HireVue Navigation Guide for AAMC VITA Coordinators

Last updated: August 28, 2020

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AAMC crated this Navigation Guide to provide information about how to manage evaluators, view, and evaluate responses. While additional features and functionality exist in HireVue, please do not use them to ensure the functionality and fairness of the AAMC VITA interview.
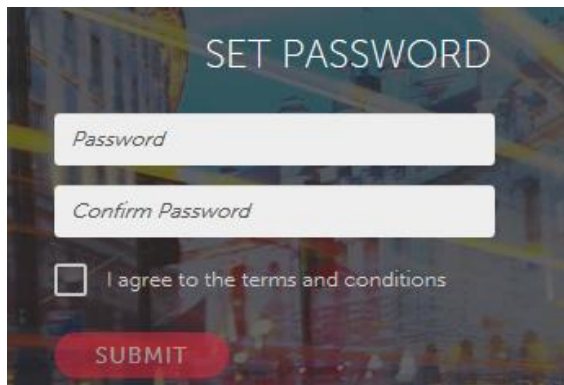

Account Set Up

Please ensure that you are using IE 11, Mozilla FireFox, Google Chrome or Safari 6+ for your browser.

Activate your HireVue Account

You should have received an email invitation from **HireVue** (interviews@hirevue.com). Your email invite included a link to activate your account.

Click the activation link from your invitation email and you will be prompted to create a password. Your username is the email address that received the invitation. You cannot change the email account associated with your HireVue account. If you want to use a different email to access HireVue, contact the AAMC VITA Coordinator at your school and ask them to provide the AAMC with the new, approved email address.

Note: Your password must contain at least 8 characters and include at least one of each of the following character types: uppercase letters, lowercase letters, numbers, and non-alphanumeric characters (i.e., !, @, #, $).

Log in to your HireVue Account

Now that your account is activated, you can manually log into HireVue.

Go to https://aamc.hirevue.com/ and log in by entering your email address and the password you created under the Manager log-in at the top of the screen. You will be asked to accept the terms and conditions the first time you access the system.
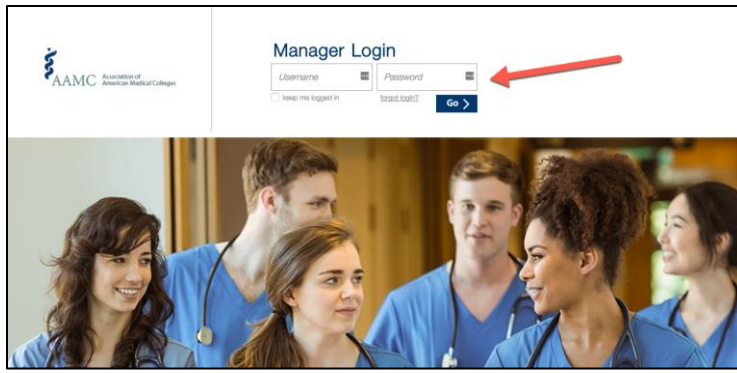
Update Account Setting for Email Notifications

The HireVue system sends email notifications (i.e., invitations to evaluate) when candidates have completed their interviews or when evaluators have completed their reviews.

- If you **want to receive** email notifications, you do not need to adjust this setting. Consider the frequency with which you'd like to receive notifications. The default setting is **Immediately**; HireVue will send an email notification each time a candidate has completed their interview, or an evaluator has completed their review of a candidate. Alternatively, you may select **Daily** or **Weekly** to receive a summary email notification.

