



Live Video Interviewing

Hints & Tips for Candidates

About the Video Interviewing Tool in HSBC

HSBC has engaged with a Video Interviewing technology partner called Modern Hire which has Live Video interviewing capabilities. A Live Video can be used in place of face to face interviews or meetings.

The below guidance should assist you to successfully set up and participate in your interview, allowing you to perform at your best.

Technology Set Up:

- ◆ Check the recommended browser or app requirements needed on your computer, laptop or device from the invite as soon as you receive it. This will allow you to download anything if you need to in order for the connection to work in good time.
 - If you are an HSBC employee, you will need to download Google Chrome which can be requested by Service Now or GSR if you do not already have this installed. You can speak to your Recruiter if you require assistance. Or alternatively, you can forward the link in the invite to a personal email so that you can conduct the interview on a personal device
- ◆ Fully charge your laptop or mobile device if they will be used to participate in the interview
- ◆ You can test the link in the invite ahead of time, the link is active from the time it is received up to 24 hours after the scheduled interview time, to enter the virtual interview room, check your webcam and sound connection, and to familiarise yourself with the tool
 - If you are an HSBC employee, you will need to copy the link from the invite into the Chrome browser

Before & During the Interview:

- ◆ Allow some time before the interview start time to enter the virtual interview room and check that the webcam, sound and lighting is suitable for your interview before it begins. If there are any issues, this will allow you time to contact the Recruiter if you need any support
- ◆ Ensure you are in a quiet room or area, well lit and free of distractions
- ◆ Close any unnecessary browsers or applications that may notify you and distract you on your device during your interview
- ◆ Dress as you would for a face to face interview with the Hiring Manager/Interviewer, this will help you get into the interview 'zone' and you will be ready for the discussion
- ◆ Have a glass of water ready next to you if you need it during the interview
- ◆ Your Hiring Manager/Interviewer will run the interview with the same questions as they would if it were a face to face meeting, and will allow time for your questions of course at the end of the interview
- ◆ Look directly at the camera and engage with your interviewer as if you were in the room with them
- ◆ Relax, and enjoy your interview!