



GUIDE: Indeed Interview Options

Original Implementation Date:	7/13/21	Date Reviewed/ Revised:		Area of Responsibility:	Human Resources	Version:	1
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PURPOSE: The Indeed Interview Options Guide instructs those with Indeed “Candidate” manager access on how to schedule and conduct Virtual/Video interviews (which can be done through a computer with a camera or a smartphone), Phone or In-Person interviews through the Indeed platform. This guide is an additional resource for the *GUIDE: Indeed Manager Access* and *LEAD: Recruitment, Interview & Selection* training presentation.

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Section 1: Functionality Note & Navigating to the Candidate Profile

1. **Functionality Note:** For success in using this functionality the candidate should be aware you are reaching out to schedule the interview (either by phone, email or Indeed messaging). The candidate will need to respond to your interview scheduling request to confirm the interview.
2. **Navigating to the Candidate Profile:** Use the *GUIDE: Indeed Manager Access* resource for support in navigating the Indeed platform.
 - a. For all Indeed platform scheduling the direct hiring manager will have to navigate to the individual candidate profile page (either by searching the candidate or navigating through the job post dashboard) to schedule interviews. In the middle column of Candidate Information click on the Interviews tab. The Interview tab will populate and automatically default to the video option for interviews.

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Section 2: Video Interviews

The Interview tab will automatically default to the video option for interview and allow you to schedule an Indeed video conferencing interview or use a different third-party video conferencing service (such as Zoom or Teams).

1. To schedule the video interview:

- a. Review the candidate availability if candidate provided when they applied to position.
- b. Enter the proposed **Date**, **Start time** and **End Time** for the interview.
 - i. Multiple times can be suggested to the candidate by clicking on **+Suggest multiple times** and entering the alternative interview time date and time information.

Application **Interviews**

(GMT-07:00) Mountain Standard Time (United States of America)

availability
"Open availability"

Date: 07/08/2021 Start time: 3:00 PM to End time: 3:30 PM

[Suggest multiple times](#)

Interview type: **Video** Phone In-person

Video conference link

Use Indeed video conferencing **Recommended**
No need to download software or import your own links, we'll send a video conference link to you and your candidate when your interview is confirmed.
[Learn how to use Indeed video conferencing](#)

Use third-party video conferencing service
Paste your third-party video conferencing link.

Message to:

Include any additional information for the candidate here. Instructions upon arrival, information to have ready, etc.

Send video invitation Cancel

c. Select what type of Video conference link:

- i. **Use Indeed video conferencing.**
 - 1. This option is the only option that does not allow you to **Add additional employers**. Multiple people can be in the same room for the Indeed video conferencing option.

How to use Indeed video conferencing

- 1. Invite a candidate to interview**
Select **Indeed video conferencing** and send the video interview invitation.
- 2. Candidate receives interview link**
Once the candidate confirms and books a time, we'll send you and the candidate an email with the video interview link.
- 3. Click link to join interview**
At the scheduled time, find a quiet place with a good internet connection. No download needed: just click the link to join the video interview!

Got it

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ii. Use third-party video conferencing service (Zoom or Teams)

Use third-party video conferencing service
Paste your third-party video conferencing link.

Message to

Include any additional information for the candidate here. Instructions upon arrival, information to have ready, etc.