- If you **do not want to receive** email notifications, update your profile to be notified **Never**. First, click on your name, located in the top right corner of the screen. Select "My Profile" from the drop down. Under Email Notification Delivery, select Never. Then, scroll to the bottom of the screen and click the "Save" button. If you turn off email notifications, you will need to remember to check HireVue regularly to monitor the status of candidates' interviews or evaluators' reviews.
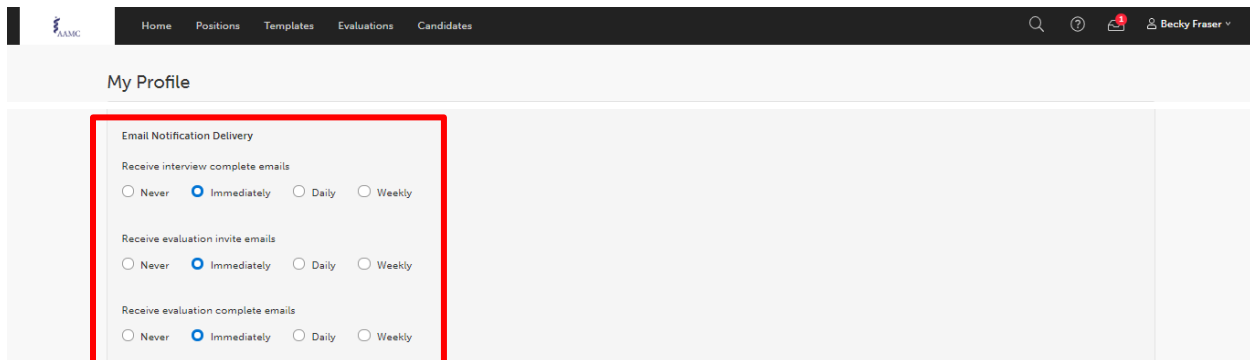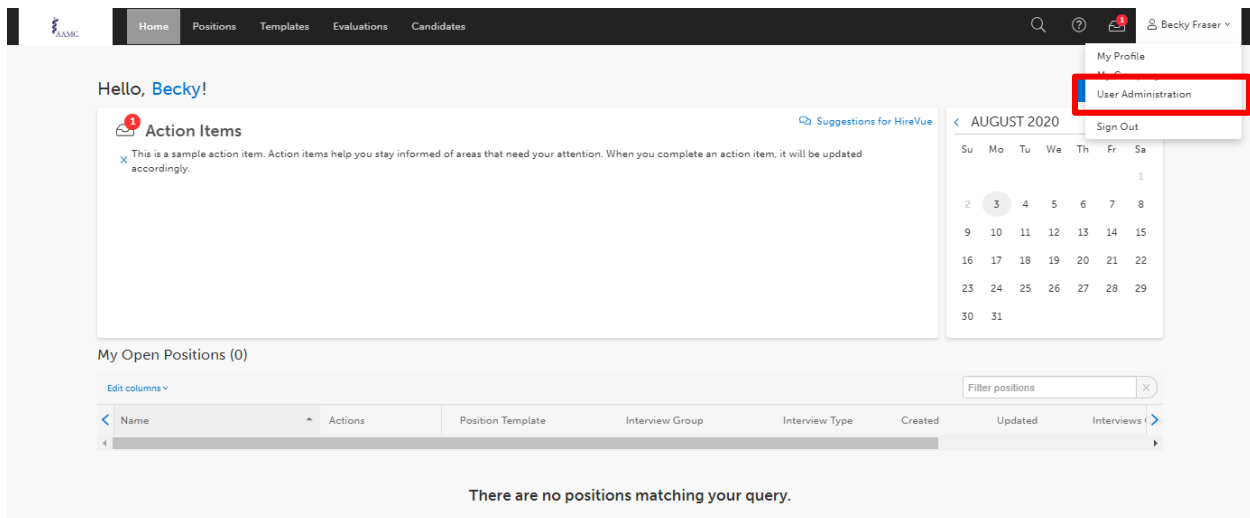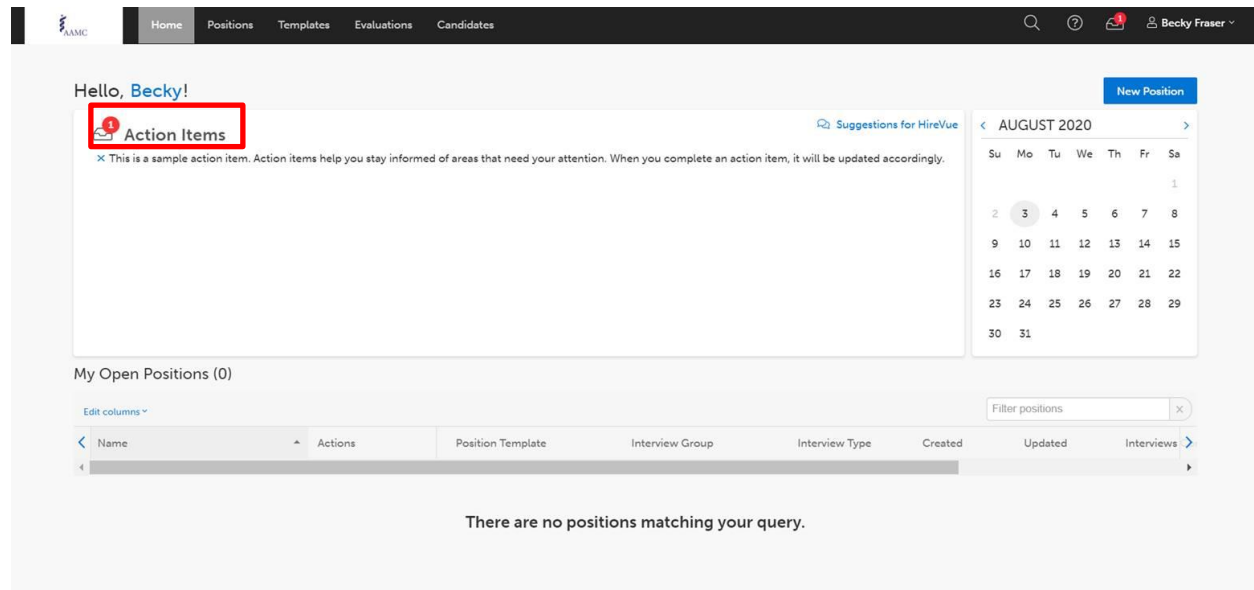
Navigating Your Home Screen

Once you log in, you will first be presented with the **Home screen**, as shown below.

At the top left of the screen you will see several tabs. A list of all the candidates that have been assigned to you is available on the Candidates tab.

At the top center of the screen, you will see the grey Actions Item box. The box lists the number of candidates awaiting your review by position. You can select the "Evaluate" button to begin watching video responses.

In the middle of the screen, the My Open Positions section. It will be blank because you haven't created any positions.
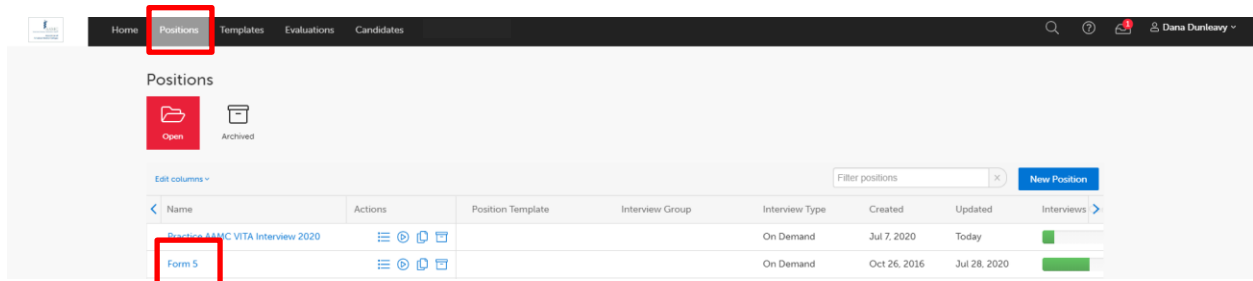

Tip: **Position** refers to the interview that each candidate completed. Remember, AAMC created multiple versions of the VITA interview. While each version is designed to assess the same competencies, the questions may differ.

