



PREPARING FOR YOUR VIDEO INTERVIEW

What will I need to complete an interview?

To complete your video interview you're going to need a computer, tablet or mobile phone connected to the internet. We recommend using a wired or private WiFi connection whenever possible. Public WiFi, 3G and 4G connections can be a bit less stable.

If you've got an iPad or iPhone you'll need to use the free Tazio app. Simply search for 'Tazio' on the App Store and download our free app. If you're on an Android mobile or tablet, you can do your interview using an up to date version of Chrome. Alternatively go to the Playstore and download the free Tazio for Android app.

If you're using a mobile or tablet, make sure it's charged up before you start the interview.

You'll need a webcam (internal or external) and a microphone or headset. For the browser version you will also need Adobe Flash Player (11.0 or above) - Go to <https://get.adobe.com/flashplayer/> to download or update

Where's the best place to do my interview?

If possible, do your interview in a quiet, well lit room, ideally with a plain background behind you so the reviewer focuses on you and not the background. Lighting is important so make sure the main light source is in front or slight to the side of you so it's illuminating your face.

Any tips on video and sound quality?

Tazio automatically sets video quality based on your upload speed, the faster your internet connection the higher the video quality will be. The iPad, iPhone and Android apps will optimise video quality so this will be the same for everyone.

Note: The slower your internet connection, the longer it will take to upload your interview.

Sound quality is equally, if not more important. So during the hardware setup, make sure your audio levels are set correctly so you can be heard clearly, but aren't so loud that your voice is distorting.

What happens if my internet or computer crashes?

No problem, once you're back online log back into Tazio using your email address and the password you entered when you registered. You can then carry on with your interview where you left off.

What should I do if I have a technical problem?

If you have any technical problems while completing your interview, firstly check out the Tazio Troubleshooting support pages at <https://support.tazio24.com>. If you can't see the answer here, then you can submit a support ticket and one of the Tazio support team will be in touch.