



Recruiter User Manual

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GradLeaders Connect

Overview

GradLeaders Connect is a comprehensive set of tools that enables candidates, recruiters, and career service administrators to communicate virtually using SMS, MMS, Text Chat, Audio and Video communications. GradLeaders Connect makes use of the Web Real Time Communications standards to integrate these virtual communication channels directly into the GradLeaders Career Center platform.

What is Web Real Time Communications (WebRTC)?

WebRTC is a technology standard for enabling communication through text, audio, and video right from your web browser.

How did we build GradLeaders Connect?

GradLeaders partnered with Twilio, one of the world's leading third-party providers of backend architecture and API for communications over the web. [Learn more about Twilio](#)

Benefits

Integration

We built GradLeaders Connect into our GradLeaders Career Center application. There is no need to create meetings outside of the application, or to cut & paste links into emails or messages to your recruiters and candidates. Simply log in to the application and click on the button to start a video meeting.

Calendar Sync

With GradLeaders Connect, all emails, calendar items and iCals include a "deep" link into the application to take you directly to a page where you can join a meeting. Simply click on the link and log in to the GradLeaders Career Center application

Built in Web Browser Support

Using the principals of WebRTC, GradLeaders Connect enables virtual communications between participants right from the web browser. There is no need to download a third-party application to use GradLeaders Connect.

Mobile Access built-in

We developed GradLeaders on our mobile-ready web application, enabling video and audio calls right from your phone or tablet. If your phone or tablet has a compatible browser and can access our GradLeaders Career Center application, you can join video calls from anywhere.

Test Page Available

GradLeaders Connect provides a video and audio test page for all users prior to scheduled meetings. You can click on the test page to:

- Configure and test your microphone and camera
- Verify that your organization permits traffic to the Twilio servers.
- Find help for common connection problems

User Walkthroughs

GradLeaders Connect has built-in walkthroughs to lead you through microphone and camera connection, as well as all the functionality provided on the video screen.

Security

GradLeaders Connect has multiple built-in security features. First, it is built on the FERPA and HIPAA compliant Twilio architecture. All communication is fully encrypted.

Next, to access any meeting in GradLeaders Connect you must authenticate into the GradLeaders Career Center, taking advantage of all the built-in security measures provided either by our application login screen or either by your single-sign-on solution.

Finally, every video or audio meeting in GradLeaders Connect takes place in its own private room. Rooms are never shared and the concept of a “personal meeting room” does not exist in GradLeaders Connect. This prevents the potentially embarrassing situation of participants for the next meeting trying to join an existing meeting in progress. It also prevents unauthorized users from “bombing” a meeting in progress.

Requirements

Network Connection

You must have a stable broadband or wireless internet connection to access video and audio meetings. Minimum bandwidth requirements are 4 MB per second. If you are using a mobile device and only have a 4G connection, you may find video and audio connections unstable and choppy. In this event, we strongly recommended that you disable the video portion of the meeting.

Audio and Video Access

You must have a microphone and camera attached to your device and enabled in the operating system settings. For specific instructions on how to enable your microphone and camera in your operating system, please see the troubleshooting section in this document.

WebRTC Compatible Browser

You must have a web browser installed that conforms to the WebRTC standards. The latest version of most web browsers conforms to this standard, including:

- Google Chrome (recommended)
- Mozilla Firefox
- Safari
- Microsoft Edge (latest version based on Chromium)

GradLeaders Career Center Login Credentials

You must have a valid login to the GradLeaders Career Center platform to access the GradLeaders Connect Solution. For students, the school commonly provides this information. Recruiters can typically create their own account by visiting the login page for the GradLeaders partner they wish to access.

Audio & Video Meetings

Introduction

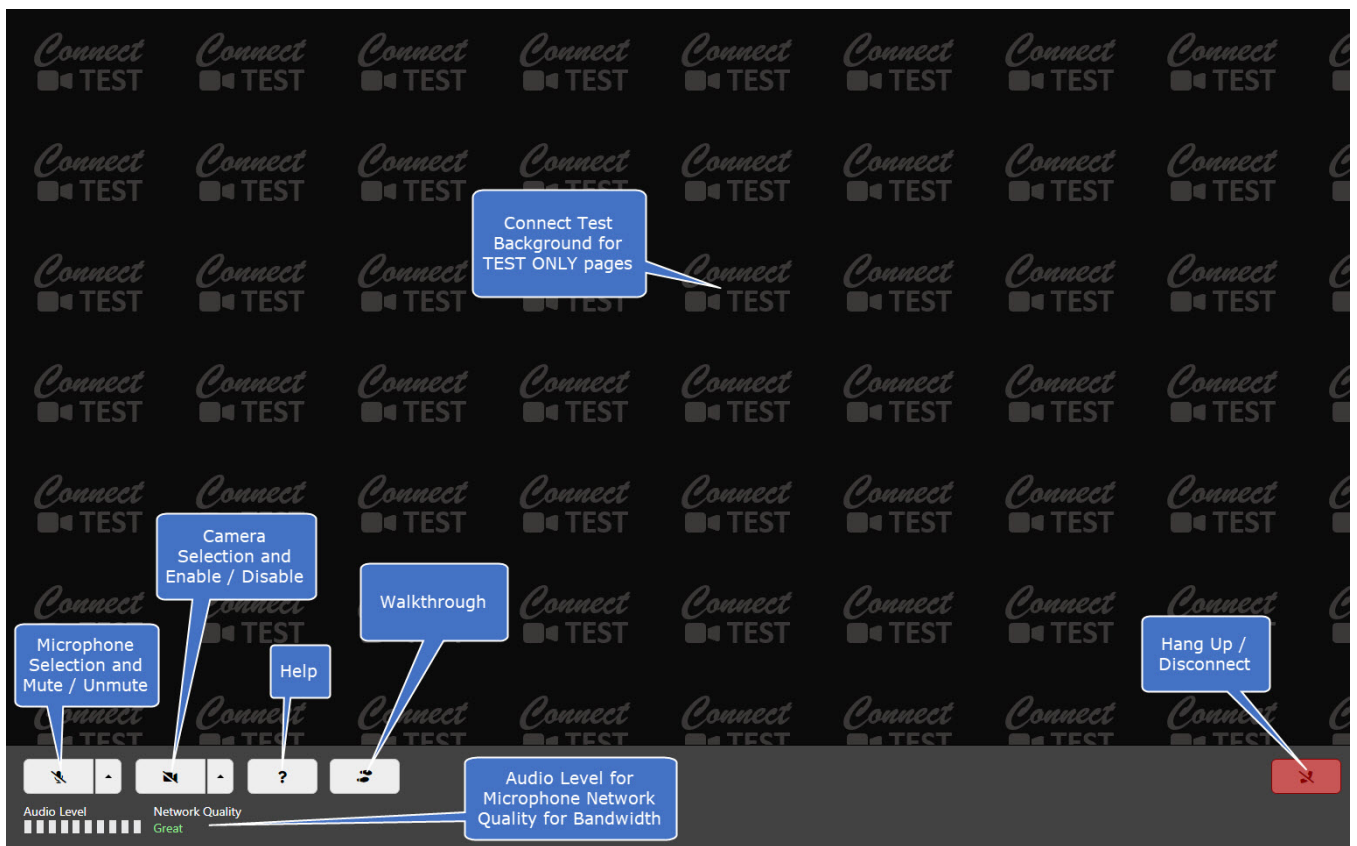
Audio Video Meetings enable you to interact with other GLCC users using both voice and video throughout the application. These meetings also enable participants to share their screen and communicate through a text chat while in the meeting.

Testing

It is important to test your audio and video connection through a web browser to make sure that:

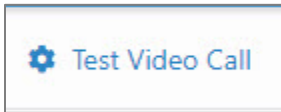
- Your current network connection permits audio and video through the Twilio network servers
- Your current web browser has access to your audio input source and your video input source and supports basic WebRTC functionality.

This section will walk you through the audio / video test page (shown below) and the steps to ensure a successful meeting.



STEP 1 - Open the Audio / Video Test Page. You can find the audio / video Test button in various places throughout the application. The easiest way to find the link is to navigate to the meeting page, whether that be an advising appointment, workshop, company event, or interview. You can also find the Test Video Call from the main menu. If you don't have the test link on your menu, contact support to have it added. See below for examples:

Recruiter Test Button



Recruiter Test from Menu

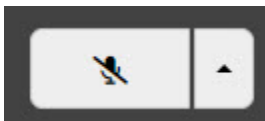


STEP 2 - Ensure you are in the TEST PAGE. Look for the Connect Test Watermark on the background of the audio / video page to verify that you are in the test page, and not a live video meeting.

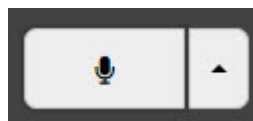


STEP 3 - Unmute your microphone or select your audio input source. If you only have one audio input source / microphone on your device, simply click the Microphone mute / unmute button to test your audio levels.

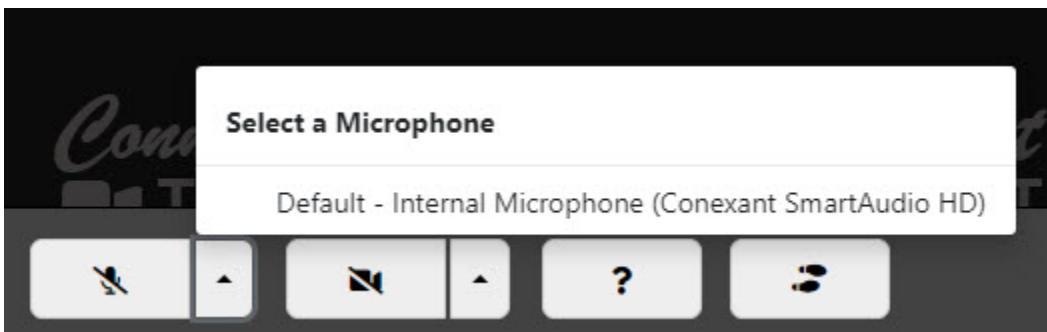
Muted Microphone



Unmuted Microphone

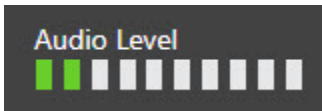


You can also select your audio input device from the arrow on the Microphone button. This step will automatically unmute your microphone.



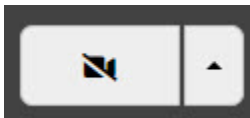
Once you have unmuted your microphone or selected your audio input source, your browser may prompt you to grant access to the audio source. This prompt displays differently depending on the web browser you are using. This prompt should only display once when testing each audio input source. Please refer to the resources section for videos that can help you check your web browser access to your audio and video input source.

STEP 4 – Test your microphone. Once you have unmuted your microphone, test to ensure that it is working. Use the Audio Level strength meter for this test. Simply speak clearly in a normal voice into your microphone and watch the audio level meter. If green bars appear on this meter, your microphone is working correctly, and you will be able to speak during live audio / video meetings.



STEP 5 – Enable your camera or select your video input source. If you only have one video input source / camera on your device, simply click the Video enable / disable button to test your camera.

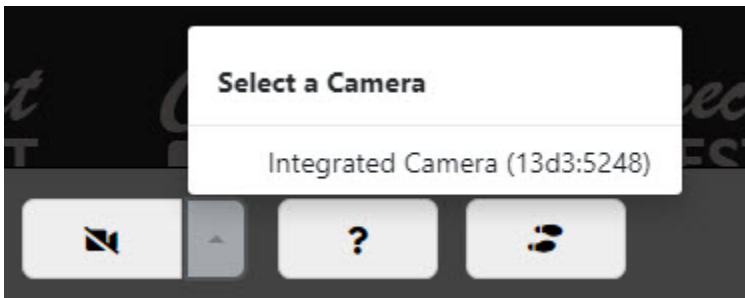
Video Disabled



Video Enabled



You can also select your video input device from the arrow on the Video button. This step will automatically enable your video.

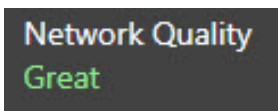


Once you have enabled your camera or selected your video input source, your browser may prompt you to grant access to the video source. This prompt displays differently depending on the web browser you are using. This prompt should only display once when testing each video input source. Please refer to the resources section for videos that can help you check your web browser access to your audio and video input source.

STEP 6 – Check your video and camera placement. Once you have enabled your camera you should see your image in the middle of the test page. At this point you can adjust your camera angle and position for best placement. Please see the resource section in this document for details on best camera placement in video meetings.



STEP 7 – Check your network bandwidth. With your microphone and camera enabled, review the Network Quality meter to ensure you have enough network bandwidth to continue with the video meeting.

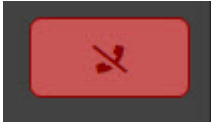


Network Quality is indicated by the following levels:

- Great
- Good
- Average
- Poor
- Very Poor
- No Connection

If your network quality is showing Average or below, you might try turning off your camera to see if that improves the level. For larger meetings or if you are in a place where you don't have good network bandwidth, you might need to leave the camera disabled in order to clearly hear what is being said in the meeting and to provide clear and crisp speaking audio.

STEP 8 – Disconnect / Hang Up. To disconnect from the audio / video meeting, click on the Disconnect button. The page will not close automatically, so you must close the page after disconnecting from the meeting.



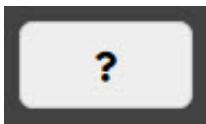
Other Functions



Walkthrough. If you need more help understanding any of the button functionality on the screen, there is a built-in walkthrough and explanation for all functionality in the window. This walkthrough should display the first time you open the test video window. You can view it any time by clicking the Walkthrough button.



When the Walkthrough button has a yellow circle with a number in it, you have new walkthroughs available that you have not previously viewed.



Help. If you receive any error messages or have problems connecting during the test steps, you can click on the Help button to view common error messages and resolutions.