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Adding Evaluators

If you have more than 10 evaluators, AAMC will bulk upload the evaluators for you. Contact schoolrel@aamc.org or attend AAMC VITA office hours for more information.

If you have less than 10 evaluators and/or want to add the evaluators yourself, we recommend adding individually because it is the most efficient way to add and then assign multiple candidates to an evaluator. You will need to repeat this process for the ten positions assigned to your school.

From your Home Screen, navigate to the Positions tab. Under the Names column, you will see 10 different positions listed. They will all start with your three-digit medical school institution number. Then, find the position in the list and click on it to open it.

On the top left side of the screen, you will see the Position name. In the example below it is "Form 5", but it will be whichever position you selected in the previous step. Below this are three tabs: Candidates, Evaluators, and Interview Setup. Click on the **Evaluators** tab, then click on the blue **Add** button on the right side of the page. This will open a dropdown box with space where you will enter an Evaluator's email or full name.
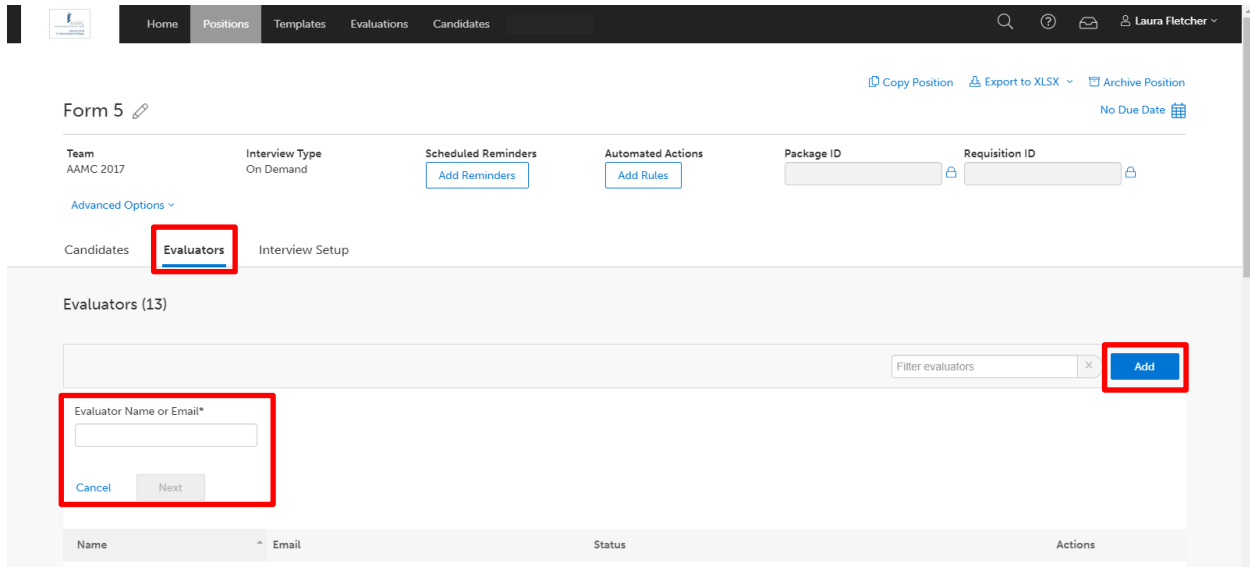
If the Evaluator already exists in HireVue, their name and email will show up in a dropdown box. Select the correct evaluator from the dropdown box and then click:

- "Save & Assign Candidates" if you want to assign interviews to that evaluator now;
- "Save & Add Another" if you want to add another evaluator to this position; or
- "Save" if you just wanted to add that one evaluator and are now done.

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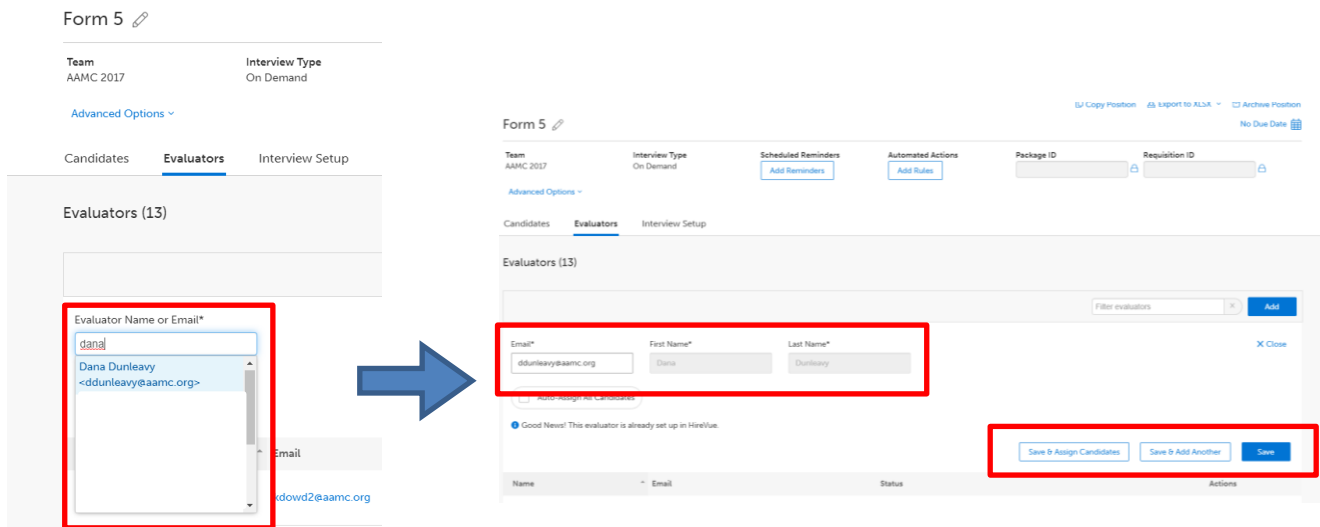
If the Evaluator does _not_ already exist in HireVue, the dropdown box will say "No Results". Then click the **Next** button. Enter the remaining required fields (i.e., email, first name, and last name must be provided for all evaluators). Once all required information is added for the evaluator, click:

- "Save & Assign Candidates" if you want to assign interviews to that evaluator now;
- "Save & Add Another" if you want to add another evaluator to this position; or
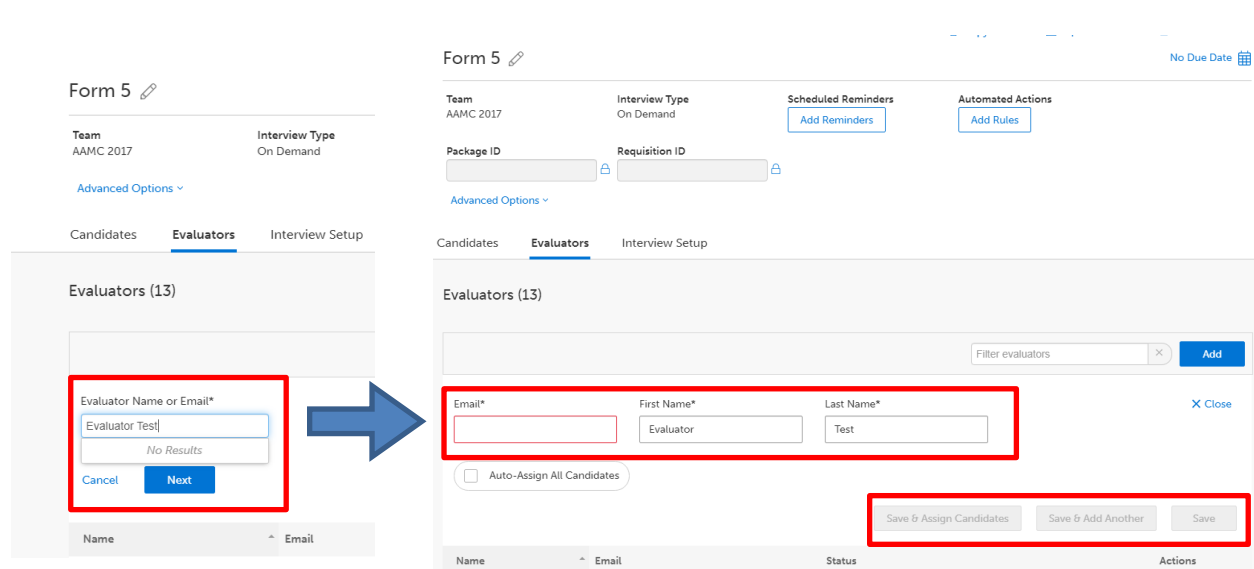- "Save" if you just wanted to add that one evaluator and are now done.

*Evaluators whom you add manually will be invited to activate their accounts **after** they are assigned to at least one candidate who has completed the interview. See page 10-11 for more information about assigning candidates to evaluators.*
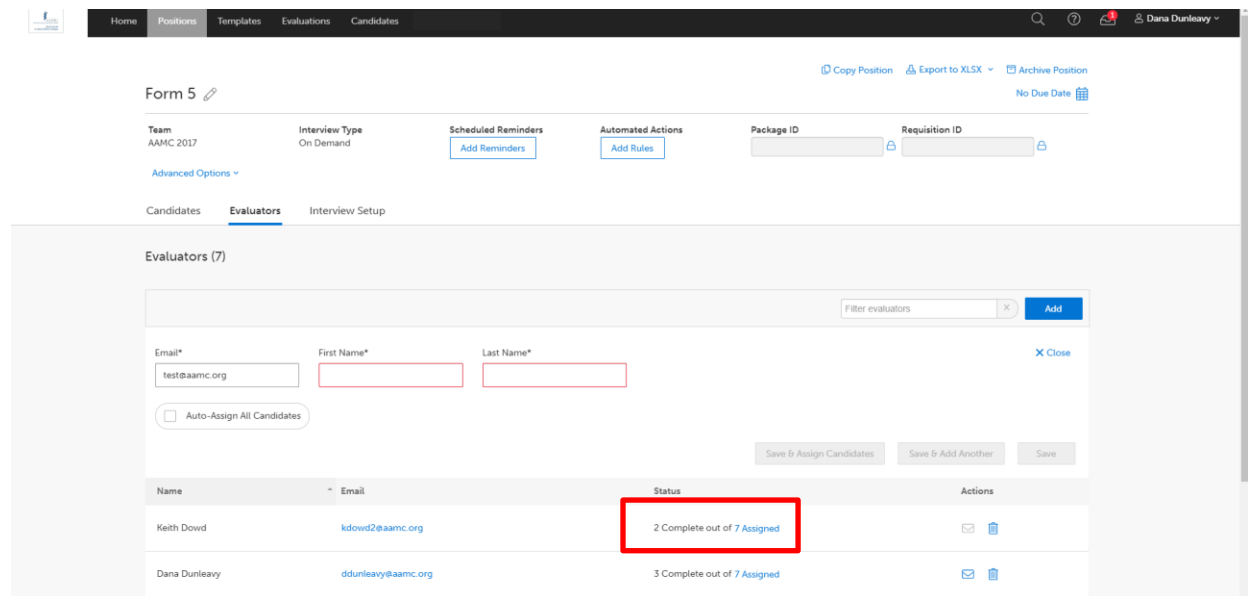
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Assigning Candidates to Evaluators

On the Evaluators tab within a Position, find the evaluator you wish to assign candidates.

If an Evaluator does not appear under Evaluators, the evaluator has not been added to the Position yet. First, add them to Position using the process described in the Adding Evaluators section above.

