# UNIVERSITY OF CAMBRIDGE

# Foundation Year Admissions

# Whereby Candidate User Guide

## 2023/24 Entry

# Introduction

The University of Cambridge is conducting interviews for the Foundation Year remotely this year via the online platform: 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.

We will be conducting drop-in 'test your tech' sessions for you to familiarise yourself with the Whereby platform in the week before your interview. You will receive information about these via email. We strongly recommend you attend one of these sessions.

We also strongly advise that you explore Whereby *before* the day of the interview. It is free for you to create an account and conduct meetings. If you are going to be at school for your interview, please 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.

This document includes the following sections:

- Joining your interview

- What to do if things go wrong

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

# Joining your interiew

When you are ready to join, click the correct link in your email. 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'
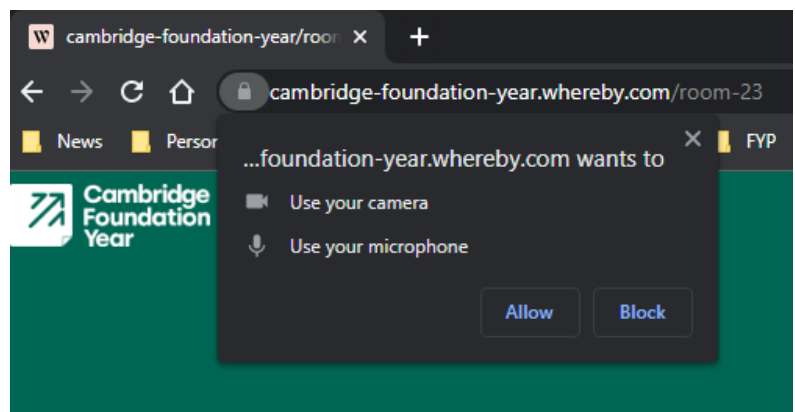
You will likely be asked to give permission for Whereby to access your microphone and camera. This might not happen if you have recently been using Whereby. This may look different in different browsers, but for example you might be prompted for Whereby to request permissions, and then you will see a pop up where you need to allow Whereby to access your microphone and camera.
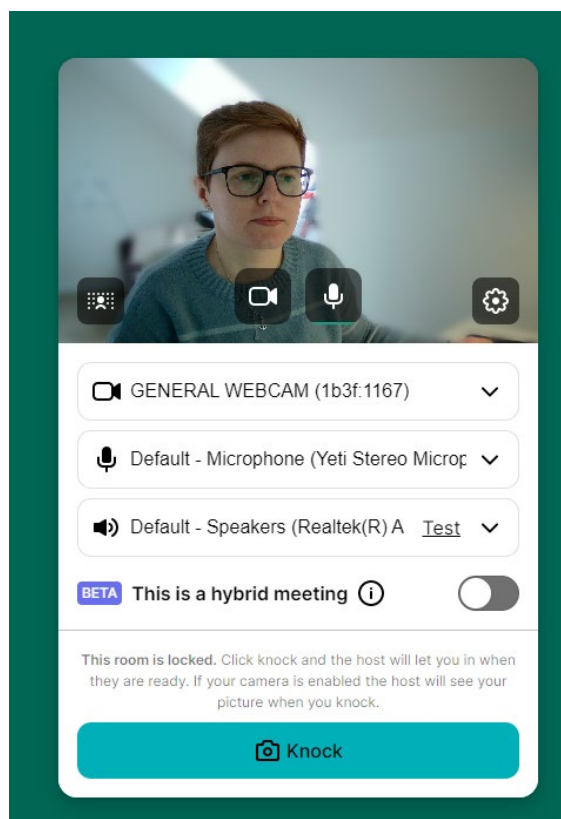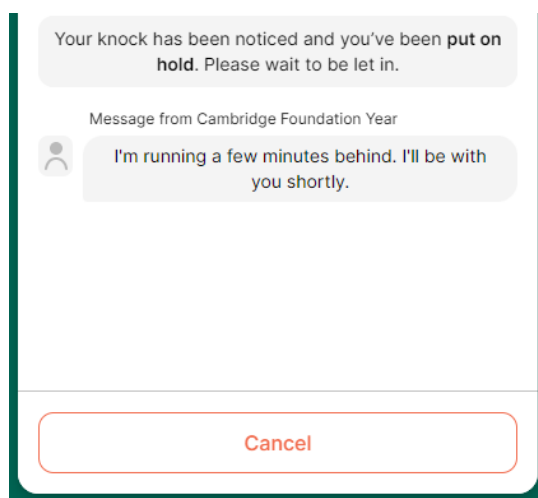
You will then see a preview of your camera, and you can check your settings to ensure it is using the microphone and camera you expect.



