



UNIVERSITY OF
CAMBRIDGE

Foundation Year Admissions Zoom Candidate User Guide

2024 Entry

Introduction

The University of Cambridge is conducting interviews for the Foundation Year remotely this year via the online platform: Zoom. Zoom (<https://zoom.us/>) is a well-known video conferencing platform that is very easy for both candidates and interviewers to use. You do not need to have an account to join Zoom interviews and you can either join via a web browser or using the Zoom app on your device.

We will be conducting drop-in 'test your tech' sessions for you to ensure your IT set up works as expected on the day. You will receive information about these via email. We strongly recommend you attend one of these sessions.

We also strongly advise that you explore Zoom before the day of the interview using the device you plan to use on the day. If you are going to be at school for your interview, speak to your school as soon as possible about Zoom to ensure it is supported. 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.

Zoom is a multi-platform service, meaning it can be used across a range of computing devices. Meetings can be joined using the Zoom desktop client (Windows, macOS, Linux), browser client (Edge, Firefox, Chrome, Safari), and mobile apps (iOS, Android). For the best experience, we recommend using a desktop or laptop. You may want to install the client in advance on whatever device you want to use.

This guide uses screenshots from a PC. Some things may look a little different on different devices, but functions will be broadly the same. Advice on supported devices can be found here:

https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0060748

This document includes the following sections:

- Testing before your interview
- Joining your interview
- What to do if things go wrong / Troubleshooting

If you have any problems before or during the interview, contact us on foundation.year@admin.cam.ac.uk

Testing before you interview

You will need a device that allows you to use a microphone and webcam and to hear interviewers speaking. You may be shown material in the interview, so the screen should be big enough that you could do this comfortably.

We recommend that you use a desktop computer or a laptop, if possible. It is important that you test on the computer that you are planning to use **in advance of your interview**, in case there are any issues that you need to resolve.

Using Zoom in browser ('Zoom web client')

You should make sure that the browser you are using has the latest updates installed. Zoom web client works best in **Google Chrome, Mozilla Firefox and Chromium Edge** browsers. If the device you are using is not your personal device (e.g. it belongs to your school) you should check which browser/s it has installed.

Go to <https://zoom.us/test>, which tests your internet connection, camera and microphone. Select 'Join'.

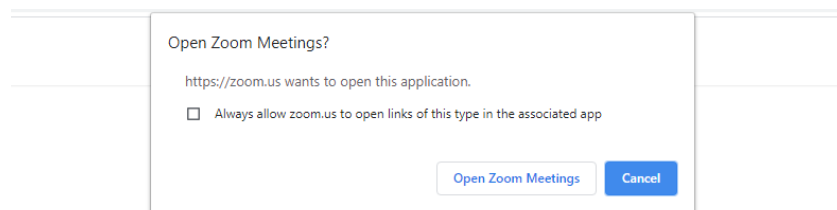
Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

Make sure you select the 'Join from your Browser', which is at the bottom of the options. Ignore the pop-up. Sometimes you might need to ignore the pop-up a couple of times before the 'Join from your Browser' option appears!



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below.

Launch Meeting

Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

Ensure that your microphone and camera are enabled. The buttons will have a red line if they are turned off - click them to turn them on. You will need to give Zoom permission to access your microphone and camera when prompted.

Check things are working. Please note the session will automatically end after a couple of minutes.

If you are not sure if your microphone is working, you can also try <https://www.onlinemictest.com/>.

If you find that either your camera or microphone isn't working, please go to the Troubleshooting section below.

Using the Zoom application (installed)

There is a page on [installing Zoom](#) if you don't already have it on your computer, and you should make sure that the device you are using has the latest device and Zoom updates installed.

Go to <https://zoom.us/test>, which tests your internet connection, camera and microphone. **Select 'Join'**.

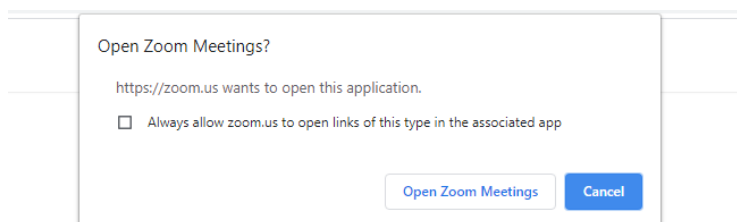
Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit [Zoom Support Center](#) for useful information.

Click **'Open Zoom Meetings'** when prompted. This will open the test meeting in the application.



