

Virtual Interview Instructions for U.S. Secret Service Applicants

The instructions in this document apply to all virtual (video conference) interviews conducted by the U.S. Secret Service and is intended as an information resource for applicants. This document is divided into two primary sections:

1. General information about expectations and how to prepare for the interview
2. Using the Microsoft Teams platform for the video interview

General Information

- Communications – you may receive additional information you need for your interview. Please review all associated emails closely prior to participating in the interview.
- Appearance and conduct – applicants should adhere to the same standards of professional appearance and conduct expected in a face to face interview with the U.S. Secret Service.
- Identity verification – just as in face to face interviews, the interviewer will need to verify your identity. After you join the video conference interview, the interviewer will ask you to hold up a government issued ID to the camera.
- Limit distractions during your interview – conduct the interview in an area that is free from distraction (e.g., limit external noise, maintain a neutral background). When possible, the interview should be conducted in a space separate from the rest of the dwelling or office, preferably in a room with a door that can be closed.
- Set up for the interview – you should be seated directly in front of the camera. Your face needs to remain fully visible throughout the interview. Whatever device you are using to access Microsoft Teams should be placed in front of you on a stable surface.
- Compatible devices – you may conduct the interview using any internet enabled device (e.g., phone, tablet, laptop, desktop) compatible with Microsoft Teams. For additional information on compatibility, see the link at the beginning of the next section.
- Technical difficulties – in the event of minor technical issues (e.g., latencies in video or sound, momentary disconnections) all parties should attempt to rejoin the video conference and resume the interview wherever they left off. In the event of persistent technical issues (e.g., no connectivity) that prevent your immediate evaluation, U.S. Secret Service personnel will contact you via email at the first opportunity to reschedule your interview.

Using Microsoft Teams

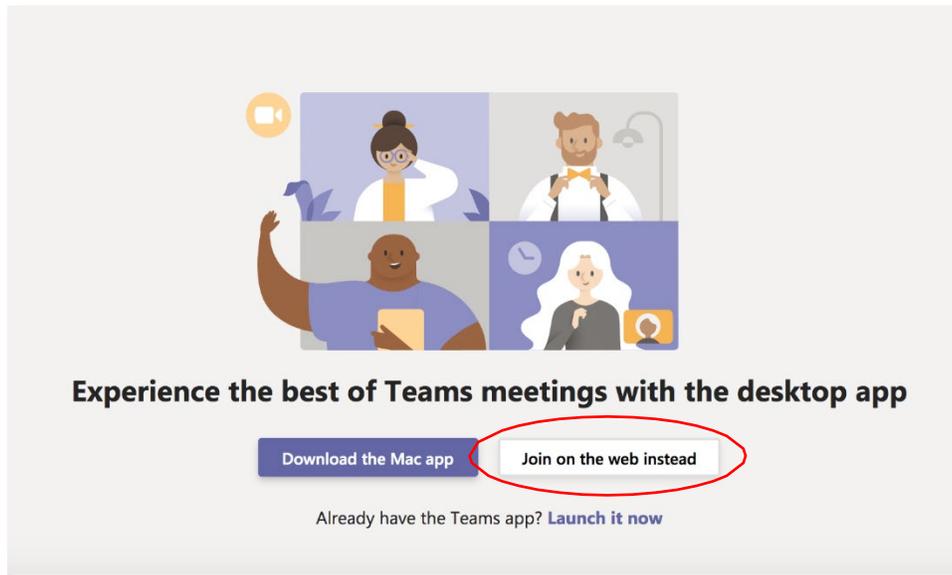
Before you begin, please ensure that the computer or hand held device that you are using has a reliable internet connection. Your interview will be conducted using Microsoft Teams. Microsoft Teams is an audio/video meeting tool that can be accessed using your browser (no download required). If you do not have Microsoft Teams installed, joining on the web is the simpler option. Alternatively, Microsoft Teams is also available as a free download. For specific information related to browser and software requirements or to download Microsoft Teams, please access <https://www.microsoft.com/en-us/microsoft-365/microsoft-teams/download-app>.