If the Evaluator has already been added to the Position, click on their Status (e.g., 2 Complete out of 7 Assigned) to see which candidates they have been assigned or not assigned and the status of their evaluation.
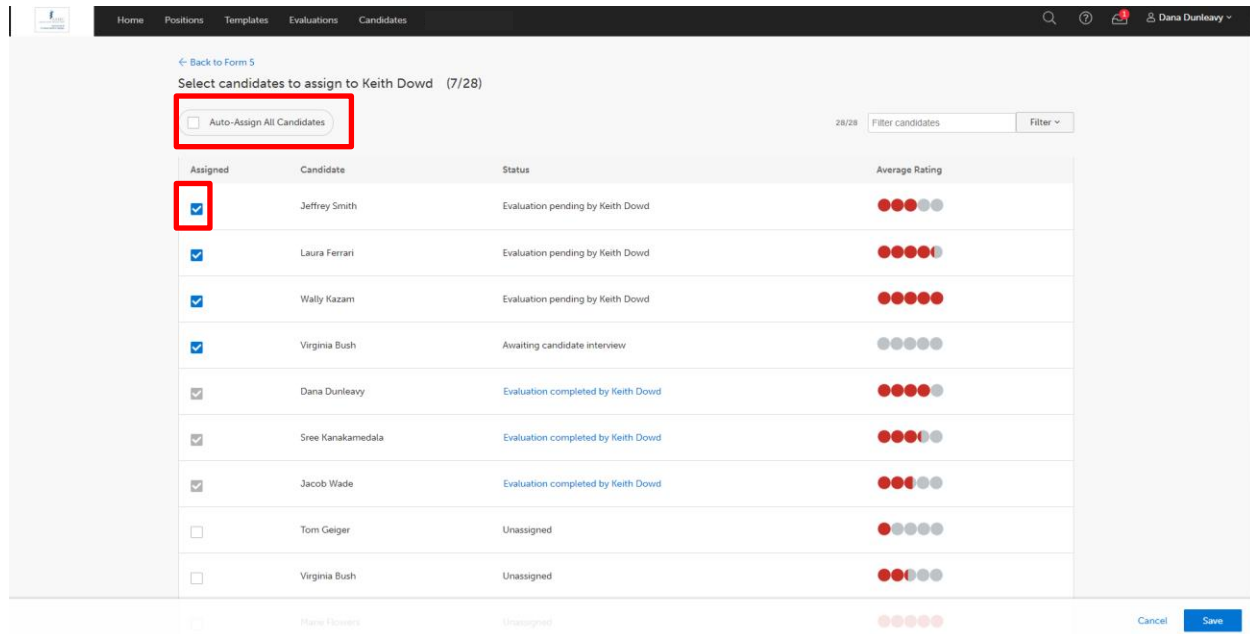
Assign All Candidates to an Evaluator

To assign the evaluator to all candidates, select Auto-assign All Candidates. Click Save.

If your process requires evaluators to watch a subset of candidates, you can still use the Auto-assign All Candidates feature. In the HireVue system, auto-assign all candidates when uploading evaluators. Then, provide evaluators a list of candidates to evaluate, including first and last names and email addresses.

- Evaluators will be able to easily find the candidate by searching or filtering by candidate name in in HireVue.
- Evaluator will not be able to use the To-Do list to track their progress because it will contain candidates to which they are not assigned. However, they will be able to track their progress using the Completed list if they assign a rating to each candidate because doing so will move the candidate to the Completed list. (Note: AAMC recommends keeping all ratings of record in your external system. We recommend assigning all candidates a rating of 1 to move the candidate to the Completed list. See the Evaluate Candidate Responses section for more information.)

Assign Some Candidates to an Evaluator

To assign candidates to an evaluator, select the check box next to each candidate to be assigned. Click Save. You can also unassign candidates from an evaluator, by de-selecting the Auto-Assign All Candidates check box and the check box next to a candidate(s) and clicking Save.
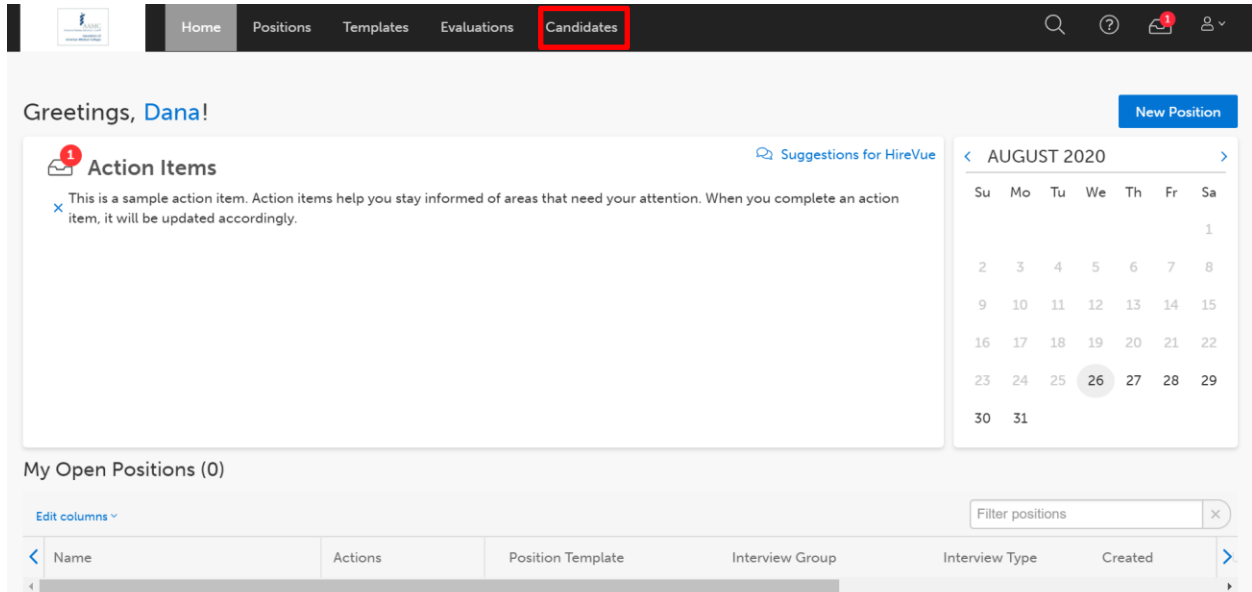

Note: Bulk assignment of candidates to evaluators is not available currently. If you need assistance identifying the most efficient process to assign candidates to evaluators, please attend AAMC VITA office hours.