When you are happy, and it is time for your interview, click 'Knock' and wait to be let in. Please don't click 'knock' before it is time for your interview.

After you click knock, the interviewer will see a screen shot from your camera and will use this and your name to verify your identity. Your screen will say 'Waiting for reply'.
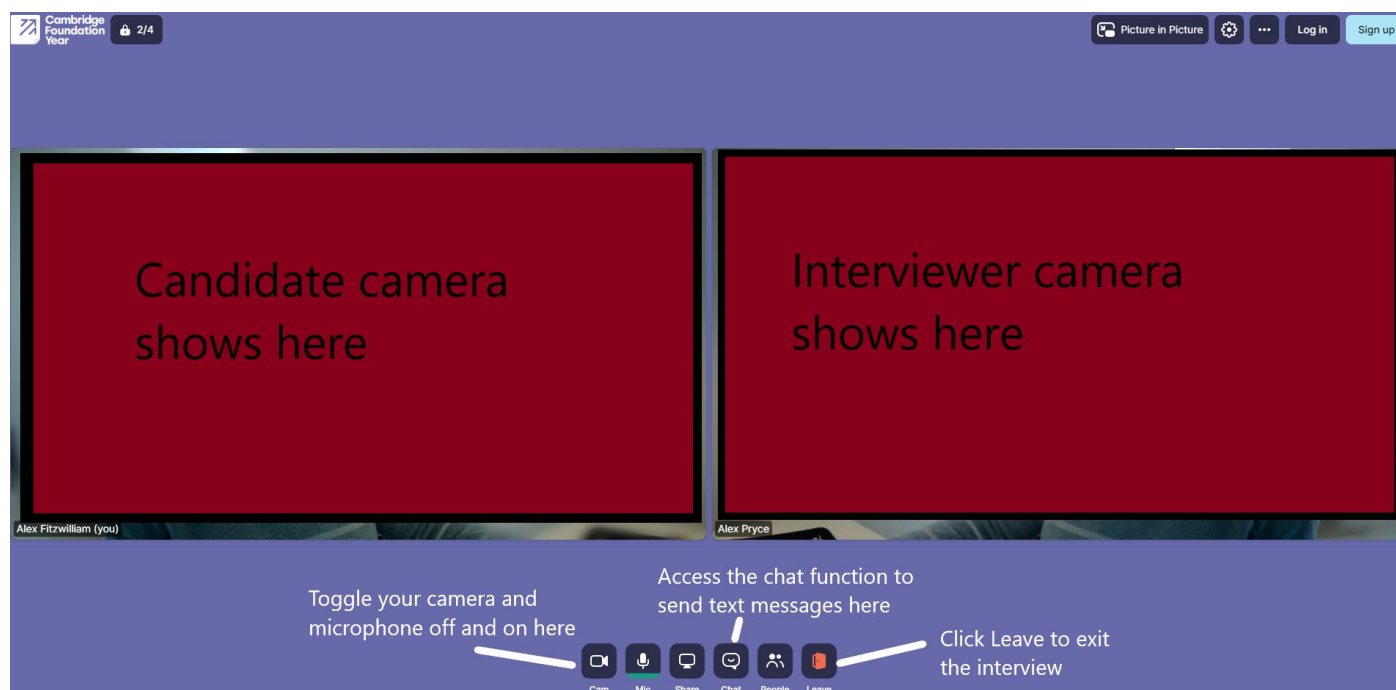
Your interviewer may not be fully ready to let you in. Perhaps the interview before you experienced technical issues and is running a bit late. Please wait patiently, and if you've been waiting more than 15 minutes please get in touch with foundation.year@admin.cam.ac.uk It is possible your interviewer might put you 'on hold' and send you a message telling you how long you might need to wait – but don't worry if you don't see this.

When your interviewers are ready, you will be admitted and your interview will commence. 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 look something like below. You can turn your camera and microphone off and on using the controls in the panel at the bottom. 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 'Leave' button 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 images of your interviewers and yourself.

## What to do if things go wrong

We have done all we can to ensure that our remote interviews run smoothly. However, all technology is subject to 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 happenes, 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. However, Whereby does sometimes have issues with Bluetooth headsets.

If the problem is on your device, we likely can't offer much help. Whereby does have extensive Troubleshooting advice online: https://whereby.helpscoutdocs.com/article/456-troubleshooting

**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.