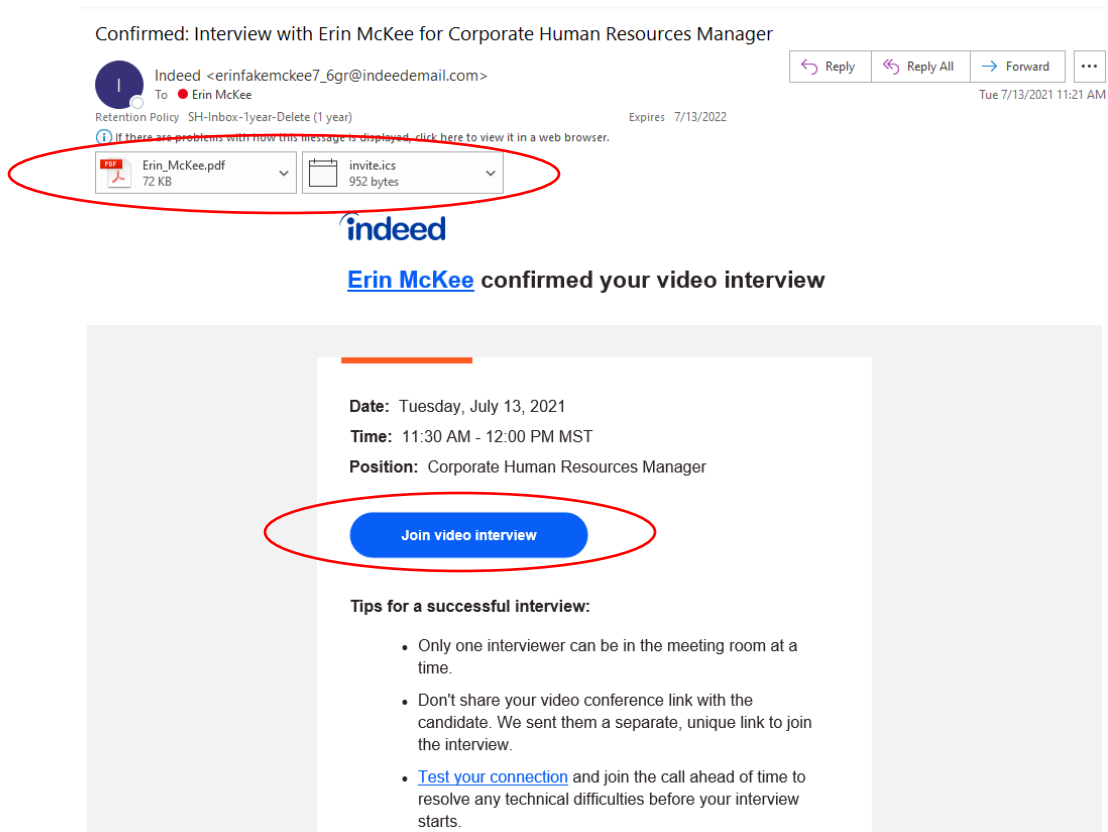
Add additional employers

Enter one or more emails separated by a comma.

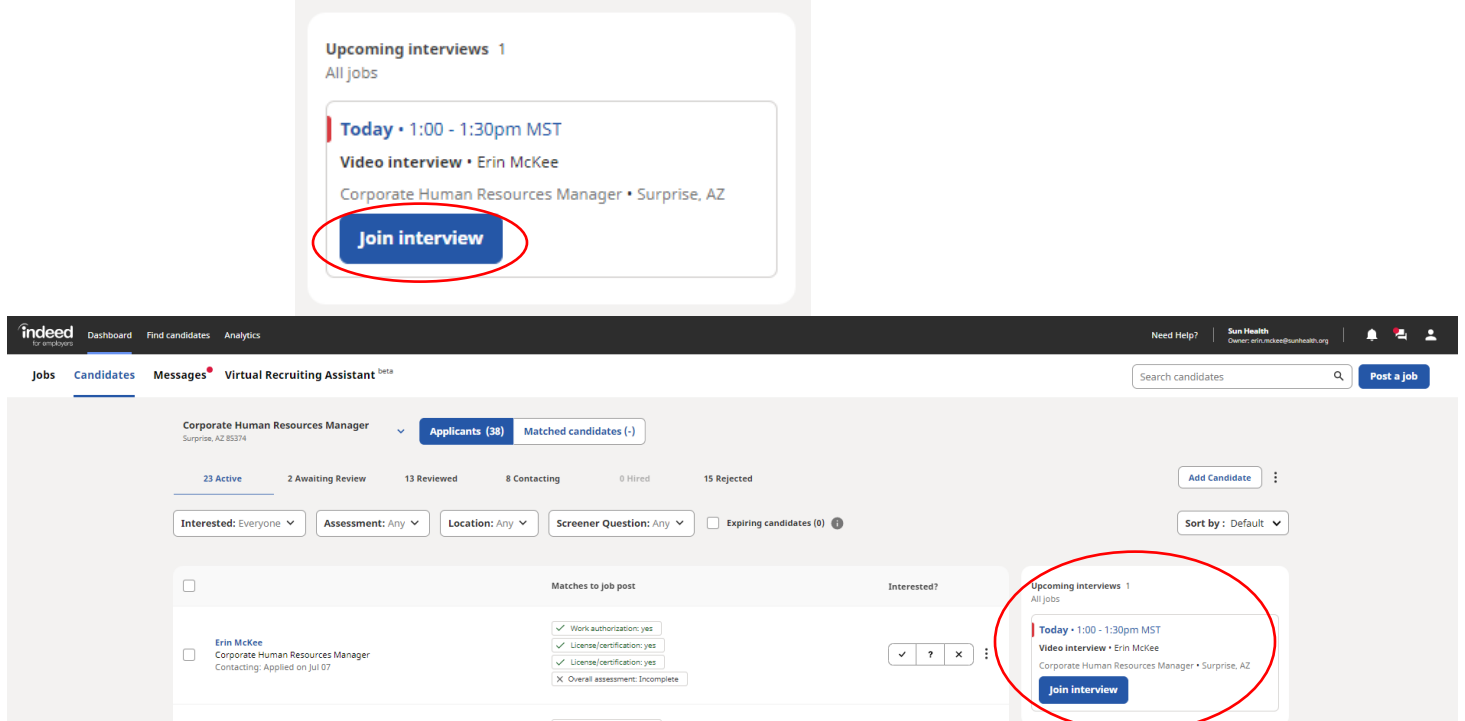
1. Create the meeting in the other conferencing service, then copy and paste the meeting link into the video conferencing link box.