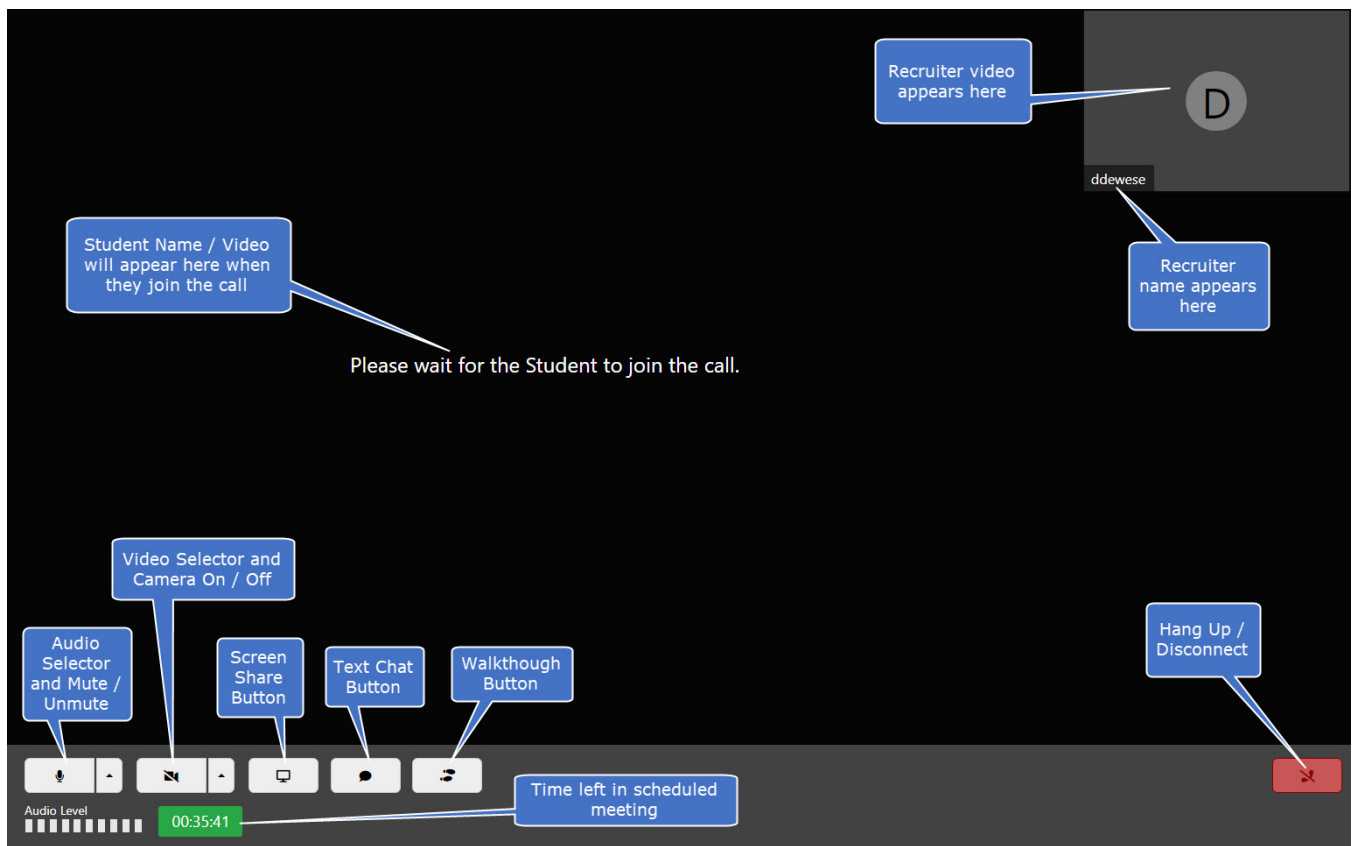
The Help button will display a panel with help content on the right side of the screen.

The screenshot shows a grid of 30 'Connect TEST' buttons arranged in 5 rows and 6 columns. At the bottom of the grid is a control bar with icons for mute, video off, help (question mark), and walkthrough (two people). Below the icons are 'Audio Level' and 'Network Quality' indicators. On the right side, a 'Help' panel is open, displaying 'Video Call Errors' and 'Microphone Errors' with detailed text and a 'Not Allowed Error/Permission Denied Error' section.

Test Page time limit. The test page has a time limit of 5 minutes before you are automatically disconnected. This time limit exists to avoid incurring additional charges should you leave the test window open. Users can launch multiple test calls if they are disconnected by this limit.

Live Video Meetings

The audio / video meeting page for live video meetings functions much the same as the test video screen, with the addition of a couple buttons. If you have completed testing the video window, you should be ready to participate in a live video meeting. Please see the screen shots below for the other functionality in the live video window.



Live Video Section

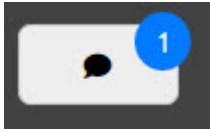
In a peer-to-peer meeting with only two participants, your video will display in the upper right-hand corner of the screen and the other participant will display in the larger left portion of the screen. For meetings with multiple participants each participant’s video will be equally distributed across the screen.

Live Video – Camera Off

If any participant turns their camera off, their name and stored image will display in the section where the live video would normally display. If they do not have a stored image, their initials will display. If there is no name on file for the participant, their username will display. For recruiters, the company logo will be shown if one exists.



Screen Share button. The Screen Share button enables you to share any of your screens or windows with the other participants in the meeting. Screen sharing functionality is dependent on the web browser used and may vary between different types of web browsers. To start or stop screen sharing, click the Screen Share button.

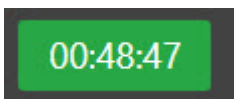


Text Chat button. The Text Chat button enables the participants in the meeting to communicate through text messages that will display on the right-hand side of the screen. If you have not enabled the text chat and have unread messages, the button will display a blue circle with the number of unread chat messages.

Video Screen with Chat and Screen Share

The example below shows a student view of a one-to-one meeting with the recruiter sharing their screen and a text chat going on at the same time.

The screenshot displays a Zoom meeting interface. On the left, a navigation sidebar shows options like Dashboard, Profile, Text Video Call, Companies, Job, Career Tracker, Alerts + Mentors, Company Events, Interviews, Calendar, and Appointments. The main window shows a 'Virtual: 30-minute' appointment for 'Nov 05 2020 5:30 AM - 6:00 AM PST'. The appointment details include the date, advising appointment type (Virtual), room (Virtual Zoom/Type), and advisor (Sam Ryan). A description of the advisor is provided. Below this, there are sections for 'Other Activities' and a 'Date to Check' field. On the right, a chat window is open, showing messages from 'ddewese' and 'Alkiewicz, John'. The chat messages are: 'Hi John', 'Hello sir. Thank you for meeting with me', 'Can you see my screen?', and 'Yes - It looks good'. At the bottom of the chat window is a 'Text Chat Entry Box' and a 'Send' button. A callout points to the 'Send Chat Message to all Participants' button. The bottom of the screen shows a meeting timer at '00:20:07' and various control buttons like mute, video, screen share, and chat.



Meeting Timer. In the lower portion of the screen, a meeting timer counts down the time remaining in a scheduled meeting.

- The meeting timer will display in **green** until there are 5 minutes remaining in the meeting.
- When there are fewer than 5 minutes remaining, the meeting timer will appear **yellow**.

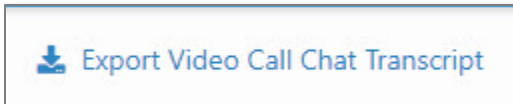
- If you have exceeded the end time for the scheduled meeting, the meeting time will display in red and will start to count up, indicating how long you have exceeded the scheduled meeting.

Meetings do not end automatically, and you may continue meeting past the scheduled end time. The meeting timer is only a reference to help remind you that you have exceeded the meeting time, should you have other meetings scheduled.

Text Chat Transcript

If the text chat feature was used during the meeting, you can download the transcript of the text chat from any meeting after the meeting has completed.

Recruiter Transcript



Once you have exported the transcript you will receive a CSV file with the information from the chat:

	A	B	C	D
1	Message Date / Time (EST)	Name	Message	
2	11/5/2020 5:37	ddewese	Hi John	
3	11/5/2020 5:39	Alkiewicz, John	Hello sir. Thank you for meeting with me	
4	11/5/2020 5:39	ddewese	Can you see my screen?	
5	11/5/2020 5:39	Alkiewicz, John	Yes - It looks good	
6				
7				
8				
9				
10				
11				
12				

SMS / MMS Messaging

Overview

Functionality

SMS / MMS Messaging gives you the ability to send text messages to the cell phone of another user in the system. SMS permits text messages only, while MMS enables you to include media and photos in the message.

By default, career services staff can send SMS messages throughout the system. Recruiters can have this service turned on during events or interviews at the discretion of the career service office.

MMS capability will be available in the coming months.

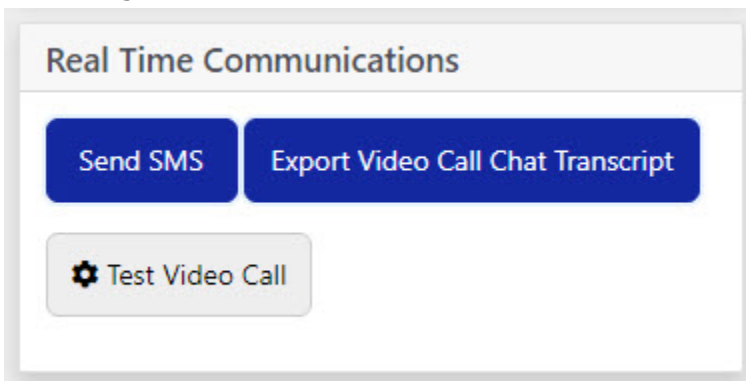
Location

For career service staff, you can find this functionality both on the grid for appointments and interviews, as well as on the detail page for each meeting.

Grid Icon

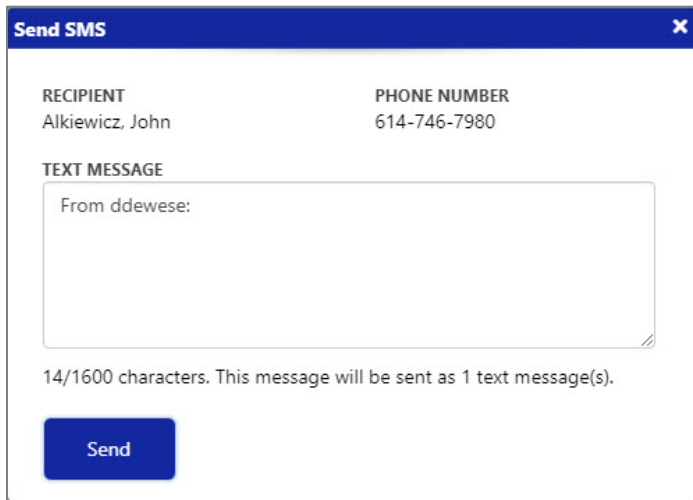


Detail Page



SMS Message Box

Upon clicking the SMS button or icon from the grid, a pop-up displays that enables you to enter and send your message. The pop-up displays the recipient's name and phone number as well as a text box to enter the message. As you are entering the message, a counter displays the number of characters entered and how many SMS messages would be necessary to send the entire message. When you have finished entering the text, simply click on the Send button.



The screenshot shows a 'Send SMS' pop-up window with a blue header and a close button. It contains the following information:

RECIPIENT	PHONE NUMBER
Alkiewicz, John	614-746-7980

Below this is a 'TEXT MESSAGE' section with a text input field containing the text 'From ddewese:'. At the bottom of the window, a character count reads '14/1600 characters. This message will be sent as 1 text message(s).', and a blue 'Send' button is located at the bottom left.

Career Fair 1.0

Overview

Career Fair 1.0 was developed in the fall of 2020 as a quick solution to fill the need of customers looking for a career fair solution that was more integrated and less expensive than the stand-alone applications in the marketplace. Existing functionality taking advantage of our WebRTC integration into an event type called Office Hours and known by other names allowed us to present an option for our partners that simulated a full-blown career fair solution with little additional development.

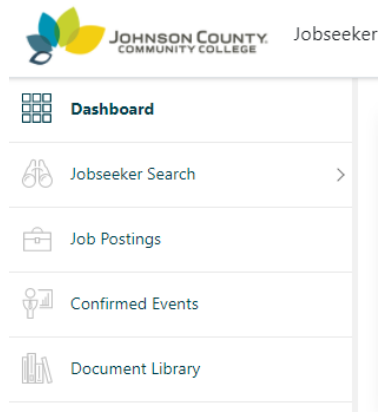
Limitations

Career Fair 1.0 takes advantage of existing functionality in the GradLeaders Career Center application and as such has certain limitation. Recruiters must use fixed schedules for their timeslots and each company’s “booth” is presented as a separate event in the list of events shown to candidates. There is no concept of a virtual lobby and Career Services must present themselves as a separate company if they want to maintain a booth at the fair.

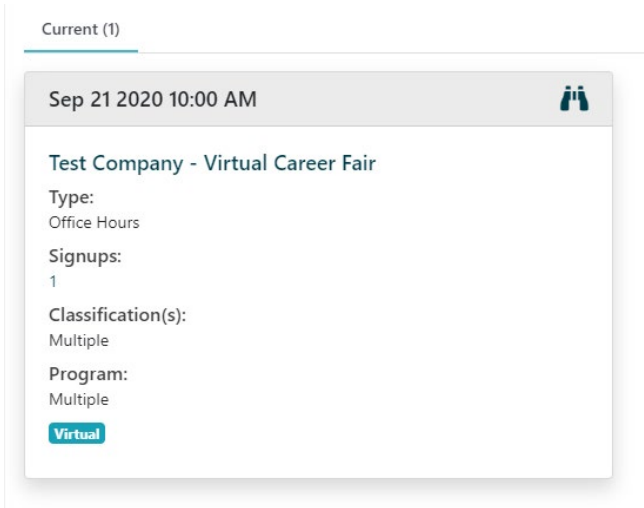
Recruiter View

Below are screenshots and instructions for recruiters attending the virtual career fair.