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Watching Candidate Videos

From your home screen, you will see several tabs across the top of the screen. Select the Candidates tab to see and begin evaluating candidates' videos.
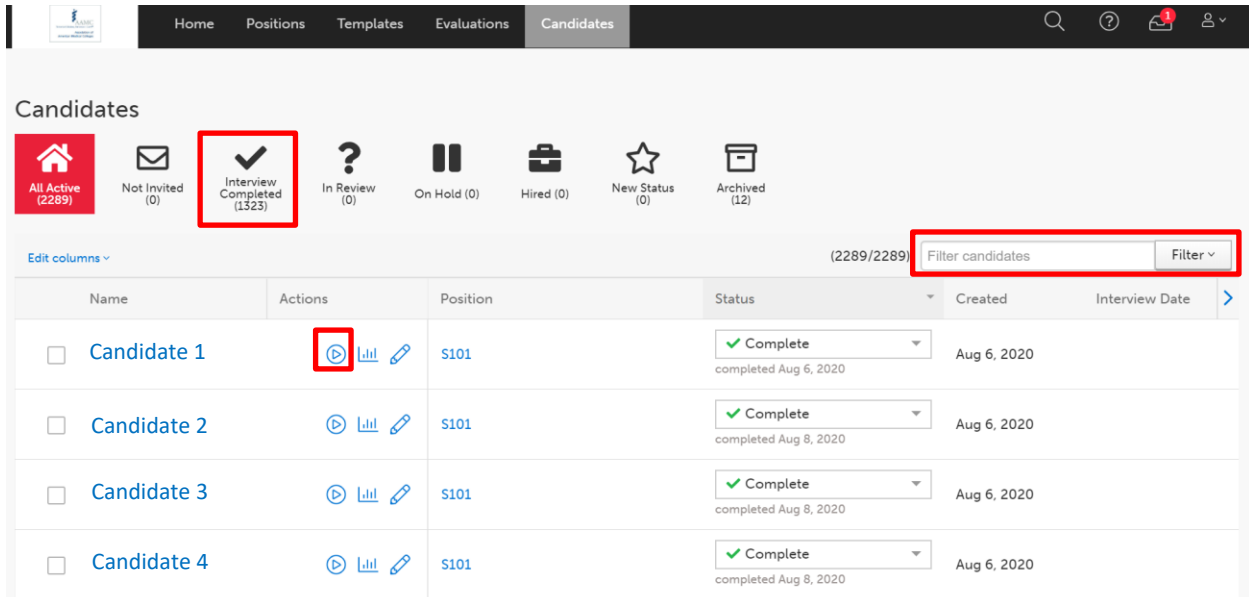
The Candidates tab shows a list of all the candidates who have been invited to take VITA by your school. It displays candidates who have completed the interview, are in progress, and are invited.

You can filter the candidate list by selecting the Interview Completed icon and by sort any of the column by clicking on a column heading. You can also find a candidate by typing his or her name into the Filter Candidates box.

You watch a candidate's responses by selecting the play icon.

Tip: **Position** refers to the interview that each candidate completed. Remember, AAMC created multiple versions of the VITA interview. While each version is designed to assess the same competencies, the questions may differ.

Applicants who experienced a **technology disruption and were granted a retake** can be identified through the Position field. They will be assigned to a position that includes "Retake" in the title.

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The Candidate List

On the left-side of the screen, there is a candidate list. To open the candidate list, move the mouse over the left portion of the screen. The candidate list will default to collapsed. To pin the list open, click the arrow at the top.

The candidate list shows other candidates you (the evaluator) have been assigned to evaluate for the same position.

You can filter your view to candidates on your To Do list only, Completed Candidates, All Candidates.

You can search for candidates by typing their name into the filter box. Candidates can be sorted by several features. The features that are most applicable to you are: first name, last name, and completion date.
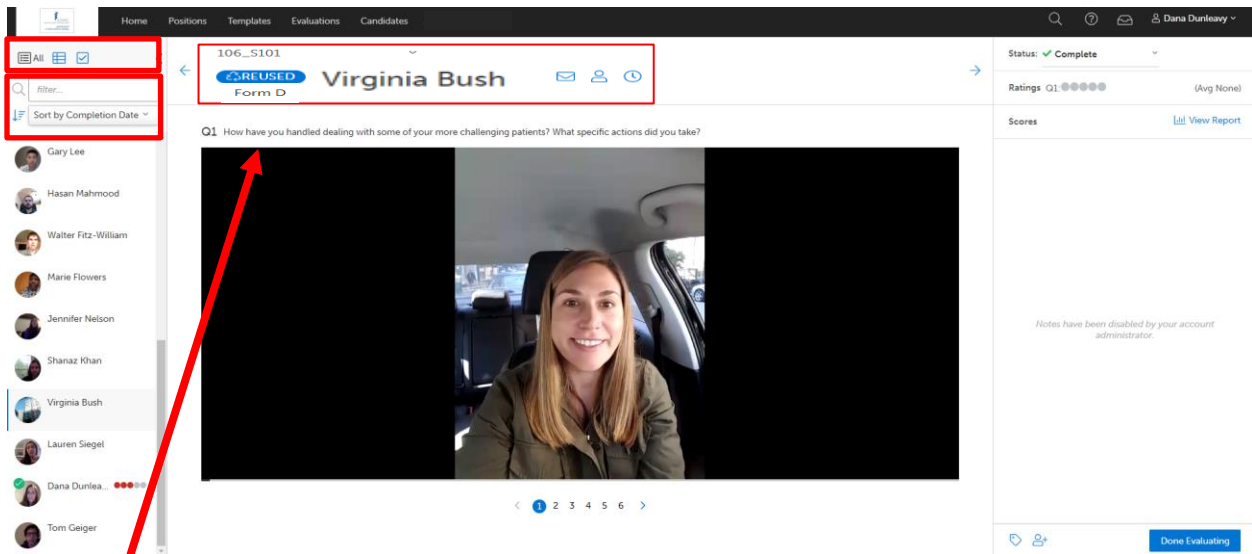
Tip: AAMC created multiple versions of the VITA interview. While each version is designed to assess the same competencies, the questions may differ. Remember to read the question text before watching a candidate's video.