- iii. Details for the interview can be included in the **Message to (candidate name)** box.
- iv. **Add additional employers** gives you the ability to include other interviewers in the interview request. This option is available with all interview options except the Indeed Video conferencing option.
 1. This will send the additional interview notice for the invitation with the same information as the candidate receives as well as the candidates resume.
- v. Once you have all the information in the invite click on **Send video invitation**. The candidate will receive an email notifying them of the request for the interview with all the information you provided in the interview request.
 1. *****IMPORTANT REMINDER:** The candidate will then need to select **“Schedule interview”** in their email to confirm their interview. Once this is done email confirmation will be sent to all involved with the interview and will include a calendar invite from Indeed.
 - a. The candidate will automatically be sent text message reminders through Indeed as well as the ability to reschedule should conflicts arise if they selected those settings in their Indeed account.
 - b. *****Manager Tip:** When you receive the confirmation email, save the calendar invite to your Outlook calendar. The Indeed calendar invite will not save the resume automatically into the calendar invite, but the resume can easily be dragged and dropped from the confirmation email into the open calendar invite to be saved. This will make the resume available to all managers associated with the interview.

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2. **Completing the video interview:** It is recommended to log on to Indeed 5-10 minutes prior to the scheduled interview to make sure your video and sound are working.
 - a. **Joining the video interview:** Managers can join the video interview from two different options
 - i. Clicking on the **Join video interview** link from the interview confirmation email
 - ii. Logging into Indeed and the Job Posting Dashboard and clicking on **Join interview**.



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- iii. Next you will enter your name, role in the company and your phone number that will receive text messages when the candidate is ready. When all the information has been entered click on **Continue**.

indeed

Interview request for Erin McKee

Jul 13, 2021, 1:00 PM - 1:30 PM MST

STEP 1 of 2

Welcome

Name *
Enter your name as you'd like to be displayed to the candidates.

Your role in the company (Optional)

Phone Number (Optional)
We'll text you when a candidate is ready to interview.
This will not be visible to candidates.

+1

By clicking "continue", you agree that we may send you text message reminders and phone calls related to this event, and you confirm that you are the subscriber and primary user of the telephone number you provided.

Continue

- iv. Next you will have the ability to test audio and video connection by clicking on **Next: Test Now**

← STEP 2 of 2

Test audio and video connection

Let's make sure your camera and microphone work well for a smooth interview experience.

Don't forget to allow camera and microphone access.

Next: Test Now

Indeed will confirm both Microphone and Video are connected. When it has verified both it will provide the option to click on **Next: Go to interview lobby**

← STEP 2 of 2

Test audio and video connection

✓ You are connected to Indeed Interview!

Microphone
Communications - Internal Microphone (Conexant SmartAudio HD)

Video
Integrated Camera (1303 5840)

Speaker [Play sound](#)

Next: Go to interview lobby

1.

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- v. You will be redirected to the Interview Lobby which shows the Interview room and Waiting room. When you are ready to start the interview or wait for your candidate click on **I'm ready to interview**.