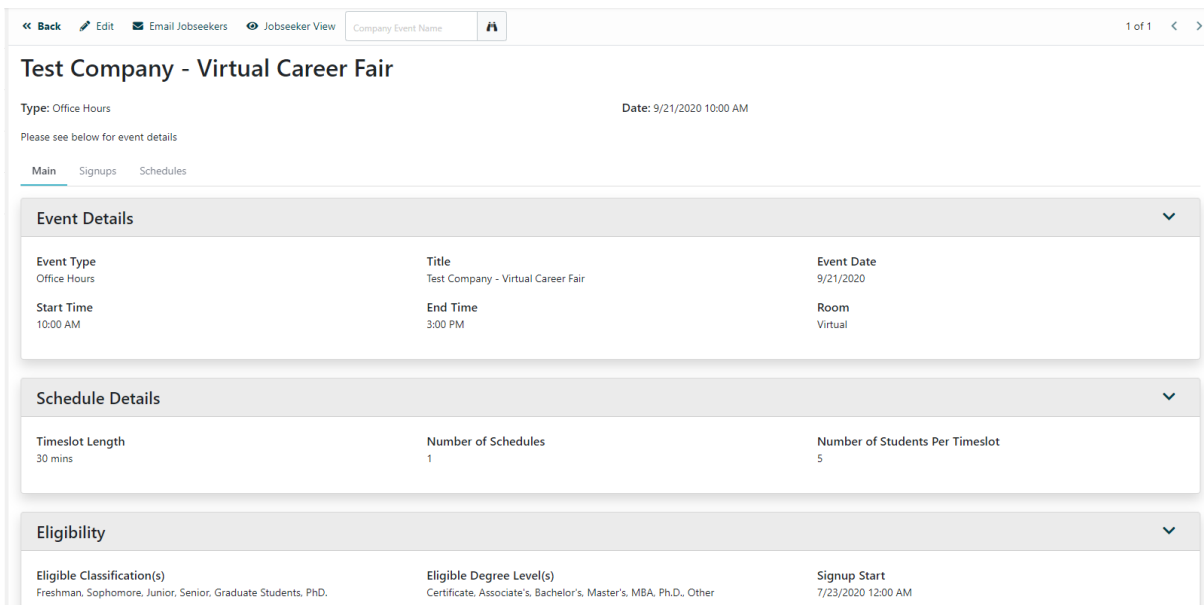
- Recruiter will log into the site and navigate to the “Confirmed Events” menu to find their individual event/booth:



- Recruiter will also see the “Virtual” tag on their event/booth:



- Ability to see event/booth details, total signups and the full schedule, on different tabs: *(Note: Take note of the different tabs in each screenshot, they have a blue highlighted line underneath the tab name)*



Navigation: << Back, Email All, Export Signups, Print Signup Sheet, Company Event Name, Home

Test Company - Virtual Career Fair

Type: Office Hours Date: 9/21/2020 10:00 AM

Please see below for event details

Main Signups Schedules

Filter All Schedules

_Test, Aaron	Degree Level: Certificate	Schedule: Schedule #1
Classification: PhD.	Attended: No	
Time: 10:00 AM EST		
Email Video		

Navigation: << Back, Email All, Export Signups, Print Signup Sheet, Company Event Name, Home

Test Company - Virtual Career Fair

Type: Office Hours Date: 9/21/2020 10:00 AM

Please see below for event details

Main Signups Schedules

Filter Schedule #1

10:00 AM - 10:30 AM EST Video	External Virtual Meeting URL: https://www.youtube.com/
Location: Virtual	
Jobseeker Name: _Test, Aaron Email	
10:30 AM - 11:00 AM EST Video	External Virtual Meeting URL: [Link]
Location: Virtual	
11:00 AM - 11:30 AM EST Video	External Virtual Meeting URL: [Link]
Location: Virtual	
11:30 AM - 12:00 PM EST Video	External Virtual Meeting URL: [Link]
Location: Virtual	

- If the recruiter is using the embedded video technology, they can click the "Video" icon to join the room: (Note: The video room will open in a new tab)

Main Signups Schedules

10:00 AM - 10:30 AM EST Video
Location: Virtual
Jobseeker Name: _Test, Aaron Email

- If the recruiter prefers to use an external link to host their meeting, they can insert a URL, per timeslot. Clicking the "Video" icon in this scenario, will open a new tab directing to the link that was placed for the specific timeslot:

Main Signups Schedules

Filter Schedule #1

10:00 AM - 10:30 AM EST Video

Location: Virtual

External Virtual Meeting URL:
<https://www.youtube.com/>

Jobseeker Name: _Test, Aaron Email

- Recruiters will close out of the meeting room (*either embedded or external*) and repeat step #4 for the next timeslot.

Career Fair 2.0

Overview

Career Fair 2.0 is the latest solution from GradLeaders for partners that want a comprehensive and integrated Virtual Career Fair solution. CF 2.0 offers all the advantages of GradLeaders Connect, including full integration into the GradLeaders Career Center application, audio / video, screen share, chat, and SMS/MMS messaging.

CF 2.0 takes all these advantages to the next level, giving career center administration, recruiters, and candidates the ultimate flexibility in delivering a fully virtual Career Fair solution. It includes such features as

For the Career Center:

- Customized lobby area with branding for the event
- Ability to specify approved queue and schedule templates for the event
- Chat to interact with and support participants
- A Career Center booth with event information and a queue for student help / support
- Real time views of student and company engagement during the event
- Ability to broadcast announcements to all participants

For Companies and Recruiters:

- Customized company-branded booth with logo, company information and documentation
- Ability to post open opportunities for the Career Fair
- Selection from fixed timeslots or open queuing for visitors to their booth
- Monitoring their open queue
- Reviewing a candidate resume and documents before admitting the candidate to the booth, and capturing notes or hot listing a candidate at any time during the Career Fair
- Resume Book generation following the event that includes dropped resumes, scheduled timeslots, and / or queued booth visitors

Student capabilities:

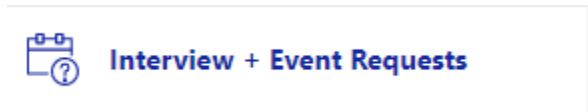
- Reviewing company information and open opportunities prior to the event, hot listing company booths that they wish to visit during the event, and resume drops
- Ability to queue for multiple booths at once to maximize efficiency during the event, with dynamic updates to queue position and notifications when they reach the top of a queue
- Signups for fixed timeslots with multiple companies in advance of the Career Fair, or grabbing available timeslots during the event
- Ability to email with recruiters without queueing for the booth

Requesting Access to an event

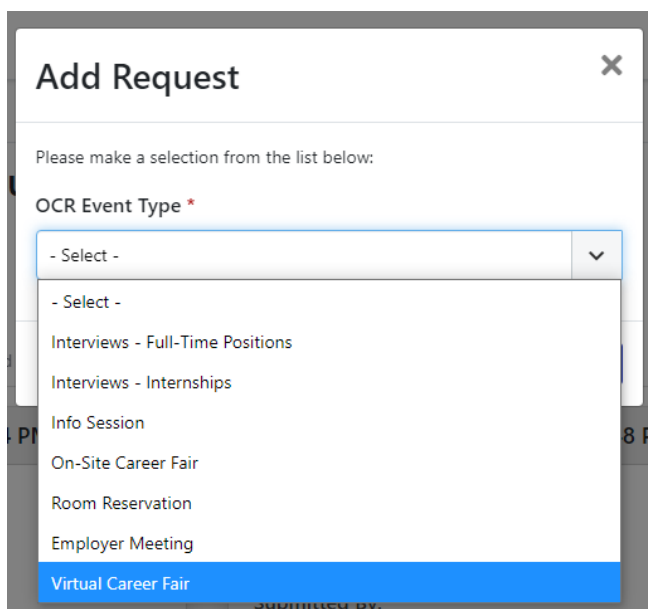
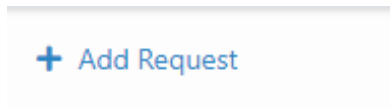
In this section you will find information for requesting access to a career fair in GradLeaders Connect.

Submit your request to attend an event

- You can navigate to the request page from the main menu.



- Select Add Request from the top page action bar. You will get a dialogue box with an event type drop down. Select the Virtual Career Fair option.



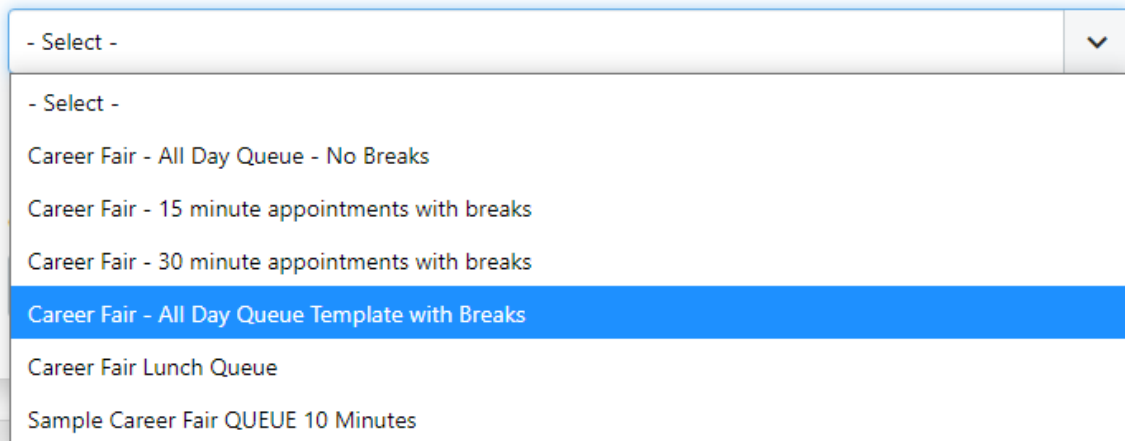
- The fields presented on the Add Request page can vary between partner schools. This document will focus on the fields that specifically impact Career Fair 2.0.
- Select the event on your preferred date to attend. All future events of the event type you selected will be shown here.

Preferred Event

- 1/25/2021 8:00 AM - Career Fair Example - Documentation [Details](#)
- 1/29/2021 8:00 AM - Virtual Career Fair 2.0 [Details](#)
- 1/31/2021 8:00 AM - Career Fair - Future Event [Details](#)

- Select your preferred schedule template / timeslot length from the drop down. When the event is confirmed, your schedules will be set up with this template. You can alter those schedules after the event is confirmed, if necessary.

Timeslot Length *



- Select -

- Select -

Career Fair - All Day Queue - No Breaks

Career Fair - 15 minute appointments with breaks

Career Fair - 30 minute appointments with breaks

Career Fair - All Day Queue Template with Breaks

Career Fair Lunch Queue

Sample Career Fair QUEUE 10 Minutes

- if you have a fixed timeslot appointment schedule, enter the number of students per timeslot. This setting only applies to fixed timeslots and allows the specified number of candidates to sign up for each timeslot on the schedule. Queue schedules will allow you to add as many candidates as you wish up to the maximum of 50. If you are only using queue schedules, you can leave the default setting at 1.

Number of Students Per Timeslot *

Input the maximum number of students you want to meet with at the same time for schedule timeslots.



1

- Enter the number of schedules. You should enter the number of schedules for the number of recruiters you are bringing to the event. Each recruiter will manage their own list of candidates on their own schedules.

Number of Schedules *

Generally you want 1 schedule for each recruiter that will be meeting with students

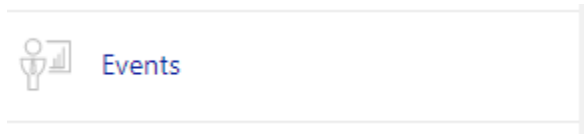
- The rest of the fields on the survey are informational for the career service office and have no direct effect on functionality of the system. Each partner school will decide which fields are required and which fields are optional when accepting requests from recruiters to attend an event.
- Click the Submit button at the bottom of the survey after you have completed all required fields. When the career service office acts upon the request you will receive an email informing you as to whether your request has been confirmed or declined for the event.

Setup prior to an Event

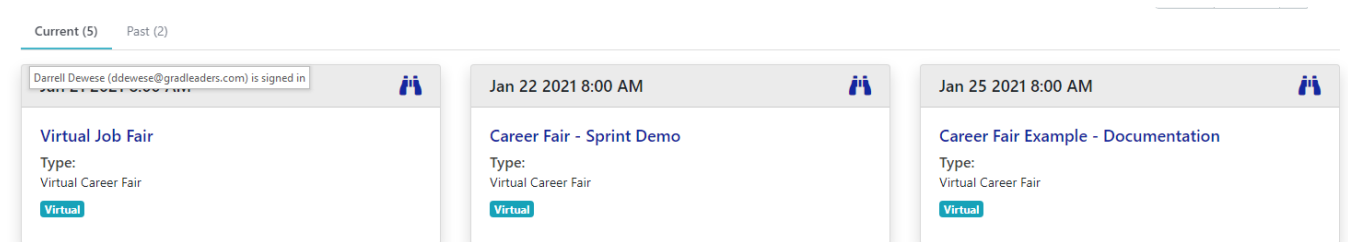
In this section you will find information for setting up schedules and content for a career fair in GradLeaders Connect. You will also have access to candidate signups and be able to print dropped resumes prior to an event.

Navigate to your event once your request has been confirmed

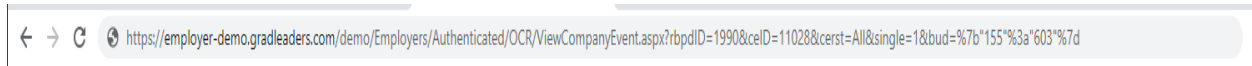
- You view your list of upcoming company events by clicking on the Events main menu link.



- To access the event details, click on the name of an event in the grid.