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The Candidate's Video
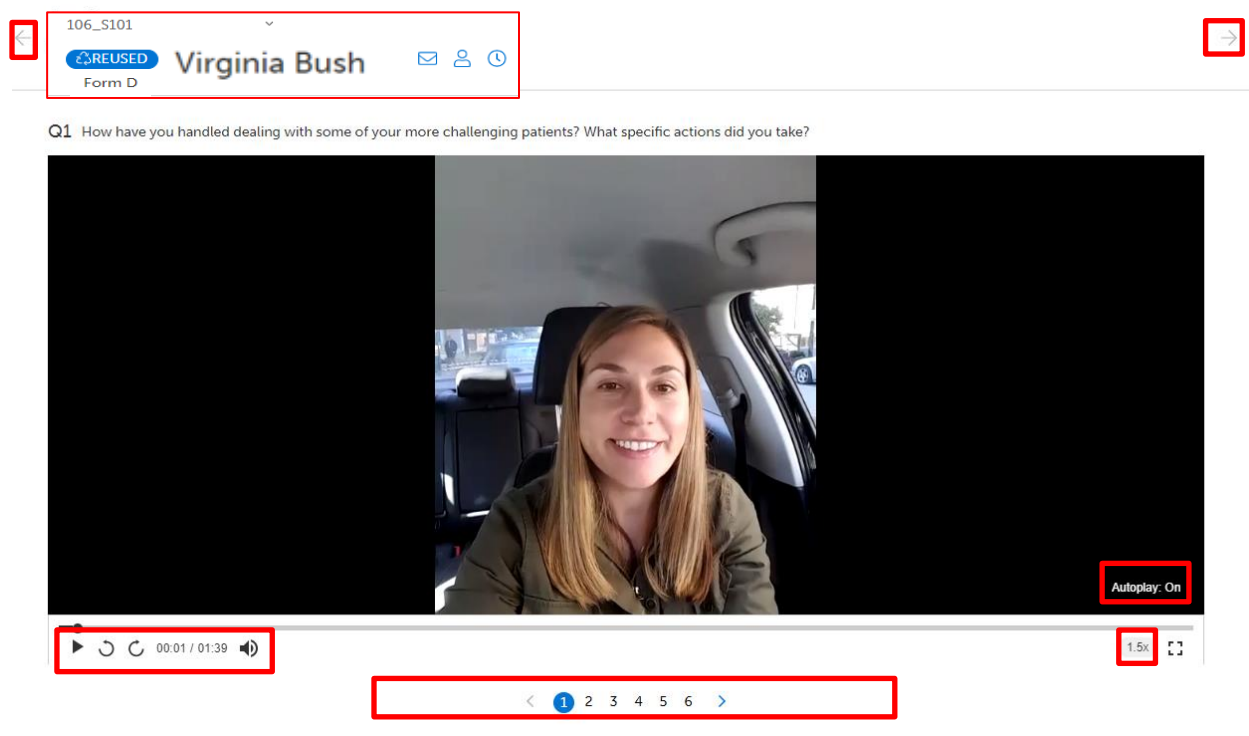
At the top of the evaluator screen, the position name (e.g., 106_S101), candidate name, and form, are listed. If "Retake" is included in the interview name, the candidate experienced a technology issue on their first attempt and was granted a technology retake. You will also see "Reused" because all candidates are first assigned to an AAMC interview and then their video responses are shared with your school.

The question text is provided above the candidate's video response.

In the video player, you can play and pause the video, jump backward or forward 15 seconds, adjust the volume, and control the playback speed.

You can navigate the interview questions by using the pagination numbers under the video.

To scroll between candidate responses, you can use the arrows at the top of the evaluator screen.

Advancing Videos

HireVue automatically advances to the next question for each candidate. This is convenient if you have been assigned to watch all of a candidate's responses.

If you are watching videos for one or a subset of videos for a candidate (rather than all of them), you should turn Auto-Play OFF. Hover over the bottom right corner of the Candidate Video to see an

Auto-Play toggle. **Autoplay: Off** If this button reads "On", click the button to turn this "OFF". Turning this off will prevent the system from automatically advancing you to the next question. It will allow you to remain on the same question and move easily from one candidate to the next when you are ready. **You will need to turn OFF Auto-play each time you log-in to the HireVue system.**