Once you have verified that your computer or device is able to access the Microsoft Teams platform, please follow the below steps to access your meeting. If you have trouble accessing Microsoft Teams, please notify the host of your meeting as soon as possible.

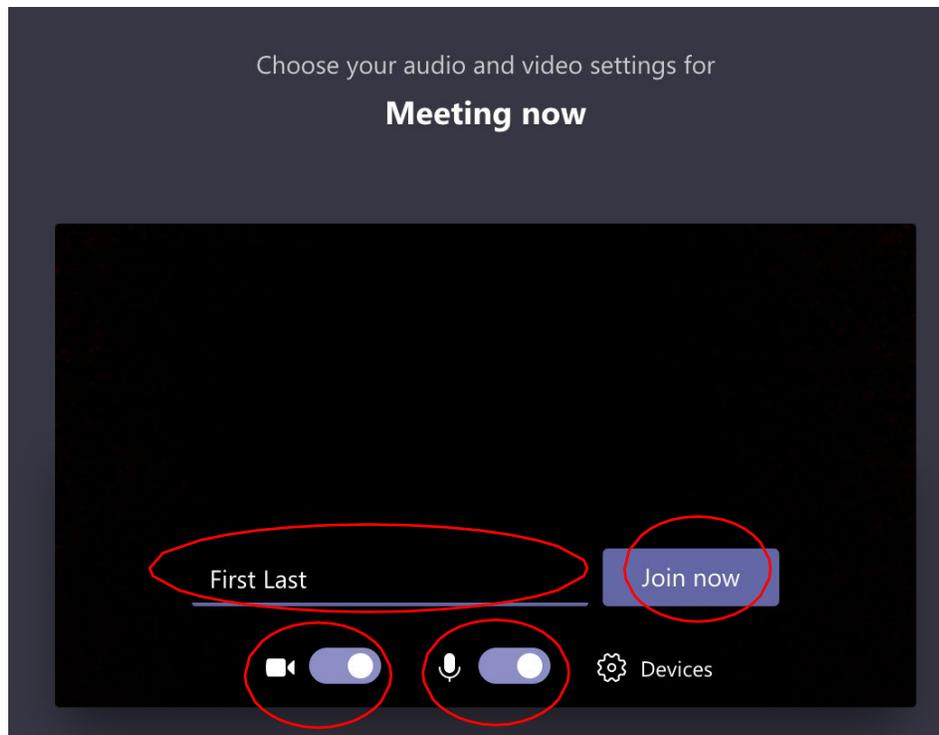
1. You will be emailed a calendar invitation for your Microsoft Teams meeting at the email address that you provided. The email will include the day and time of your interview.
2. In the body of the calendar invitation email, on the bottom left, click the “Join Microsoft Teams Meeting” link (whether the logo displays as portrayed in the screenshot below may vary based on email provider and filter settings).



3. If you have the Microsoft Teams app installed, this will launch the app and you will be connected directly to the meeting lobby until the meeting host admits you to the call. If you do not have the app installed (see screenshot below), this will redirect you to a page providing you with the option to either download the app or to join on the web instead. For convenience, it is recommended that you join on the web.



4. If you do not have a Microsoft Teams account, you can sign in as a guest by inputting your name in the space provided. Also be sure to use the sliders to enable the video and microphone features. Double check that nothing is blocking your camera and that your volume is set to a reasonable level. Finally, select “Join Now”.



5. Once the host admits you from the lobby, the call will be connected.

6. For the SUPER interview, it is advised that you keep your email account open in a separate window as you will need to send the interviewers an acknowledgement after hearing the realistic job preview.
7. Upon conclusion of the call, please hang up by tapping or clicking the “hang up” phone indicator icon or by exiting your browser.