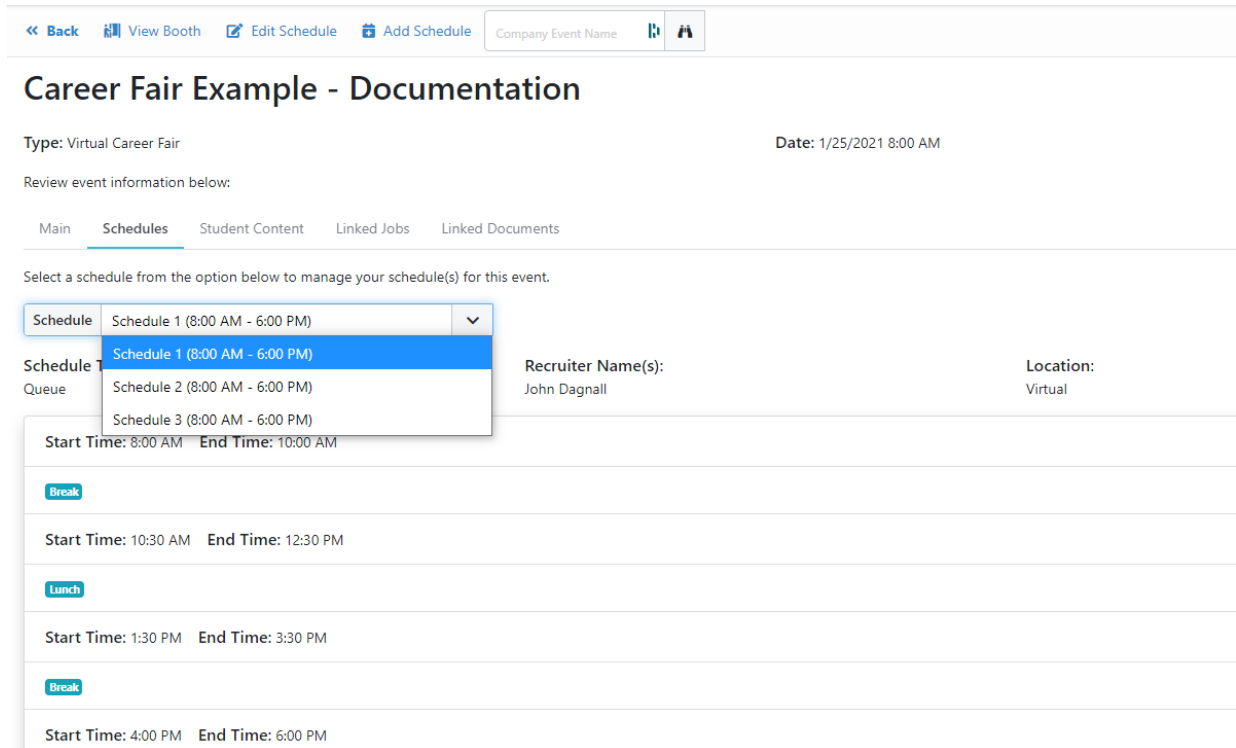


- **HELPFUL HINT:** If you have recruiters / staff attending the event that are not familiar with navigation in the GradLeaders Career Center module, you can always navigate to the event yourself and copy the URL link from the browser and then email it to those recruiters and staff. They can click on that link to access the event. They will still have to login with a username and password – or create an account if they don't have one – but after logging in, they will be taken directly to the event page.

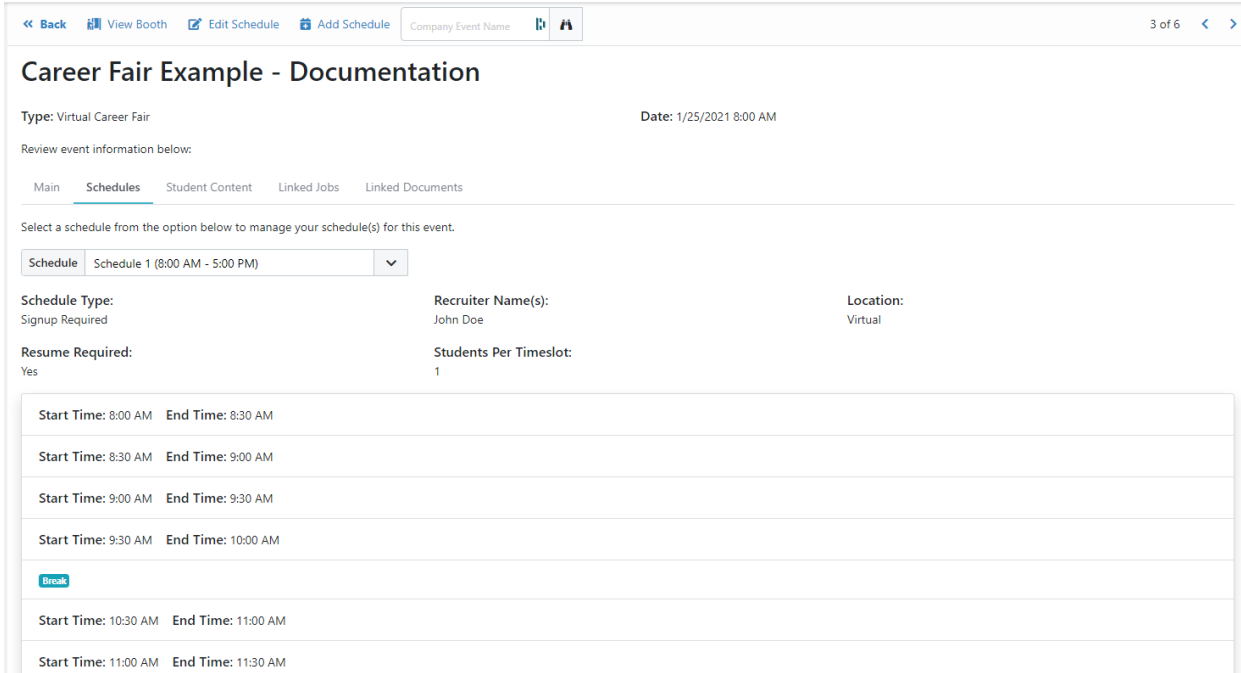


Review your schedules

- Navigate to the Schedules Tab from the Main event page and review the schedules you have set up for the event. In the example below, this company has 3 all day queue schedules set up with breaks and lunch. This would imply that they will have 3 recruiters attending the event, and each recruiter will maintain their own queue of candidates joining the booth.

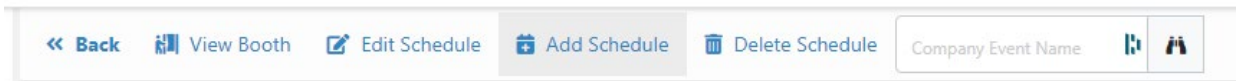


- You can also have fixed timeslot schedules where students sign up for a specific time to meet with a recruiter. The example below shows an all-day schedule with 30 minutes slots for each candidate.



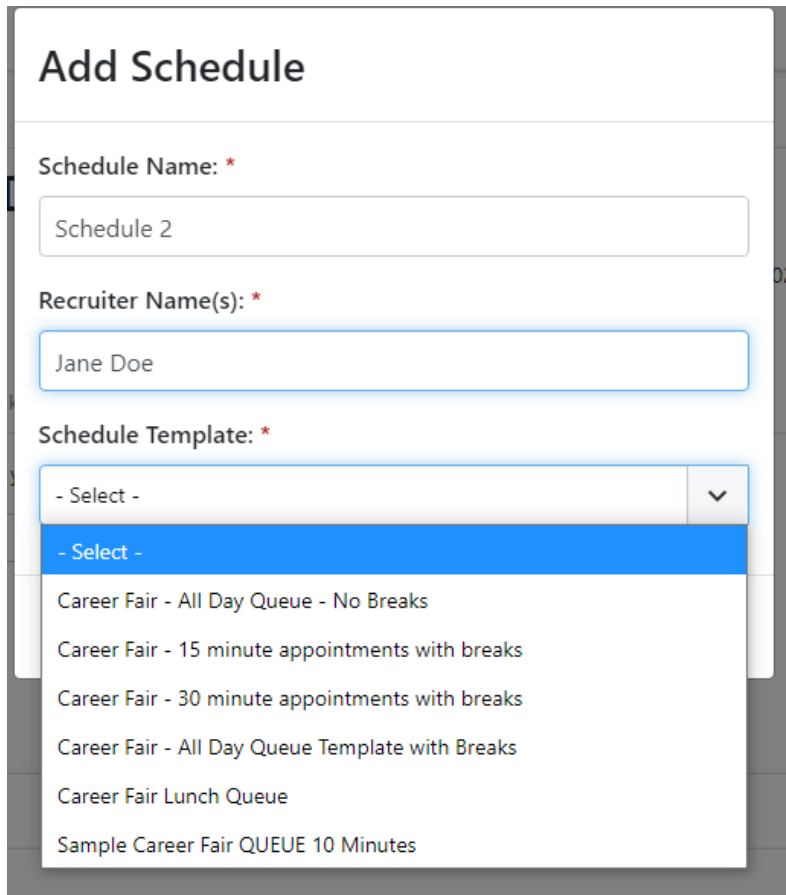
The screenshot shows a web interface for 'Career Fair Example - Documentation'. At the top, there is a navigation bar with links: '<< Back', 'View Booth', 'Edit Schedule', and 'Add Schedule'. Below this, the event title is 'Career Fair Example - Documentation' and the date is '1/25/2021 8:00 AM'. The page is divided into sections: 'Type: Virtual Career Fair', 'Review event information below:', and a tabbed interface with 'Schedules' selected. A dropdown menu shows 'Schedule 1 (8:00 AM - 5:00 PM)'. Below this, details for the schedule are listed: 'Schedule Type: Signup Required', 'Recruiter Name(s): John Doe', 'Location: Virtual', 'Resume Required: Yes', and 'Students Per Timeslot: 1'. A table below shows a grid of time slots from 8:00 AM to 11:30 AM, with a 'Break' button highlighted in blue.

- If you have additional recruiters attending the event and you need more schedules, you can add them prior to the day of the event by clicking Add Schedule in the top page action bar.



The screenshot shows the top page action bar with navigation options: '<< Back', 'View Booth', 'Edit Schedule', 'Add Schedule', and 'Delete Schedule'. There is also a search box labeled 'Company Event Name' and a user profile icon.

- When adding a schedule, you will be prompted for several things:
 - A schedule name
 - A recruiter name for the schedule, which will be displayed to the candidates when signing up
 - A schedule template from the list the partner school provides. This schedule template list can include queue schedules and fixed timeslot schedules.



Add Schedule

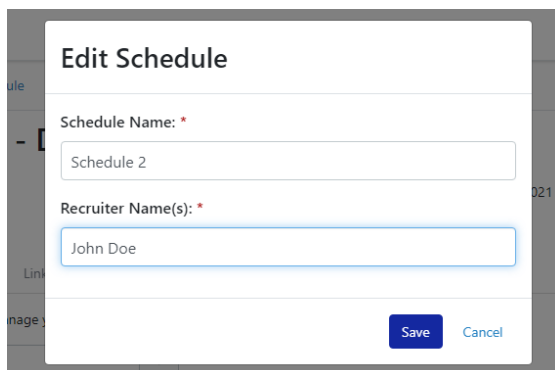
Schedule Name: *

Recruiter Name(s): *

Schedule Template: *

- Select -
Career Fair - All Day Queue - No Breaks
Career Fair - 15 minute appointments with breaks
Career Fair - 30 minute appointments with breaks
Career Fair - All Day Queue Template with Breaks
Career Fair Lunch Queue
Sample Career Fair QUEUE 10 Minutes

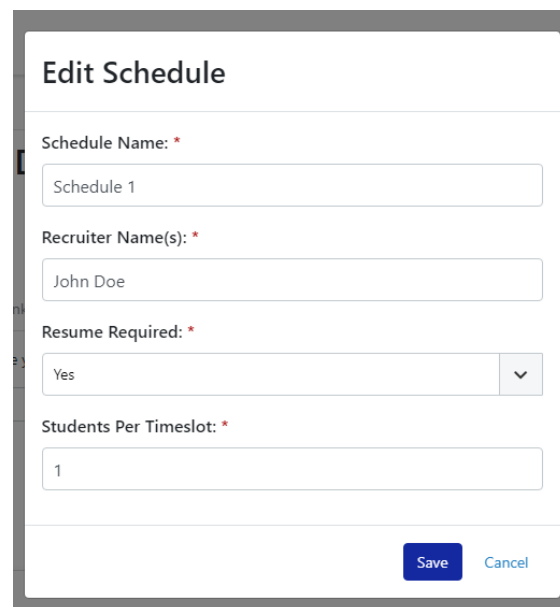
- You can also select to edit a schedule from the page action bar at the top of the screen. When editing a queue schedule, you can only change the schedule name and the recruiter name for the schedule. When editing a fixed timeslot schedule, you can also select whether a resume is required and the number of students per timeslot.



Edit Schedule

Schedule Name: *

Recruiter Name(s): *



Edit Schedule

Schedule Name: *

Recruiter Name(s): *

Resume Required: *

Students Per Timeslot: *

- You cannot alter the times or template for a schedule. If you need to alter the schedule template or time for a schedule you need to delete the schedule and add a new schedule, which will allow you to select a new schedule template. NOTE: You must always have one active schedule for the event. That is why the Delete Schedule button may not appear when viewing the schedule.


Input your booth content

- Navigate to the Student Content Tab from the event detail page.
- You can elect to use your existing company logo and banner image, as shown on this page, or you can click the radio button to upload a new banner or logo for this specific career event. When uploading a logo, select a square image. The application will alter the size to fit the screen. For the banner, use a rectangular image with a 16 x 9 proportion. When uploading a new logo or banner, you can click the checkbox to make the new image your company default.

Use the fields below to configure your booth for this event. Your banner, logo and content will be displayed to Students viewing your booth before, during and after the event.