Evaluate Candidate Responses

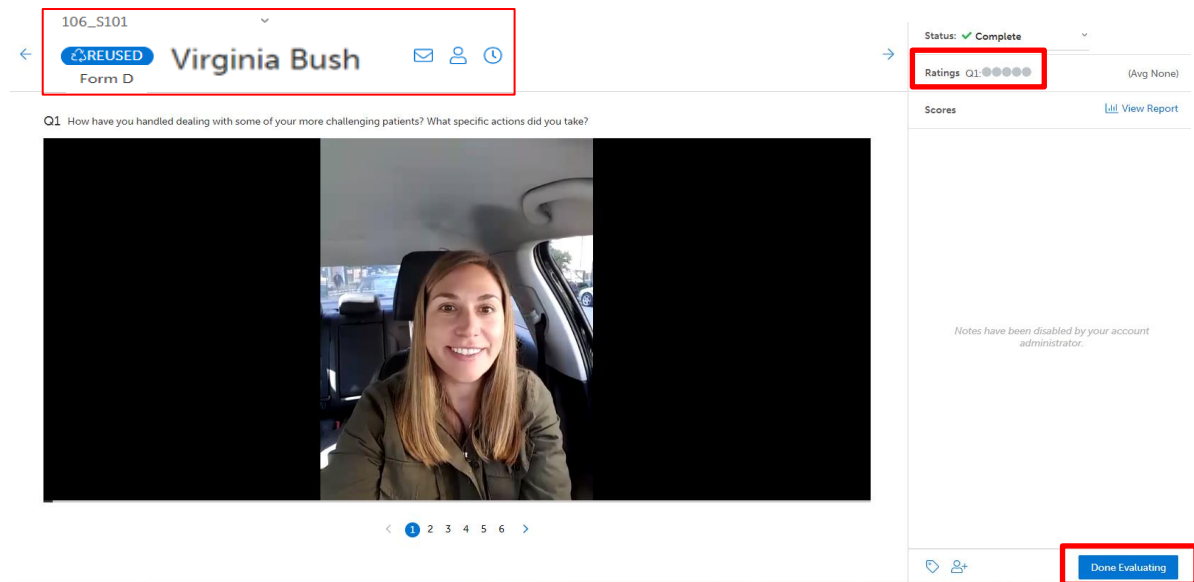*First review your rating materials, including competency definitions, and scoring rubric(s), if applicable.*

Steps for Evaluating Candidate Responses

1. **Watch the Video –** You can press the play button when you are ready to view the video response or pause it like any media player. Watch each video as many times as needed.

2. **Evaluate the Response –** Review your notes, any scoring materials, and competency definitions. Evaluate the candidate's response following the guidance provided by your school.

3. **Assign a Rating Outside the HireVue System**

AAMC recommends making ratings and taking notes in your school's applicant tracking system (or other mechanisms to record interview notes) rather than in HireVue. We recommend using an external system since your school is storing all the other information about candidates there. This will improve efficiency and reduce potential errors.

> If you want to use the **To Do** and **Completed** feature to track your progress, you must *(a)* select a rating, *(b)* click "Done Evaluating" and then *(c)* click "Submit" on the bottom-right of the screen before progressing to the next candidate. If you use this evaluation feature to track progress, we recommend assigning a rating of 1 = • for all candidates in HireVue and using your school's external system for recording the actual rating of record. Taking this step will help you keep track of your progress by showing you the number of candidates you have evaluated on the Completed tab and the number of candidates remaining for you to evaluate on the To Do tab.

Note: Due to the configurations set for AAMC VITA, the Average Rating that appears on this window represents the rating you (the evaluator) assigned to this candidate for their response to your assigned question.

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Report a Possible Technology Disruption

The AAMC takes great care to ensure that registrations are properly processed, video interviews are properly prepared, and the integrity of the AAMC VITA program is maintained. In cases where the interview service is not delivered or completed as designed, the AAMC may permit the affected applicant(s) to retake the entire video interview to remedy the situation. Technology disruptions may be reported by candidates and/or evaluators.

Possible technology disruptions issues include with the HireVue platform, such as:

> To report a possible technology disruption, use the Technology Disruption form on the AMCAS Resources and Reports VITA page.

- inability to launch or relaunch the interview
- audio did not record
- video did not record
- or other substantial impairment to the audio quality of the interview.

Technology disruptions are solely issues with the technology or HireVue platform and not issues that may occur beyond the technology such as background noise.

If the candidate's interview response suffered from a technology disruption that materially affects the evaluator's ability to evaluate a response, AAMC will offer the candidate the opportunity retake the AAMC VITA interview to remedy the situation.

Logging Out

If you need to stop for any reason, you can select the person icon button at the top right corner of your screen and select "Sign Out". If you make ratings or notes in the HireVue system, your work will be saved automatically. You can return any time to continue watching and evaluating videos.

To ensure the security of your HireVue account, candidate information, and the AAMC VITA interview, please log out of the HireVue system whenever you are not evaluating candidates.

Additional AAMC VITA Resources for Evaluators

HireVue Community

HireVue has a library of resources, including short videos, step-by-step guides, FAQs, and 24/7

technological support. From the home screen, select the question icon [?] to navigate to the HireVue Community. You must be logged in to HireVue to access the HireVue Community. Once you have joined the HireVue Community, select Product Training and On Demand Introduction for more information.
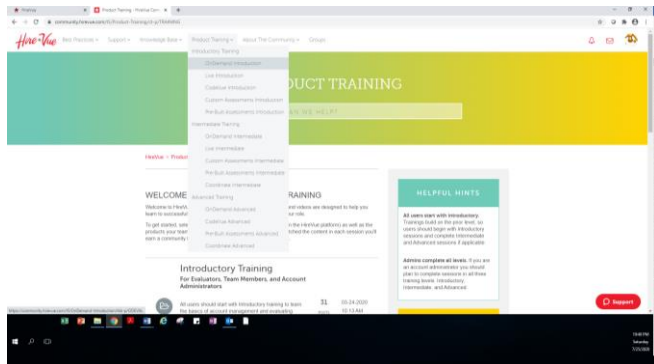
HireVue Technical Support

Please contact HireVue directly if you have questions about logging into the HireVue platform, navigating the HireVue platform, using the features of the HireVue platform, or other technical questions. HireVue technical support is available 24x7.

1(800) 655-4106
support@hirevue.com

AAMC Office Hours

Please attend the AAMC VITA office hours if you have any questions about AAMC VITA scoring, questions, and/or need assistance thinking about the most efficient processes for working in the HireVue platform. For more information about AAMC VITA office hours refer to the AMCAS Resources and Reports VITA page.