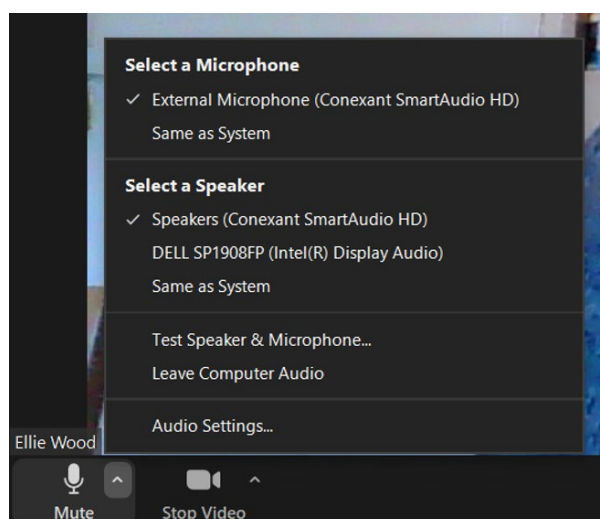
Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below.

Launch Meeting

Make sure you enable 'Join with Video' and 'Join Computer Audio'.

Ensure that your microphone and camera are enabled. The buttons will have a red line if they are turned off - click them to turn them on. Go to the microphone settings and **click the 'Test Speaker & Microphone' option**. Follow the instructions to check they are working. You can also check if the device is using the correct microphone and speaker here.



Joining your interview

Getting ready to join

Find your invitation to interview email. This has the time of your interview in it. When you are ready to join, click the correct link in your email.

You will have a link for Interview A and a link for Interview B, so make sure you click to join the right call.

It is best to be ready to join a few minutes before the interview is scheduled to start.

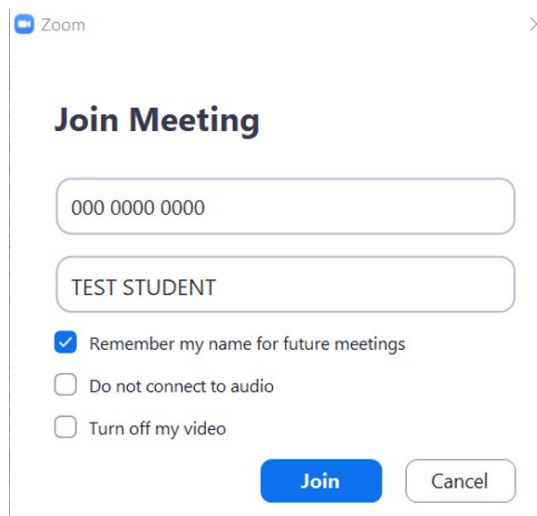
You will see a box asking you to enter your name. Please join with your full name (first name and surname) as on your UCAS application. Your interviewer will use this to verify your identity, and will not admit you if it does not match their information. When you are ready, click 'Continue'

Joining the call

You can click the link in your email, or use the meeting ID (a long number you can copy and paste) to join.

If you click the link and the application, your browser will ask you for permission to open the Zoom application. Allow this permission and follow any instructions (for example checking and editing your username, entering the passcode, and enabling audio and video).

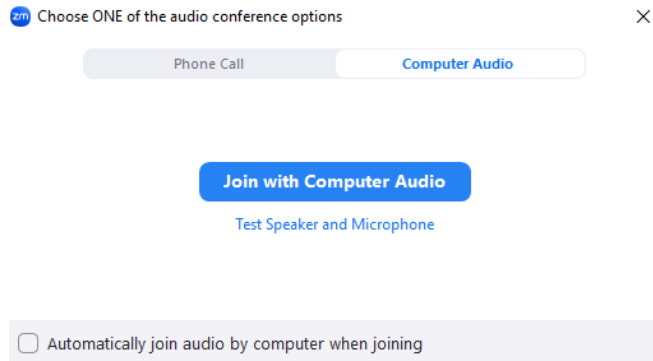
If using your browser only, you can either copy and paste the link for your interview directly into your browser search bar OR; go to <http://join.zoom.us/>, where you will need to copy and paste the link for your interview into the box OR type the Meeting ID (long number) into the box. Then press **Join**.



You will be placed in a Waiting Room, and your interviewers will let you in when they are ready.

Your interviewer may not be ready to let you in immediately. Perhaps the interview before you experienced technical issues and is running a bit late. Please wait patiently, and if you've been waiting more than 15 minutes please get in touch with foundation.year@admin.cam.ac.uk

When your interviewers are ready, you will be admitted and your interview will commence. You may be prompted to 'Join with Computer Audio' which you should confirm:



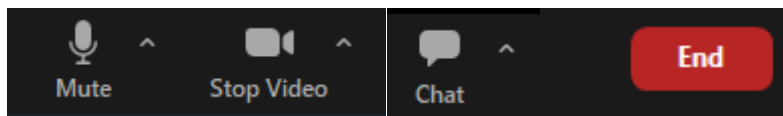
You should expect to show your photo ID to verify your identity, and if possible, you might be asked to move your camera to show that you are alone in the room. These are standard checks and nothing to worry about.