Banner Image

Use Existing Organization Banner



Upload New Banner

- Select -

Also Make This My Organization Banner

[Save Banner](#)

Logo Image

Use Existing Organization Logo



Upload New Logo

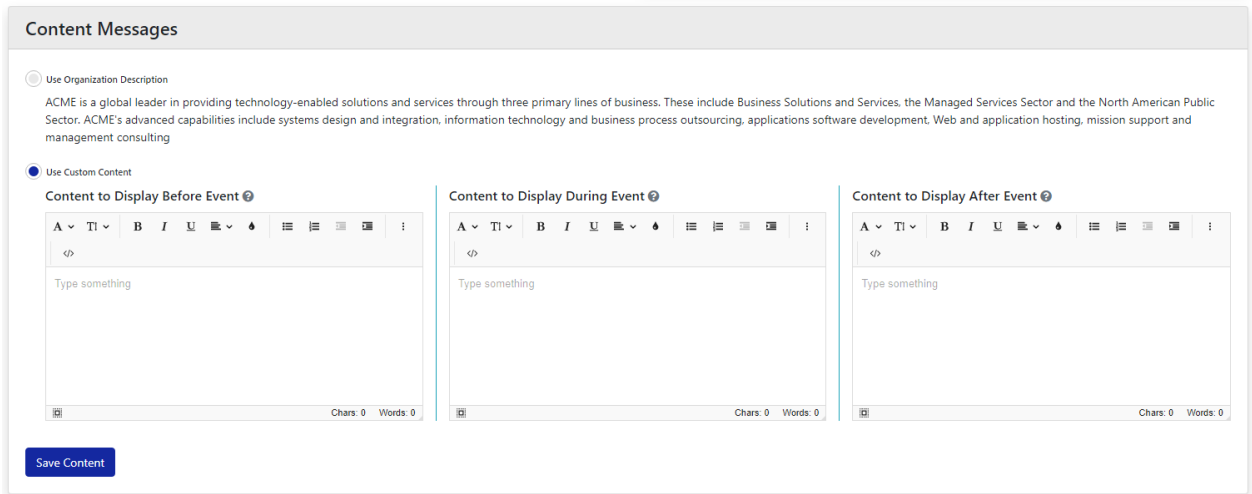
- Select -

Also Make This My Organization Logo

[Save Logo](#)

- Make sure to click "Save" after selecting a new banner or logo to upload.

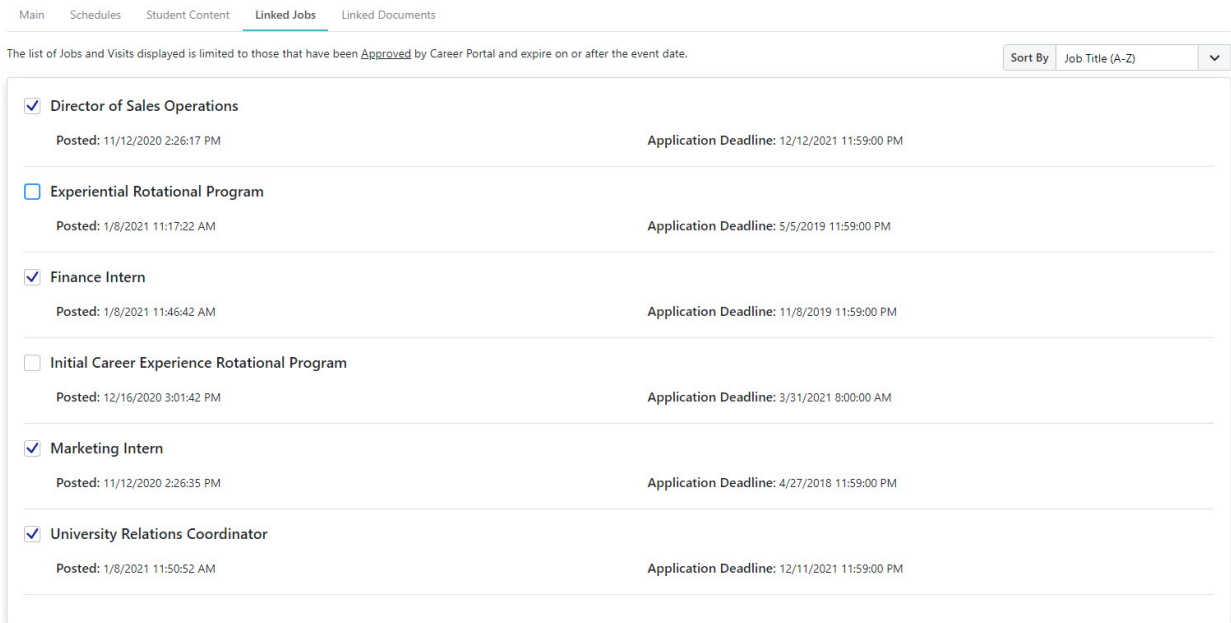
- For the content of your booth, you can use your current company description by selecting the top radio button, or you can elect to enter content for your booth by selecting "Use Custom Content". This content can be different for before the event, during the event, and after the event. When entering this content, you can use HTML formatting and include links and embedded images or video to enhance the appearance to the students viewing your booth.



The form titled "Content Messages" has two radio buttons: "Use Organization Description" (selected) and "Use Custom Content". Under "Use Organization Description", there is a text block: "ACME is a global leader in providing technology-enabled solutions and services through three primary lines of business. These include Business Solutions and Services, the Managed Services Sector and the North American Public Sector. ACME's advanced capabilities include systems design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting". Under "Use Custom Content", there are three text editors: "Content to Display Before Event", "Content to Display During Event", and "Content to Display After Event". Each editor has a rich text toolbar and a "Chars: 0 Words: 0" counter. A "Save Content" button is at the bottom left.

Link your jobs / opportunities

- From the event detail page, select the Linked Jobs tab to select the job opportunities that you wish to associate with this event. You will be presented with a list of current job opportunities in the system. You will only be shown job opportunities that are active and do not expire prior to the date of the event. To link these opportunities, click the checkbox beside each opportunity you want to link.



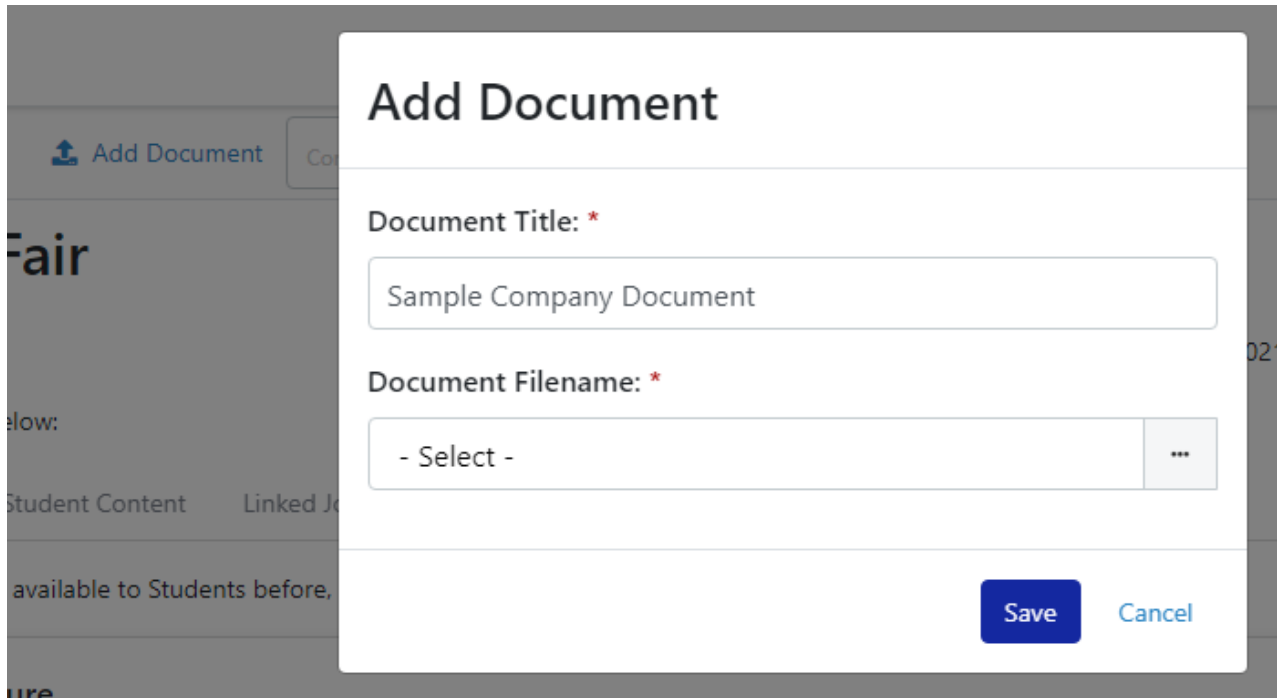
Main Schedules Student Content **Linked Jobs** Linked Documents

The list of Jobs and Visits displayed is limited to those that have been Approved by Career Portal and expire on or after the event date.

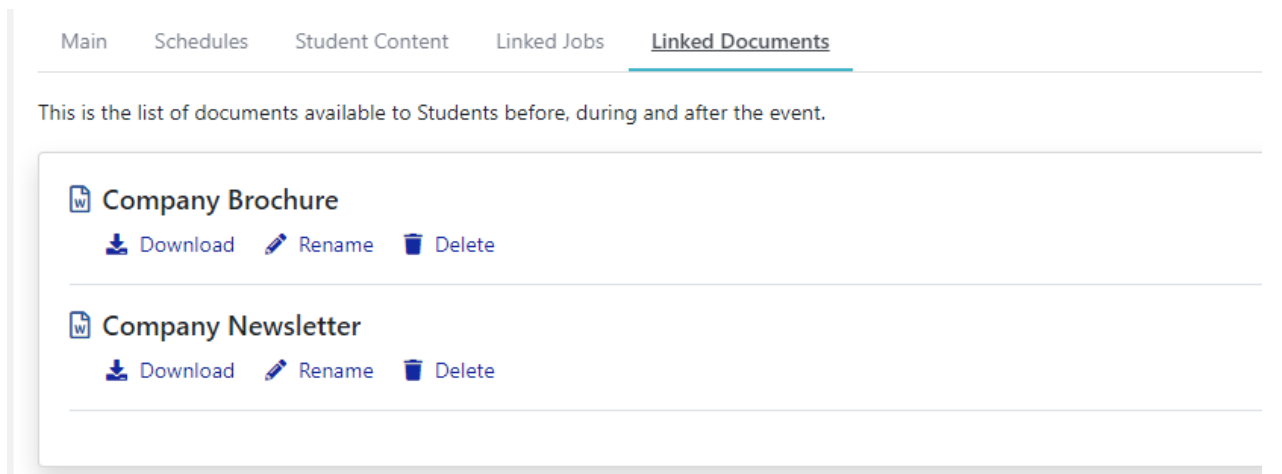
Sort By	Job Title (A-Z)
<input checked="" type="checkbox"/>	Director of Sales Operations Posted: 11/12/2020 2:26:17 PM Application Deadline: 12/12/2021 11:59:00 PM
<input type="checkbox"/>	Experiential Rotational Program Posted: 1/8/2021 11:17:22 AM Application Deadline: 5/5/2019 11:59:00 PM
<input checked="" type="checkbox"/>	Finance Intern Posted: 1/8/2021 11:46:42 AM Application Deadline: 11/8/2019 11:59:00 PM
<input type="checkbox"/>	Initial Career Experience Rotational Program Posted: 12/16/2020 3:01:42 PM Application Deadline: 3/31/2021 8:00:00 AM
<input checked="" type="checkbox"/>	Marketing Intern Posted: 11/12/2020 2:26:35 PM Application Deadline: 4/27/2018 11:59:00 PM
<input checked="" type="checkbox"/>	University Relations Coordinator Posted: 1/8/2021 11:50:52 AM Application Deadline: 12/11/2021 11:59:00 PM

Upload Linked Documents

- You can upload documents that will be presented to the candidates when they visit your booth at the event. To add a document, click Add Document from the page action bar at the top, name the document, and select the file for upload.

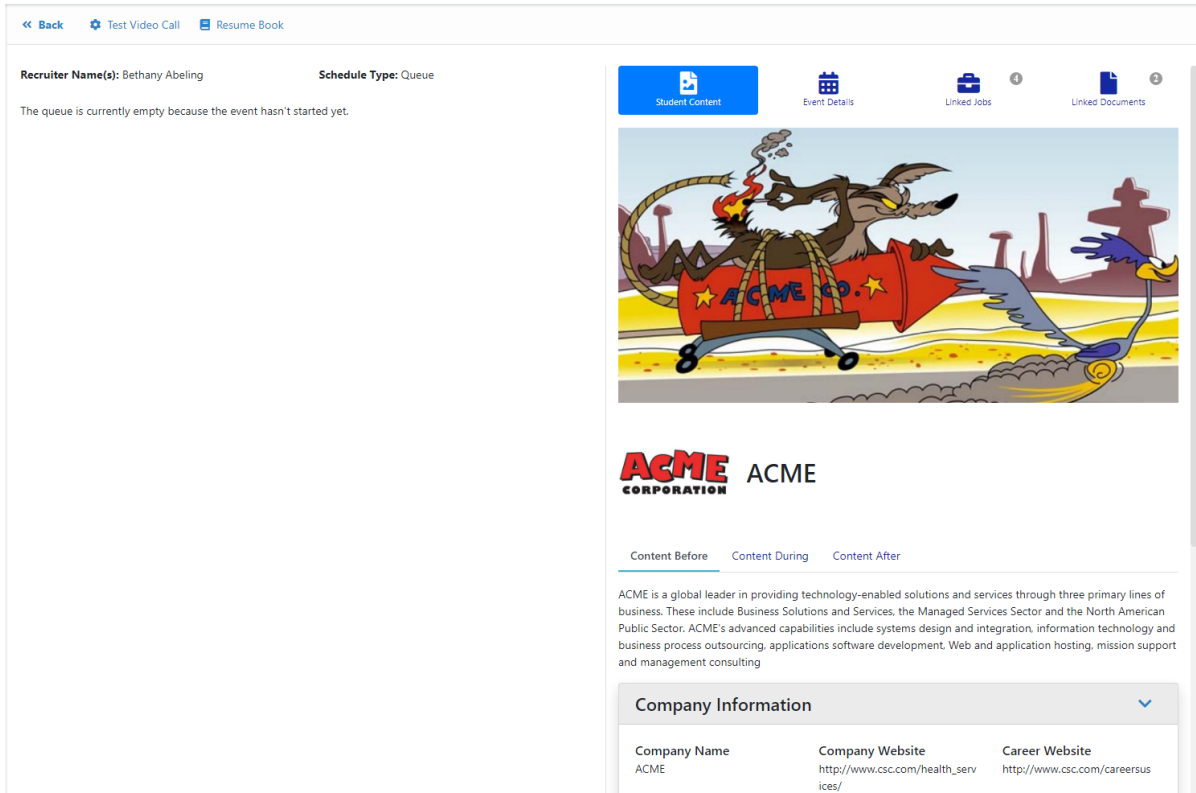


- You can view the list of documents you have linked, and download, rename, or delete a document from the list.



