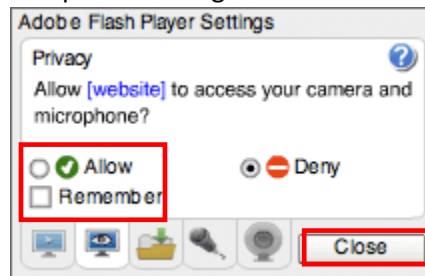


## Candidate Guide – Jobvite Video Interview

### Instructions

- Use Chrome Browser (Latest Version)
  - Download: <https://www.google.com/chrome/browser/desktop/index.html>
  - Update: <https://support.google.com/chrome/answer/95414?co=GENIE.Platform%3DDesktop&hl=en>
- Adobe Flash Player (Version 12 or higher)
  - Download or Validate Installation: <https://get.adobe.com/flashplayer/>
    - If you are downloading, make sure to **UNCHECK** the *Optional Offers* items
  - “Note” in yellow box should say that Adobe Flash Player is installed if already installed
- Have your Jobvite Login Information ready. If you have not yet registered, please register here: <https://hire.jobvite.com/info/register.aspx>
- Read Jobvite’s **Interview Checklist** thoroughly before starting the interview
- Disable popup blocker for windows from Jobvite.com
- During System Test, please Select **"Allow" AND "Remember" first and then "Close"**, when your computer is prompted to access your webcam & microphone through Adobe Flash Settings.



- Make sure you can see yourself on the screen
- Make sure your computer microphone is not muted and the volume raised
- Do NOT refresh the page at any time after you've started the interview.

If you run into any Technical Issues, please try the following troubleshoot methods:

- Clear your **Cookies/Cache/History ONLY** from *the beginning of time* in Chrome Settings (<chrome://settings/clearBrowserData>) and then **Restart Your Computer**

Clear the following items from the beginning of time

- Browsing history  
11,869 items
- Download history  
65 items
- Cached images and files  
353 MB
- Cookies and other site data  
This will sign you out of most websites.

- Try another computer or laptop device (DO NOT use a cell phone, iPad, tablet)
- **Contact Jobvite Support at (855) 315-4473**