

FREQUENTLY ASKED QUESTIONS

Can I check if my equipment works properly before starting the interview?

Yes, you can check if your equipment is suitable by clicking on the following link:
<https://hiringplatformau.com/async-tech-check>

Can I use any device for the interview?

You may only complete the interview by using a desktop/laptop with a webcam to record your responses. You cannot complete the MMI on a mobile device. Your device must also be connected to a webcam, either integrated or external, and a microphone, either integrated or via wired headset.

Do I need to download third-party software?

You will not need to download any third-party software to complete your MMI. You will be able to complete directly through your internet browser.

What browsers can I use to complete my MMI?

The MMI interview is compatible with the following browsers:

- Google Chrome 63+ (recommended)
- Mozilla Firefox 50+
- Edge 79+
- Safari 14.0.2+ for Mac only

We recommend that you update your browser to the most recent release version. You can do this through the “About” area in your browser settings.

We also recommend that you have at least two (2) browsers downloaded to your computer before starting the MMI. If you have technical issues during the MMI, often one of the quickest ways to resolve the problem is to open the MMI in a different browser.

For example, if you typically use Safari in Mac, we recommend that you download Chrome as well, prior to the MMI, as a back up.

If you generally use Chrome in Windows, we recommend that you also download either Edge or Firefox as a back up.

Can I use Bluetooth headphones (eg AirPods) during my MMI?

No. We only recommend using wired headsets or your integrated microphones during your MMI. If you use Bluetooth headphones, it is possible that you might lose Bluetooth connection, or your headphones will run out of battery during the interview causing you to lose audio input.

How do I know if my videos were successfully uploaded?

The platform automatically uploads all recorded videos. If you successfully record all video responses for a station you will automatically proceed to the next.

If there are any issues with your recordings during a station you will see an error message on the screen.

You will not be able to re-enter this station, however, please submit the technical issue form at the end of the MMI and a support agent will investigate your case.

What's the ideal Internet bandwidth for recording the interview?

To ensure a seamless experience during your MMI we recommend a download speed of 20Mbps and upload speed of 1Mbps. You can use [this tool to test your internet connection speed](#).

If your current internet connection does not meet these requirements, we would recommend you seek out and test alternatives well in advance of your MMI.

Can I conduct my interview using a Wi-Fi connection?

Absolutely! Simply make sure your Wi-Fi connection is stable and that not too many people are using it at once. You can use the following link to test your connection: <https://hiringplatformau.com/async-tech-check>

Keep in mind that a wired connection generally offers better connectivity. Also, the closer you are to the modem, the better your Internet connection will be.

What happens if a failure or a bad Internet connection causes a technical issue during a recording?

If a failure or a bad Internet connection causes a technical issue during a recording, you might be exited from the recording window. If this occurs you will not be able to re-enter that station, so click "Save and Next" to proceed to the next station. At the conclusion of the MMI you will be able to fill out a form (see below), notifying us of the issue which will be further investigated. You will be advised of next steps via email after your MMI session.

Thank you for taking the time to complete the Practice MMI.

You may now close out of this tab.

If you believe you experienced a technical issue during the MMI please follow the link below to report your issue. A support agent will then investigate and contact you via email with advice.

[Report a technical issue](#)