View your booth


- You can view your booth prior to the event by clicking on the View Booth button on the page action menu at the top. This is the location you will navigate to during the event to conduct your video meetings and manage your queue or appointments. Prior to the event, you can review your booth content, event details, linked jobs, and linked documents in the same way the candidates will view them.



[<< Back](#) [⚙️ Test Video Call](#) [📅 Resume Book](#)

Recruiter Name(s): Bethany Abeling **Schedule Type:** Queue
 The queue is currently empty because the event hasn't started yet.

[Student Content](#) [Event Details](#) [Linked Jobs](#) [Linked Documents](#)



ACME CORPORATION ACME

[Content Before](#) [Content During](#) [Content After](#)

ACME is a global leader in providing technology-enabled solutions and services through three primary lines of business. These include Business Solutions and Services, the Managed Services Sector and the North American Public Sector. ACME's advanced capabilities include systems design and integration, information technology and business process outsourcing, applications software development, Web and application hosting, mission support and management consulting.

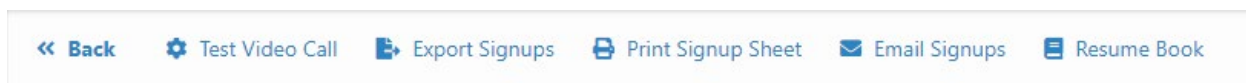
Company Information

Company Name	Company Website	Career Website
ACME	http://www.csc.com/health_services/	http://www.csc.com/careersus

- If you have multiple schedules set up for the event you will see a drop down with the list of schedules. Prior to the event, queued schedules appear empty, but you can review signups for a fixed timeslot schedule. During the event, your queue for each schedule will appear here, as well as your fixed timeslot appointments.

Export, Print, Email Signups

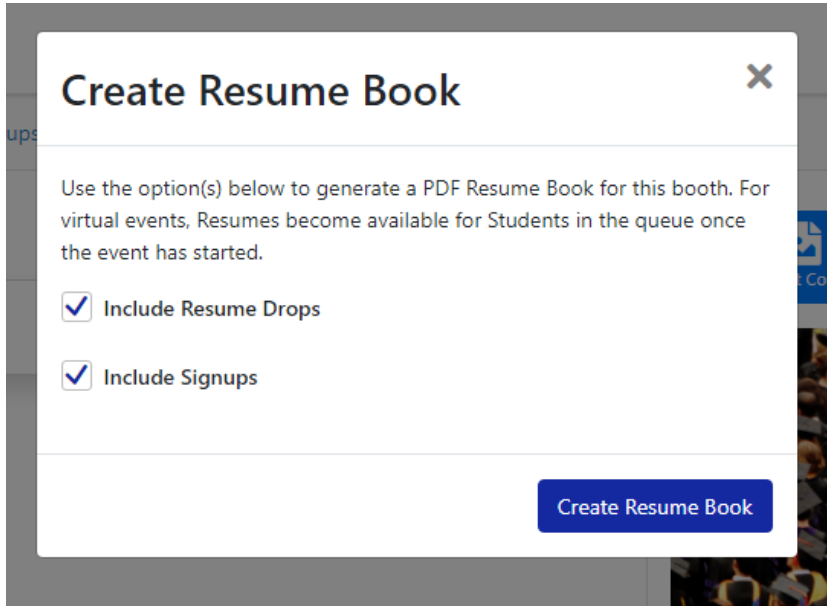
- If you are using fixed timeslot appointments, you can export, print, and email the candidates that have signed up for appointments prior to the event. All of these actions are available from the top page action menu.



[<< Back](#) [⚙️ Test Video Call](#) [📄 Export Signups](#) [🖨️ Print Signup Sheet](#) [✉️ Email Signups](#) [📅 Resume Book](#)

Print a resume book

- Prior to an event, you can print out a resume book of all candidates that have dropped a resume to your booth. If you are using fixed timeslots, you can also include resumes for candidates that have signed up for an appointment.



Test your video window

- You can access the Video Test Call button from the top page action menu when viewing your booth. Please refer to the Audio & Video Meetings section earlier in this document for detailed steps on how to test your video window prior to an event.

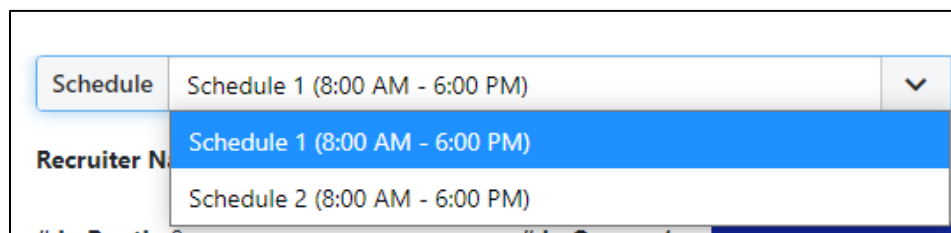
Managing your booth during an Event

Most of the activity during the event for a recruiter will revolve around accessing your booth, managing your queue or fixed appointments, and joining your video meetings. This section will cover that functionality in detail. This section assumes you have read the instructions for recruiters prior to the event and know how to navigate to the event page and to the company booth.

Recruiter Booth – Queue Schedules (first come, first served)

Now that the event is in progress, the left-hand side of the booth will show you the students that have joined your queue. From this screen you can:

- Switch to a different schedule



- See the count of students in your queue and start your video call window

Recruiter Name(s): Bethany Abeling **Schedule Type:** Queue

In Booth: 0 **# In Queue:** 4 [Start Video Call](#)

- View the profile, resume, or take notes on any student in your queue

Donar, Gloria

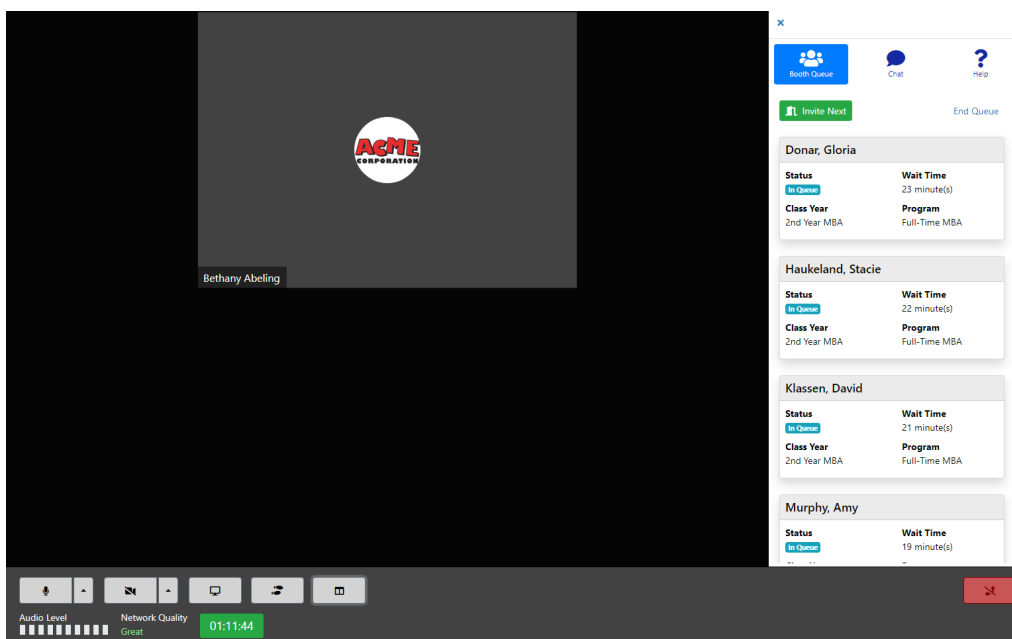
<p>Status In Queue</p> <p>Class Year 2nd Year MBA</p>	<p>Wait Time 4 minute(s)</p> <p>Program Full-Time MBA</p>
---	---

[Profile](#) [Resume](#) [Notes](#)

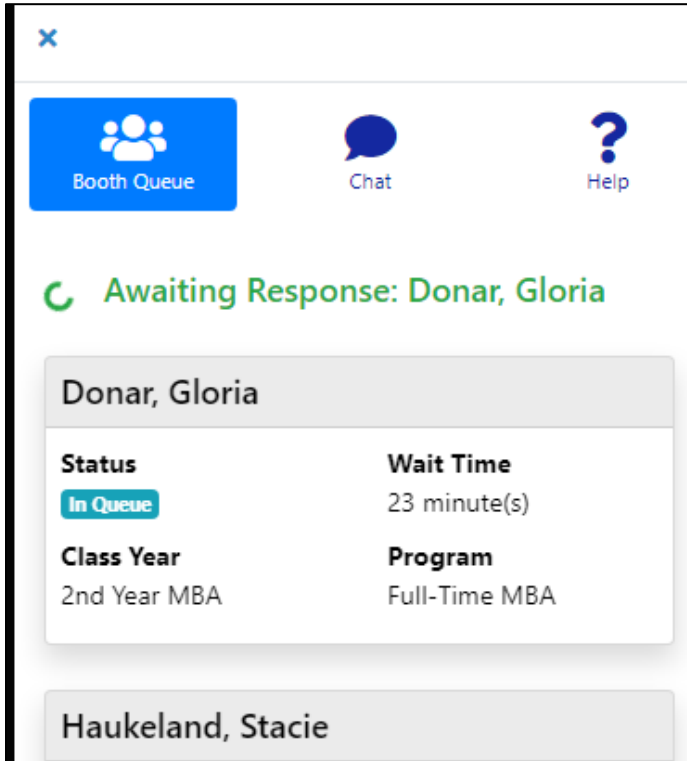
HELPFUL HINT: This booth tab remains open and continues to update while you are meeting with students in your video window. You can always return to this tab to review a student’s profile and resume before a meeting, and take notes on a student before, during, or after the meeting.

Recruiter Video Window – Queue Schedules (first come, first served)

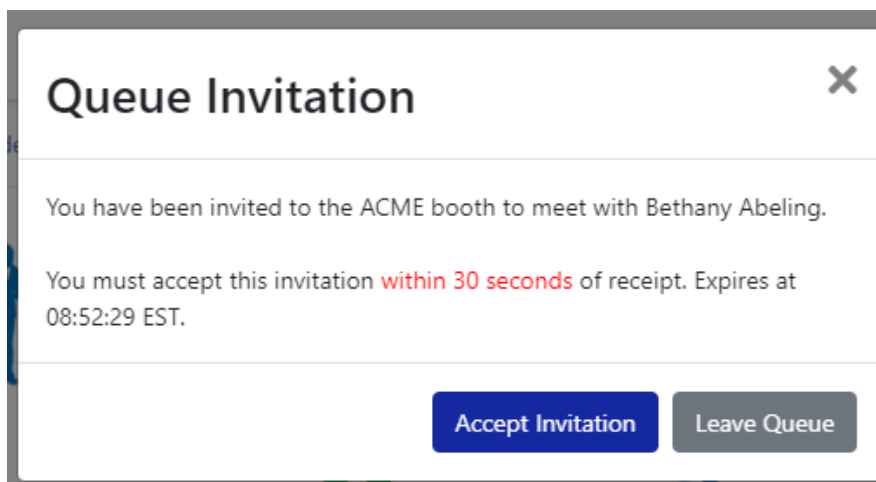
From this window you can manage your queue, invite students into the meeting, and end your queue without ever closing the video meeting window. You will see all of this under the Booth Queue tab on the right-hand side of the screen.