Controls in your interview

Your screen will have a control panel with the symbols below. You can turn your camera and microphone off and on using the controls in the panel at the bottom, and use the small arrow to the side of these symbols to view settings related to them.

You can also access a chat window function which can be helpful to let your interviewers know if you can't see or hear them.

Finally, there is a red button which will say 'Leave' or 'End' which you should click to exit your interview when it is complete.



If your interviewer wants to show you something, they will share their screen you will see an what they are sharing in place of the videos of those in the room.

What to do if things go wrong

We have done all we can to ensure that our remote interviews run smoothly. However, there can be occasional issues and in this case we will do all we can to get things back on track. In most cases, issues are resolved swiftly and the interview can proceed. In rare cases, interviews can't go ahead as scheduled. If that happens, we will reschedule your interview for another time on the same day or within a few days. **You will not have your assessment of aptitude disadvantaged by technical issues.**

If you experience technical issues

If you cannot access your interview or your technology is not working, either **email us at foundation.year@admin.cam.ac.uk** or **phone on 07746 220796 as soon as you can**. We will help you to resolve the issue as soon as possible.

We recommend having access to *wired headphones* during your interview, even if you would prefer not to use them. If you have sound issues, using headphones may resolve them.

If the problem is on your device, we likely can't offer much help. Zoom does have extensive Troubleshooting advice online:

https://support.zoom.com/hc/en/category?id=kb_category&kb_category=31293e9a8720391089a37408dabb35b8

If an interviewer experiences technical issues

If one of your interviewers experiences technical issues before or during your interview, we may substitute in another interviewer or an observer to allow your interview to continue as scheduled. While this takes place, you may be asked to temporarily leave the interview and then you will be re-admitted when we are ready. You will still receive the allotted time for your interview.

This is to ensure that all of our interviews are compliant with the [University safeguarding policies](#).

Troubleshooting

My camera is not working

1. Check that the browser or application has been given permission to access your device's camera. If you cannot find a way to do this, try exiting and restarting the session to renew the prompt.
2. Check that Zoom is connected to the right camera. You can do this by clicking the little arrow (^) on the camera button.
3. Check whether the fault is with the camera - open the pre-installed camera application on your device to see if it produces an image.
4. Ensure that the device you are using has installed the latest updates.
5. If using the Zoom application, ensure that it has installed the latest updates.
6. If using Zoom in browser, ensure that the browser has installed the latest updates.
7. If using a wired webcam (i.e. not built-in) check that the wire is properly connected to your device.
8. If at school, consult your IT technicians for further advice.
9. If it cannot be made to work, try an alternative device if possible.

My microphone is not working

1. Check that the browser or application has been given permission to access your device's microphone. If you cannot find a way to do this, try exiting and restarting the session to renew the prompt.
2. Check that Zoom is connected to the correct microphone. You can do this by clicking the little arrow (^) on the microphone button.
3. Check whether there is a fault with the microphone - go to <https://www.onlinemictest.com/>
4. If using headphones, disconnect the headphones and try the device's own microphone.
5. If not using headphones, try connecting some headphones with a microphone. Where possible, please use **wired** headphones, not headphones which connect over Bluetooth as this is a weaker connection. If using wireless headphones, ensure they are charged up.
6. Ensure that the device you are using has installed the latest updates.

7. If using the Zoom application, ensure that it has installed the latest updates.
8. If using Zoom in browser, ensure that the browser has installed the latest updates.
9. If at school or using a school device, consult your IT technicians for further advice.
10. If it cannot be made to work, try an alternative set of headphones, or an alternative device if possible.

I can't open Zoom

1. Ensure that your device has the latest updates installed.
2. If using the Zoom application, check for updates and install them if available.
3. If using browser, ensure that the browser has the latest updates installed.
4. If using browser, try an alternative browser. Zoom works best in Google Chrome, Mozilla Firefox or Chromium Edge.
5. Try using the alternate of the application/browser. E.g. if your Zoom app isn't opening, try using the browser instead. If browser isn't working, try downloading the app instead.
6. Check any possible firewall or other restrictions on your internet connection. If using the device on your school's network, you will need to consult the IT team.
7. If possible, try using an ethernet cable for a stronger connection.