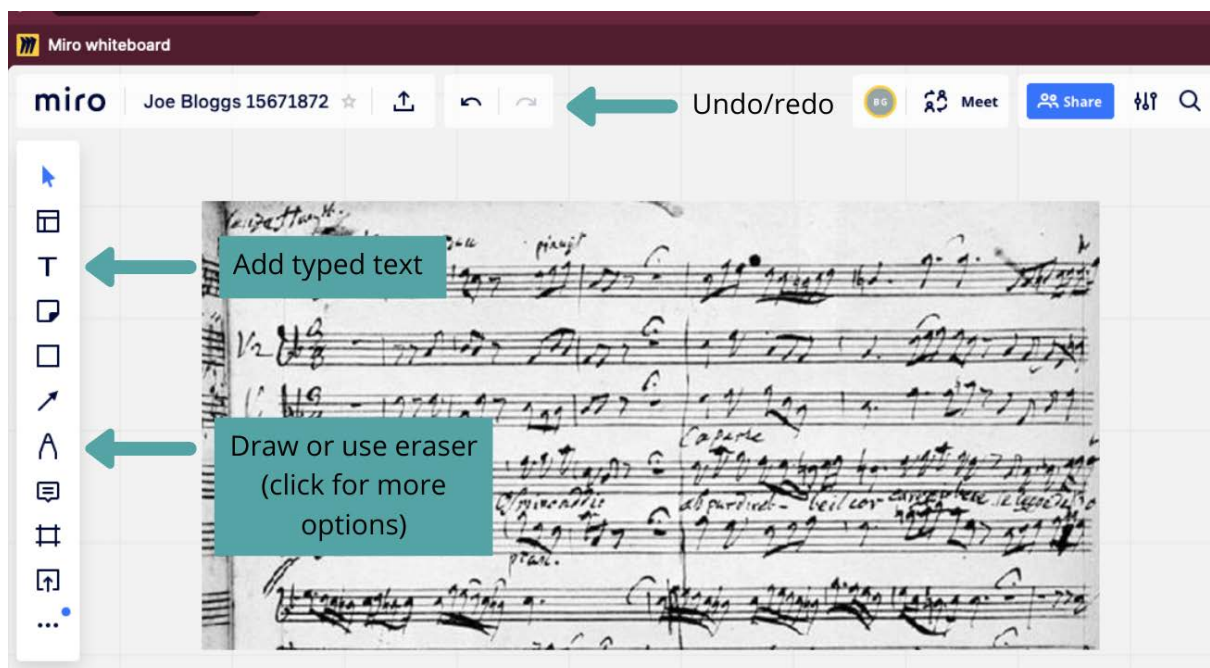
- 1) If you are using a **tablet or smartphone**, the whiteboard works a little differently. When your interviewer starts the whiteboard, you will get a link in the chat box. Click this link to access the whiteboard.



- 2) You may need to adjust your display. For instance, if the image is blurry, try zooming in. If it is too big, try zooming out. Ask your interviewers before doing this, as they may be intending you to see a particular part of the image. You can experiment with this in your welcome meeting.



- 3) Candidates in some subjects may be asked to write on the board to answer questions. This will require familiarity with a few more functions. You can use all Miro controls using a mouse. You can experiment with this in your welcome meeting, but we advise trying it out in advance.



## What to do if things go wrong

We have done everything we can to ensure that our remote interviews will run smoothly. However, all technology is subject to occasional issues.

If one of your interviewers has technological issues before or during an interview, we may ask a postgraduate observer to join the meeting. You may be asked to temporarily leave the interview and re-join. If this happens, you will be readmitted once the postgraduate observer is in place. The observer will have their camera and microphone off, and will not be involved in the interview or decision making process. This is to ensure that all of our interviews are compliant with the University and College's safeguarding policies.

If you cannot access your interview or your technology is not working, either email us at [admissions@fitz.cam.ac.uk](mailto:admissions@fitz.cam.ac.uk) or phone on **01223 332063**. We will help you to resolve the issue as soon as possible.

In some rare cases the interview may not be able to go ahead. In this case, your interview will be rescheduled. Interviews may be rescheduled for another time the same day, for another day in December, or for between 4<sup>th</sup> and 8<sup>th</sup> January 2021. **You will not be disadvantaged by technological issues.**

*Whereby* troubleshooting support: <https://whereby.helpscoutdocs.com/article/456-troubleshooting>

*Miro* troubleshooting support: <https://help.miro.com/hc/en-us/categories/360001429493-Technical-Questions>