- To invite a student into the video meeting click on "Invite Next" in the Booth Queue. Once you have clicked the button you will see a message informing you that the system is awaiting a response from the next person in your queue



- The student will see an invitation message pop up in their browser. If they've opted in to receive SMS text messages, they'll also receive an SMS text message that you have invited them



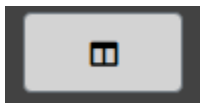
- Once the student has clicked to accept the invitation, they will join the video meeting and their status in the queue will update



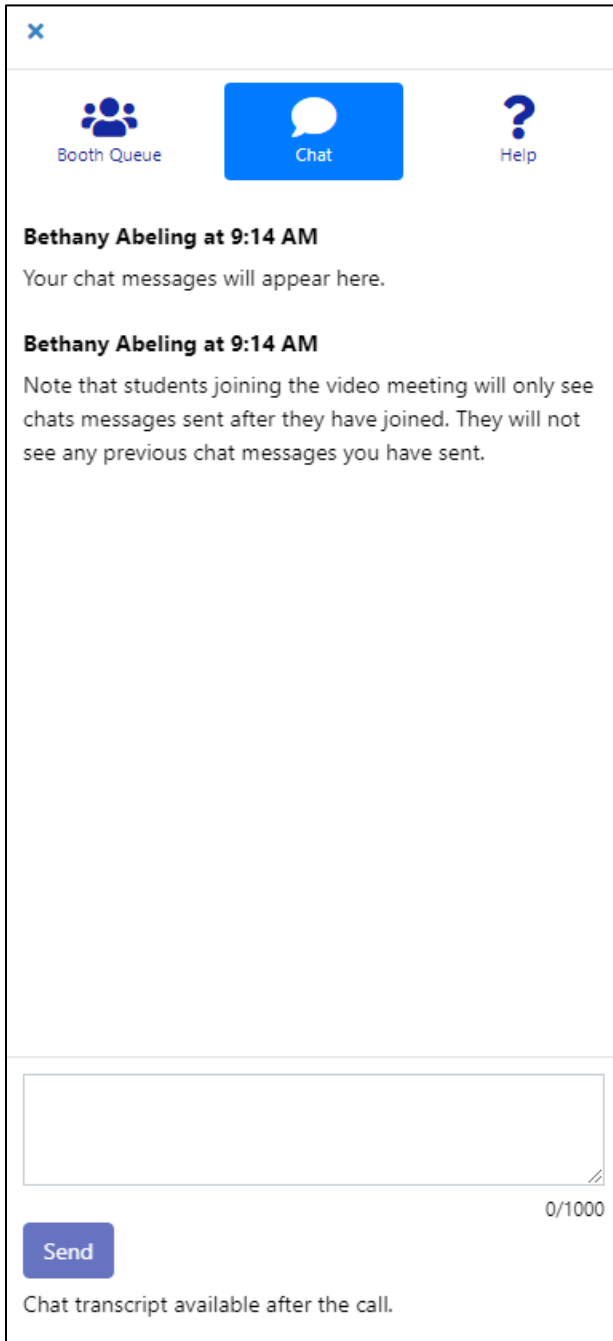
- If the first student in your queue does not respond to their invitation within the time limit allowed, the system will automatically move to the second person in the queue and invite them – you will see this message in the Booth queue.
- If a student is unavailable because they are in another video meeting, the system will automatically skip that student and invite the next student in the queue. The unavailable student will not be penalized and will stay at the top of the queue until they become available.
- An available student that does not accept the invitation for whatever reason, does not automatically get bumped from the queue - they will hold their position in the queue and receive the next invite. If they reach 3 invites without accepting, they will be removed from the queue, but can choose to rejoin at the back of the line.

HELPFUL HINT: You can have more than one student in your video meeting at a time. Simply click "Invite Next" while meeting with a student to add a second student to the meeting. Continue this process to add as many students as you want. You are limited to 50 participants per video meeting.

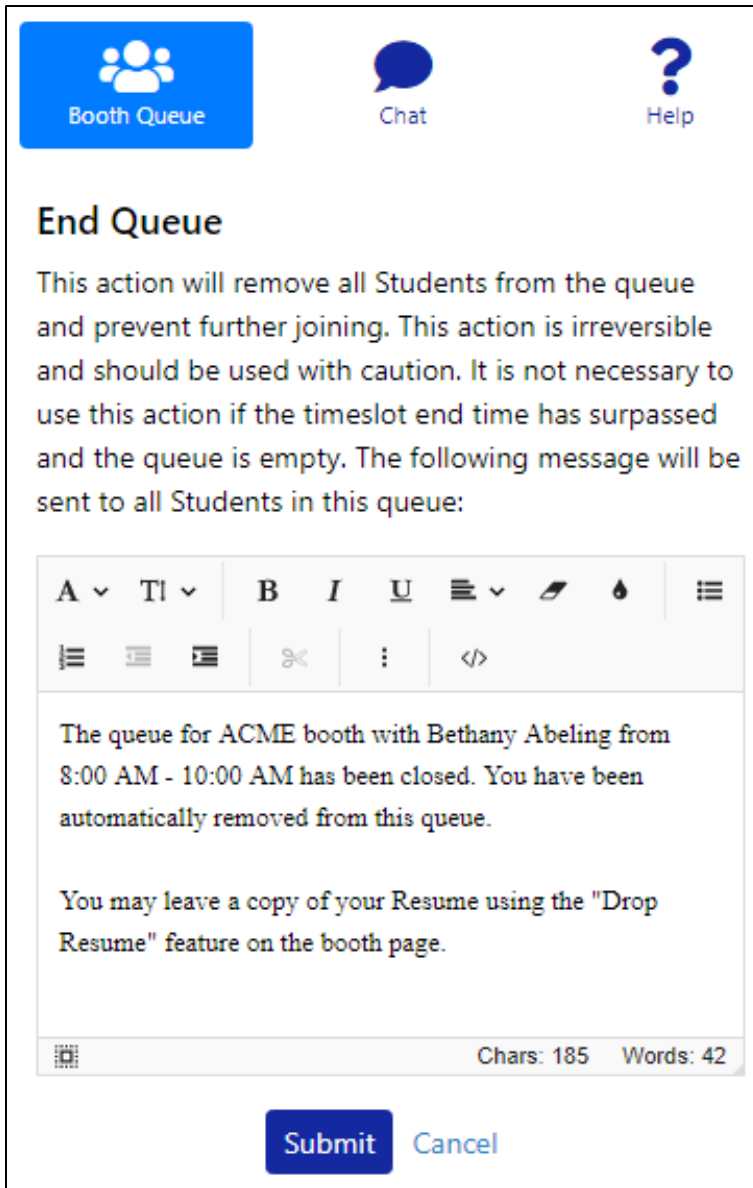
- The right-hand side bar can be hidden if you want more room in the video meeting window for video or sharing of screens. To hide the right-hand side bar, you can click the "X" in the upper left corner of the bar. To toggle the right-hand side bar on and off, simply click the toggle button at the bottom of the screen.



- You can also chat with the students in the video window by selecting the “Chat” tab in the right-hand side bar. **IMPORTANT: Any student joining the video meeting will only see chat messages sent after they have joined the meeting. They will not see any previously typed chat messages. You can rest assured that messages sent to students in prior meeting – while you can still see them – will not be visible to students joining the meeting.**



- When you have reached the end of the timeslot or end of the day you can “End Queue” by clicking on the link in the Booth Queue. This will serve two functions: first, it will prevent any new students from joining the queue. Second, it will allow you to broadcast a message to all remaining students in the queue. You can customize this message with instructions to students that did not get a chance to meet with you.



Booth Queue **Chat** **Help**

End Queue

This action will remove all Students from the queue and prevent further joining. This action is irreversible and should be used with caution. It is not necessary to use this action if the timeslot end time has surpassed and the queue is empty. The following message will be sent to all Students in this queue:

A **T** **B** **I** **U** **≡** **✂** **🔥** **≡**

≡ **≡** **≡** **⌂** **:** **</>**

The queue for ACME booth with Bethany Abeling from 8:00 AM - 10:00 AM has been closed. You have been automatically removed from this queue.

You may leave a copy of your Resume using the "Drop Resume" feature on the booth page.

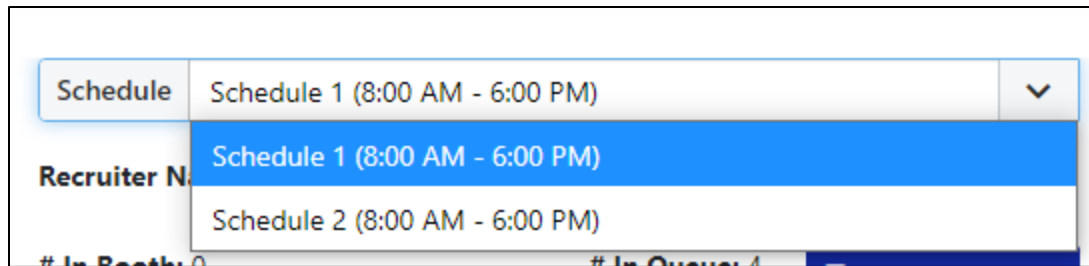
Chars: 185 Words: 42

Submit Cancel

- You will receive a second message to confirm that you really wanted to end the queue before the system sends out the message and closes the queue.

Recruiter Booth – Fixed Timeslot Schedules (appointments)

- Now that the event is in progress, the left-hand side of the booth will show you the students that have signed up for appointments
- From this screen you can:
 - Switch to a different schedule



- See the students that have signed up for appointments
- View the student’s profile and resume
- Take notes or email the student
- Start an individual video meeting for each appointment

9:00 AM - 9:30 AM EST

Student
Murphy, Amy

Class Year 2nd Year MBA **Program** Full-Time MBA

[Profile](#) [Resume](#) [Notes](#) [Email](#)

10:30 AM - 11:00 AM EST

Student
Alkiewicz, John

Class Year 2nd Year MBA **Program** Full-Time MBA

[Start Video Call](#) [Profile](#) [Resume](#) [Notes](#) [Email](#)

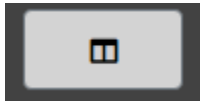
11:00 AM - 11:30 AM EST

Student
Klassen, David

Class Year 2nd Year MBA **Program** Full-Time MBA

[Start Video Call](#) [Profile](#) [Resume](#) [Notes](#) [Email](#)

- If the appointment time has passed, the Start Video Call button will be unavailable, but you can still view information about the student, take notes, or email from the appointment card
- The video window for these appointment meetings is similar to all other video meetings. For fixed timeslot schedules, the right-hand side bar will be closed by default. If you want to chat with the students in the meeting, simply click the button below to open up the right-hand side bar. Please see the previous sections for more details about the video window.



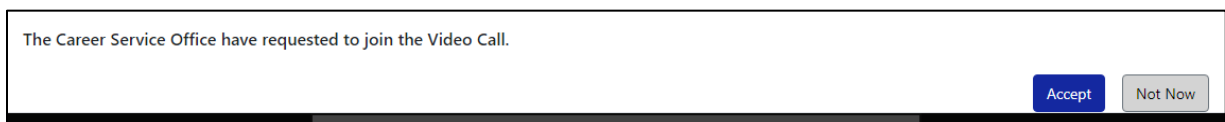
HELPFUL HINT: You can meet with more than one student at a time. To do so for fixed appointments, you need to specify that in the schedule prior to the start of the event. This will allow multiple students to sign up for the same timeslot prior to the event.

- Students can be allowed to sign up for fixed timeslots on the day of the event. This is controlled by the career service office. If you want to allow same day signups, make sure to let them know so they can set the signup deadline accordingly.

HELPFUL HINT: You can set up an event with both queue and fixed appointment schedules, provided the career service office allows for both. Simply add the schedule prior to the day of the event and select the correct template for queue or fixed timeslots.

Recruiter Booth – Career Services Request to join meeting

- Career Services staff have the option to request that they join you in a video meeting. From their interface, they will click a button to issue a request to join. In your video window at the top of the screen you will see a message informing you that they have requested to join the meeting.



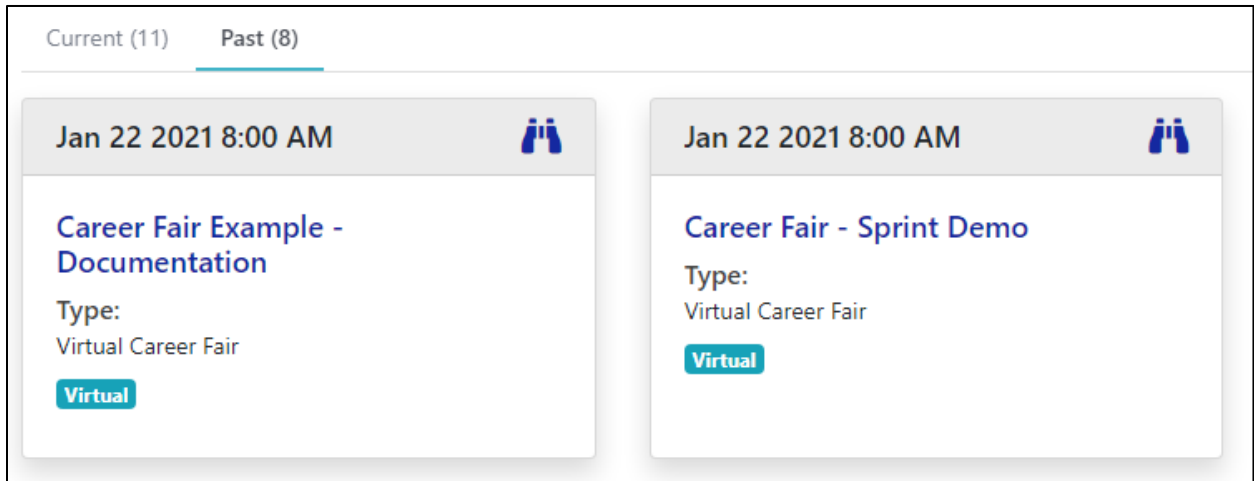
- If you accept the request, they will join your current video meeting window regardless of who else may be in the meeting at the time. In most cases you will want to wait until you have finished meeting with a student before you accept the request. The Career Services staff will simply receive a message that they are “Waiting” for your response.
- If you click the “Not Now” button the Career Services staff will receive a message that you are not able to meet with them at this time. They can request to meet with you at any time in the future as well.

Accessing information after an event

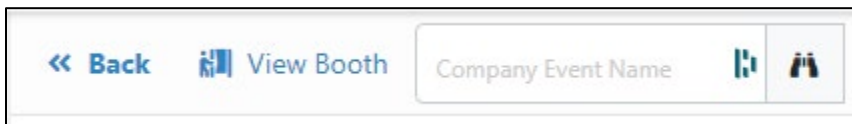
In this section you will find directions on how to access information from the career fair after the event has ended.

Navigate to the event and click on **View Booth** in the page action menu

- You can find past events under the “Past” tab on the Events list.



- Navigate to the booth by clicking on “View Booth” in the page action menu at the top.



Recruiter Booth – Queue Schedules (first come, first served)

- On the left-hand side of the booth you will see a list of every student you met with in your booth. You can review their profile, resume, and the notes you took. You can also see when the student entered and exited the booth.