The screenshot shows the Indeed Interview Lobby for Erin McKee. At the top, it says "Interview request for Erin McKee" and "Please start interviewing | Jul 13, 2021, 9:30 AM - 10:00 AM MST". The "Your status:" dropdown is set to "Interview-ready". Below this, there are tabs for "Waiting to interview (0)", "Interviewing (0)", "Interviewed (0)", and "Scheduled (1)". The main content area has a heading "Ready to start Interviewing?" and a sub-heading "Show job seekers you are ready to interview. Update your status to begin." A blue button labeled "I'm ready to interview" is circled in red. Below this are two sections: "Interview room (0)" and "Waiting room (0)". Each section has a table with columns for Name, Interview time, Wait time, and Status. The Interview room table is empty with the text "Candidates will show up here when they are ready to interview." The Waiting room table is also empty with the text "No one is in the waiting room right now."

1. Other Interview room options: While in the interview room you have a couple of options in the top right corner:
 - a. Status change from **Interview-ready** to **Taking a break**

The screenshot shows the "Your status:" dropdown menu. The current status is "Interview-ready". The dropdown menu is open, showing two options: "Interview-ready" (highlighted in blue) and "Taking a break".

The screenshot shows the "Your status:" dropdown menu. The current status is "Interview-ready". The dropdown menu is open, showing five options: "Invite interviewers", "Update welcome message", "Make announcement", "Test video and audio", and "End interviewing".

- b. Other actions:

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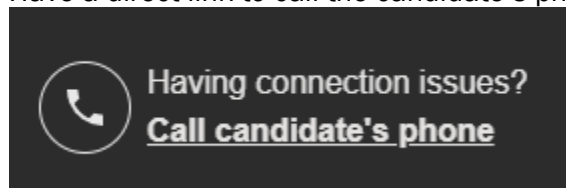
- vi. When the candidate has logged in and is ready to start the interview the candidate will show up in the Interview room. To start the interview click on **Start interview**.

The screenshot shows the Indeed Interview request interface for Erin McKee. The interface is titled "Interview request for Erin McKee" and includes a "Your status: In" indicator. Below the title, there are tabs for "Waiting to interview (1)", "Interviewing (0)", "Interviewed (0)", and "Scheduled (0)". The "Waiting to interview (1)" tab is selected. Underneath, there are two sections: "Interview room (1)" and "Waiting room (0)". The "Interview room (1)" section contains a table with the following data:

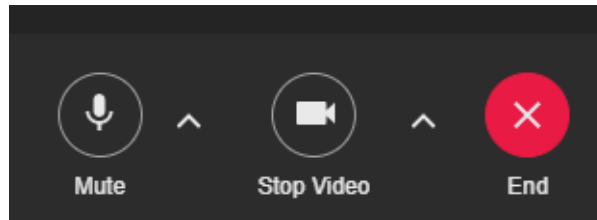
Name	Interview time	Wait time	Status
candidate d	Jul 13, 9:30 AM - 10:00 AM	0 minutes	Start interview

The "Start interview" button is circled in red. The "Waiting room (0)" section shows "No one is in the waiting room right now."

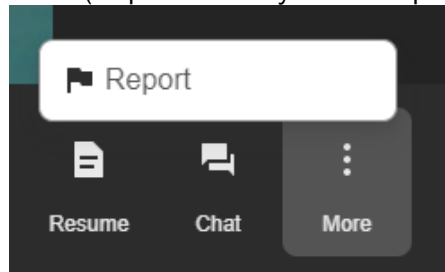
- vii. Once in the interview room you will be able to
1. Have a direct link to call the candidate's phone if there are connection issues



2. Mute/unmute
3. Stop/restart video
4. End the call

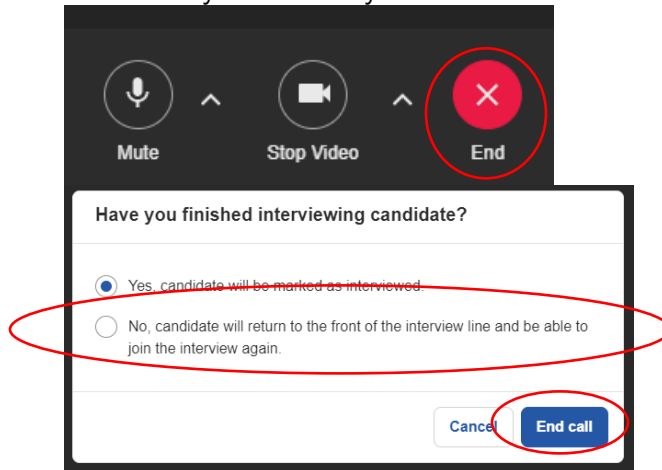


5. View the resume (if the candidate allowed their resume to be submitted for the interview)
6. Chat (in the event you or the candidate are having sound issues)
7. More (Report-Where you can report inappropriate or misuse of the platform)

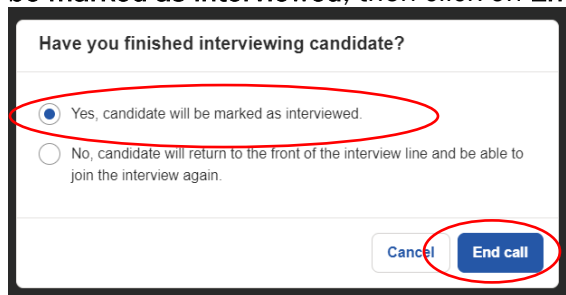


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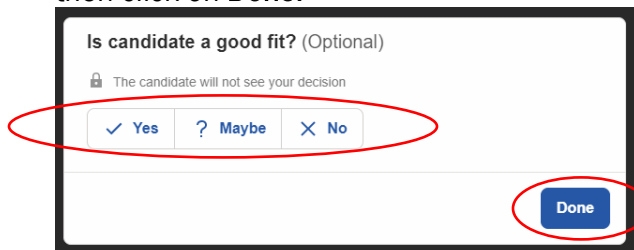
- viii. If the candidate or interviewer need to pause the interview the interviewer can assign the candidate back into the Waiting room. This can be done by clicking **End**, then **No, candidate will return to the front of the interview line and be able to join the interview again**, then **End call**. The candidate will be placed back into the waiting room/interview room until you are ready to interview the candidate.



- ix. If you have completed the interview you can click on **End**, then select **Yes, candidate will be marked as interviewed**, then click on **End call**.






- x. You will be able to mark if the candidate is a good fit for the position (**Yes, Maybe, or No**) then click on **Done**.



- xi. The Interview Room will automatically be updated with completed interviews in the appropriate column and any candidate fit selections.

Interview request for Erin McKee

• Started | Jul 13, 2021, 1:00 PM - 1:30 PM MST

Waiting to interview (0)	Interviewing (0)	Interviewed (1)	Scheduled (0)								
		<table><thead><tr><th>Name</th><th>Interview time</th><th>Interviewer</th><th>Good fit?</th></tr></thead><tbody><tr><td>candidate  Returned to lobby</td><td>Jul 13, 1:00 PM - 1:30 PM</td><td>Erin McKee</td><td></td></tr></tbody></table>	Name	Interview time	Interviewer	Good fit?	candidate  Returned to lobby	Jul 13, 1:00 PM - 1:30 PM	Erin McKee		
Name	Interview time	Interviewer	Good fit?								
candidate  Returned to lobby	Jul 13, 1:00 PM - 1:30 PM	Erin McKee									

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Section 3: Phone Interviews

The Interview tab will automatically default to the video option for interview. You will need to change the Interview type to **Phone**.

1. To schedule the phone interview:

- a. Review the candidate availability if candidate provided when they applied to position.
- b. Enter the proposed **Date**, **Start time** and **End Time** for the interview.
 - i. Multiple times can be suggested to the candidate by clicking on **+Suggest multiple times** and entering the alternative interview time date and time information.
- c. Enter the **phone number** for the candidate to call at the time of the interview.
- d. Details for the interview can be included in the **Message to (candidate name)** box. This can be additional people who will be joining the call.
- e. **Add additional employers** gives you the ability to include other interviewers in the call.
 - i. This will send the additional interview notice for the invitation with the same information as the candidate receives as well as the candidates resume.
 - ii. When the candidate confirms the interview, an email notice will be sent to all interviewers associated.
- f. Once you have all the information in the invite click on **Send phone invitation**. The candidate will receive an email notifying them of the request for the interview with all the information you provided in the interview request.
 - i. *****IMPORTANT REMINDER:** The candidate will then need to select **“Schedule interview”** in their email to confirm their interview. Once this is done email confirmation will be sent to all involved with the interview and will include a calendar invite from Indeed.
 1. The candidate will automatically be sent text message reminders through Indeed as well as the ability to reschedule should conflicts arise if they selected those settings in their Indeed account.
 2. *****Manager Tip:** When you receive the confirmation email, save the calendar invite to your Outlook calendar. The Indeed calendar invite will not save the resume automatically into the calendar invite, but the resume can easily be dragged and dropped from the confirmation email into the open calendar invite to be saved. This will make the resume available to all managers associated with the interview.

Application **Interviews**

(GMT-07:00) Mountain Standard Time (United States of America)

availability
"Open availability"

Date: 07/08/2021 Start time: 3:00 PM to End time: 3:30 PM

[Suggest multiple times](#)

Interview type: Video **Phone** In-person

Interviewer's Phone number

Message to
Include any additional information for the candidate here. Instructions upon arrival, information to have ready, etc.

Add additional employers
Enter one or more emails separated by a comma.

Send phone invitation Cancel

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Section 4: In-Person Interviews

The Interview tab will automatically default to the video option for interview. You will need to change the Interview type to **In-person**.

1. To schedule the In-Person interview:

- a. Review the candidate availability if candidate provided when they applied to position.
- b. Enter the proposed **Date**, **Start time** and **End Time** for the interview.
 - i. Multiple times can be suggested to the candidate by clicking on **+Suggest multiple times** and entering the alternative interview time date and time information.
- c. Enter the **Interview address** the candidate to meet you at the time of the interview.
- d. Details for the interview can be included in the **Message to (candidate name)** box. This can be additional people who will be joining the call, directions, or any additional information.
- e. **Add additional employers** gives you the ability to include other interviewers in the call.
 - i. This will send the additional interview notice for the invitation with the same information as the candidate receives as well as the candidates resume.
 - ii. When the candidate confirms the interview, an email notice will be sent to all interviewers associated.
- f. Once you have all the information in the invite click on **Send in-person invitation**. The candidate will receive an email notifying them of the request for the interview with all the information you provided in the interview request.
 - i. *****IMPORTANT REMINDER:** The candidate will then need to select **"Schedule interview"** in their email to confirm their interview. Once this is done email confirmation will be sent to all involved with the interview and will include a calendar invite from Indeed.
 1. The candidate will automatically be sent text message reminders through Indeed as well as the ability to reschedule should conflicts arise if they selected those settings in their Indeed account.
 2. *****Manager Tip:** When you receive the confirmation email, save the calendar invite to your Outlook calendar. The Indeed calendar invite will not save the resume automatically into the calendar invite, but the resume can easily be dragged and dropped from the confirmation email into the open calendar invite to be saved. This will make the resume available to all managers associated with the interview.

Application **Interviews**

(GMT-07:00) Mountain Standard Time (United States of America)

s availability
"Open availability"

Date: 07/08/2021 Start time: 3:00 PM to End time: 3:30 PM

[Suggest multiple times](#)

Interview type: Video Phone **In-person**

Interview address:

Message to:
Include any additional information for the candidate here. Instructions upon arrival, information to have ready, etc.

Add additional employers:
Enter one or more emails separated by a comma.

Send in-person invitation Cancel

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Section 5: Rescheduling and Cancelling Interviews

Interviews can be rescheduled or cancelled from the Interview tab of the individual candidate profile in Indeed.

1. To reschedule you will click on **Actions**, then **Edit details**. Edit the necessary details and an updated email will be sent to the candidate where they will need to **Schedule interview** to confirm the changes. You will receive confirmation similar to when you initially schedule interviews.

Erin McKee
Corporate Human Resources Manager
erindittomckee5_mcu@indeedemail.com · Phoenix, AZ
Applied to Corporate Human Resources Manager · Surprise, AZ

Application **Interviews**

	Date	Time	Interview Status	Type
Actions ^	Jul 13, 2021	2:00 PM - 2:30 PM MST	Awaiting confirmation	Phone
Edit details	Jul 13, 2021	1:00 PM - 1:30 PM MST	Completed	Video
Cancel interview				

2. To cancel you will click on **Actions**, then **Cancel interview**. Another screen will populate to confirm you want to cancel the interview by selecting **Yes, cancel interview**. Once the selection has been made the interview will be removed from the listing and notification will be sent via email and text to the candidate.

Application **Interviews**

	Date	Time	Interview Status	Type
Actions ^	Jul 13, 2021	2:00 PM - 2:30 PM MST	Awaiting confirmation	Phone
Edit details	Jul 13, 2021	1:00 PM - 1:30 PM MST	Completed	Video
Cancel interview				

Cancel interview with Erin McKee

×

We'll notify the candidate on your behalf

Yes, cancel interview

No, keep interview

Section 6: RELATED RESOURCES: *GUIDE: Indeed Manager Access; June 2021 LEAD: Recruitment, Interview & Selection; RESOURCE: LEAD Recruitment, Interview and Selection Manager Overview and Resources*