Recruiter Name(s): Frank Smith **Schedule Type:** Queue

<< Screen message text is empty >>

Sort By: Last Name

Alkiewicz, John

Entered Booth 1:31 PM	Exit Booth 1:32 PM
Class Year 2nd Year MBA	Program Full-Time MBA

[Profile](#) [Resume](#) [Notes](#)

- From the page actions menu bar, you can print a Resume Book for all students that dropped resumes to your booth or queued for your booth.

Create Resume Book

Use the option(s) below to generate a PDF Resume Book for this booth. For virtual events, Resumes become available for Students in the queue once the event has started.

Include Resume Drops

Include Students In Queue

[Create Resume Book](#)

Recruiter Booth – Fixed Timeslot Schedules (appointments)

- On the left-hand side of the booth you will see a list of every student that scheduled an appointment. You can review their profile, resume, and the notes you took.

Recruiter Name(s): John Doe **Schedule Type:** Signup Required

8:00 AM - 8:30 AM EST

Student
Berardo, Jennifer

Class Year **Program**
2nd Year MBA Part-Time MBA

[Profile](#) [Resume](#) [Notes](#) [Email](#)

9:00 AM - 9:30 AM EST

Student
Murphy, Amy

Class Year **Program**
2nd Year MBA Full-Time MBA

[Profile](#) [Resume](#) [Notes](#) [Email](#)

9:30 AM - 10:00 AM EST

Student
Cohen, Dugan

Class Year **Program**
2nd Year MBA Part-Time MBA

[Profile](#) [Resume](#) [Notes](#) [Email](#)

- From the page actions menu bar, you can export signups, print signups, email signups or print a Resume Book for all students that dropped resumes to your booth or signed up for appointments.

[Back](#) [Test Video Call](#) [Export Signups](#) [Print Signup Sheet](#) [Email Signups](#) [Resume Book](#)

Recruiter Booth – Download Chat Transcript

- From the page actions menu bar, you can download any chat transcripts you had during the video call meetings.

[Back](#) [Test Video Call](#) [Resume Book](#) [Export Video Call Chat Transcript](#)

- This will download a comma delimited file (CSV) to your computer. This file will have a line per message in the chat including the time of the message, the sender, and the contents of the message.

In Application Text Chat – COMING SOON

Overview

In Application Text Chat

Coming Soon! This will enable you and other users of the GradLeaders Career Center application to send messages back and forth, viewing and responding to these messages from within the application.

Channels

Career Service Staff can set up “channels,” which are simply a collection of users that can join a specific text chat group. Each user is eligible for up to 1,000 channels, with each channel allowing up to 1,000 total users.

Location

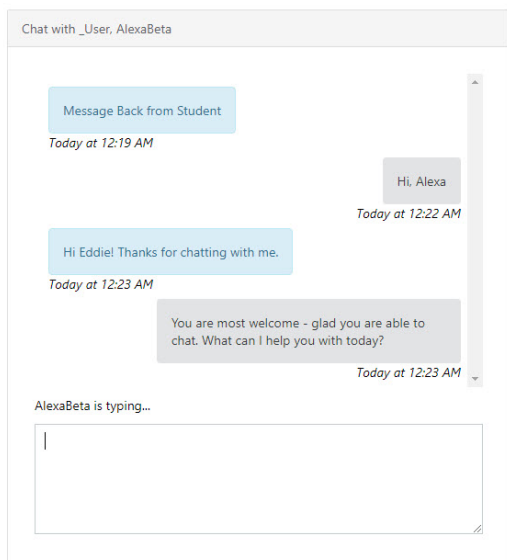
How the text chat channels are accessed has yet to be defined, but you can see from the example below that it could be as simple as clicking on an icon in the grid to start a text chat.



The text chat screen

Below is an example of a text chat screen in the application. Notice that we maintain all message history, and date-and-timestamp each message. You can also see when another user is typing a message into the text chat box.

To enter a message simply type in the text box and press the Enter key.



Frequently Asked Questions

Do I have to download an application to use GradLeaders Connect?

No. GradLeaders Connect uses the WebRTC standards to allow for virtual meetings directly through your most popular web browser applications.

What browsers support GradLeaders Connect?

GradLeaders Connect supports all major browsers and their most recent releases including:

- Google Chrome (recommended)
- Mozilla Firefox
- Safari
- Microsoft Edge (latest version based on Chromium)

Can I use GradLeaders Connect from my phone or tablet?

Yes. GradLeaders Connect is fully integrated into the GradLeaders Career Center Application and the student and recruiter modules throughout the application are mobile ready and can be viewed on any mobile or tablet device.

Do I need specific equipment to meet using GradLeaders Connect?

In order to participate in virtual meetings, you will need a device that has a microphone at minimum and ideally a camera as well. These can be built in devices on your laptop, tablet or phone, or they can be external devices that you connect to your laptop

What security is built into GradLeaders Connect?

GradLeaders Connect has multiple built-in security features. First, it is built on the FERPA and HIPAA compliant Twilio architecture. All communication is fully encrypted.

Next, to access any meeting in GradLeaders Connect you must authenticate into the GradLeaders Career Center, taking advantage of all the built-in security measures provided either by our application login screen or either by your single-sign-on solution.

Finally, every video or audio meeting in GradLeaders Connect takes place in its own private room. Rooms are never shared and the concept of a "personal meeting room" does not exist in GradLeaders Connect. This prevents the potentially embarrassing situation of participants for the next meeting trying to join an existing meeting in progress. It also prevents unauthorized users from "bombing" a meeting in progress.

How much does it cost to use GradLeaders Connect?

There is no cost to the recruiter to use GradLeaders Connect beyond any charges our school partners might charge to attend a virtual event.

Can users that don't use GradLeaders Career Center access meetings?

No. Currently GradLeaders Connect only accommodates participants that have authenticated into the GradLeaders Career Center. This is part of our security measures.

Can I upload a background image for the video meetings?

Not yet. This is one of the features we have on our product roadmap for future enhancements to the video meetings in GradLeaders Connect.

How many participants can be in a meeting at one time?

This depends on the type of meeting. For one-to-one meetings like advising appointments only two participants can be in the meeting room at one time. However, for all other types of video meetings in GradLeaders Connect, a maximum of 50 participants can join a single video meeting room. As Twilio expands their backend offerings we expect this maximum to be increased to accommodate even larger meetings.

Can a participant join a meeting early?

Yes. Participants can join meetings early and wait on the other participants to arrive. How early participants can join is a setting that can be modified. This setting applies to all virtual meetings in the GradLeaders Connect platform. Currently the default is 15 minutes. If you need to change this setting please contact our support team.

Is there a time limit for meetings?

The maximum amount of time for a single virtual meeting is 4 hours.

Can I set up waitlists for meetings?

Not yet. This is functionality we have on our product roadmap for enhancements to GradLeaders Connect.

Can I record a meeting in GradLeaders Connect?

Not yet. This is functionality we have on our product roadmap for enhancements to GradLeaders Connect.

How will I receive support during a GradLeaders Connect Meeting?**Can I use my own external video solution with GradLeaders Connect?**

Yes. With each type of meeting in GradLeaders Connect, the user can mark the meeting as virtual or not. If the meeting is marked as virtual the user is presented with an additional option to use the fully integrated GradLeaders Connect solution or an external provider. If the user selects an external provider, they will be prompted for the external link to the provider. This can be a single link for a meeting or individual links for each timeslot in a meeting.

Can I send MMS messages through GradLeaders Connect?

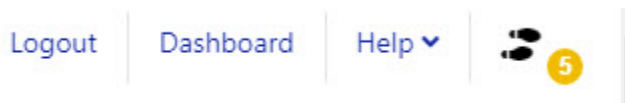
Not yet. This is functionality we have on our product roadmap for enhancements to GradLeaders Connect.

When will Chat Channels be available for GradLeaders Connect?

Along with the other enhancements to functionality mentioned in this document, Text Chat Channels are the highest priority on our roadmap. Development is expected to begin early in 2021 with delivery sometime in the spring of 2021.

Are there videos or tutorials and training for the Gradleaders Connect functionality?

Yes. Gradleaders is committed to making sure every user gains the benefits of GradLeaders Connect. Research has shown the best way to teach new functionality is a hands-on approach. Therefore, with every new release in GradLeaders connect we have created built in tutorials that will step you through the process of setting up and using the GradLeaders Connection functionality. Many of these tutorials pop-up when your first load a page in GradLeaders Connect. You can always access all the online tutorials by looking for the "footsteps" icon in the top bar of the GradLeaders Connect application. If the "footsteps" have a number in yellow beside them that means you have tutorials that you have not yet viewed.



Troubleshooting

Microphone Errors

Not Allowed Error/Permission Denied Error

Error Message: Please ensure that your browser and this application have permission to use your microphone.

Solution: You will receive this error if the website does not have permission to use your microphone. Most browsers will display a pop-up on your screen when you first try to connect to your microphone. When that pop-up displays, make sure to click Allow to grant permission to the browser. If no pop-up displays, you can grant permission through your browser's settings page.

- Chrome: Go to the menu and click Settings. On the sidebar menu, click Privacy and Security. Click on Site Settings. Scroll down to the Permissions section and click on Microphone. Click on "https://gradleaders.com", find the Microphone option under Permissions, and change the dropdown to Allow.
- Firefox: Go to the menu and click Options. Search for Permissions in the search bar. Click the Settings button next to Microphone. Find "https://gradleaders.com" and change the Status to Allow.
- Safari: Click Safari in the top menu and select Settings for this Website. Find the Microphone permission and change it to Allow.
- Edge - Chromium: Go to the menu and click Settings. On the sidebar menu, click Site permissions. Click Microphone, then find "https://gradleaders.com" and change the value to Allow.

Devices Not Found Error

Error Message: Please ensure that you have connected and enabled the microphone on your device.

Solution: If your device does not have a built-in microphone, you will need to connect an external microphone to participate in video calls. Once the microphone is connected, close the browser window, and reopen it to ensure the error has gone away.

Not Readable Error / Track Start Error

Error Message: Please ensure that your microphone is not currently in use by another application or browser tab on your device.

Solution: Your device can only use your microphone in one application at a time. Make sure none of the other applications currently running on your device are using your microphone. The best way to do this is to close other applications you do not need while participating in the video call. Once you have closed the other programs, close the browser window, and reopen it to ensure the error has gone away.

Constraint Not Satisfied Error

Error Message: Your microphone does not meet the specifications required to use this application.

Solution: Most modern devices should not encounter this error. Web applications rely on specific features of audio devices to properly capture and transmit sound. If you receive this error, your device does not have the features necessary to participate in the video calls. You will need to connect another microphone and select it as your audio source. Once the new device is connected, close the browser window, and reopen it to ensure the error has gone away.

Other

If other participants on your video call are unable to hear you but you do not receive any of the errors listed above, please try the following:

- Make sure you have not muted the microphone on your device or turned off the microphone itself. The Audio Level indicator on the Video Test page will show you output levels from your microphone.
- If you have multiple devices available to choose from, try switching to a different one. You can do this using the arrow icon on the Audio button.

Camera Errors

Not Allowed Error/Permission Denied Error

Error Message: Please ensure that your browser and this application have permission to use your camera.

Solution: You will receive this error if the website does not have permission to use your camera. Most browsers will display a pop-up on your screen when you first try to connect to your camera. When that pop-up displays, make sure to click Allow to grant permission to the browser. If no pop-up displays, you can grant permission through your browser's settings page.

- Chrome: Go to the menu and click Settings. On the sidebar menu, click Privacy and Security. Click on Site Settings. Scroll down to the Permissions section and click on Camera. Click on "https://gradleaders.com", find the Camera option under Permissions, and change the dropdown to Allow.
- Firefox: Go to the menu and click Options. Search for Permissions in the search bar. Click the Settings button next to Camera. Find "https://gradleaders.com" and change the Status to Allow.
- Safari: Click Safari in the top menu and select Settings for this Website. Find the Camera permission and change it to Allow.
- Edge - Chromium: Go to the menu and click Settings. On the sidebar menu, click Site permissions. Click Camera, then find "https://gradleaders.com" and change the value to Allow.

Devices Not Found Error

Error Message: Please ensure that you have connected and enabled your camera.

Solution: If your device does not have a built-in camera, you will need to connect an external device to share a face cam in video calls. Once the device is connected, close the browser window, and reopen it to ensure the error has gone away.

Not Readable Error / Track Start Error

Error Message: Please ensure that your camera is not currently in use by another application or browser tab on your device.

Solution: Your device can only use your camera in one application at a time. Make sure none of the other applications currently running on your device are using the camera. The best way to do this is to close other applications you do not need while participating in the video call. Once you have closed the other programs, close the browser window, and reopen it to ensure the error has gone away. If you are using Firefox, you may need to close the entire browser instead of just the video window to fix this error.

Constraint Not Satisfied Error

Error Message: Your camera does not meet the specifications required to use this application.

Solution: Most modern devices should not encounter this error. Web applications rely on specific features of video devices to properly capture and transmit videos. If you receive this error, your device does not have the features necessary to share a face cam in the video calls. You will need to connect another camera and select it as your video source. Once the new device is connected, close the browser window, and reopen it to ensure the error has gone away.

Other

If other participants on your video call are unable to see your video but you do not receive any of the errors listed above, please try the following:

- Make sure you have not disabled the camera on your device.
- If you have multiple devices available to choose from, try switching to a different one. You can do this using the arrow icon on the Video button.
- If you can see your video but other participants cannot, you may be experiencing firewall issues that are preventing the transmission of your video to other users. Please go to the following page and allow the tests to run: <https://networktest.twilio.com/>. If any of the connectivity tests on that page fail, the IP address and host names on the following pages may need to be whitelisted by your internal network:
 - <https://www.twilio.com/docs/video/ip-addresses#media-servers>
 - <https://www.twilio.com/docs/video/ip-addresses#signaling-communication>
 - <https://www.twilio.com/docs/video/ip-addresses#additional-connectivity-requirements>

Resources

GradLeaders Support Portal

Find additional information on all aspects of the GradLeaders Career Center application featuring GradLeaders Connect: <https://www.gradleaders.com/partner-support>

Known Issues Page

If you have access to the Administrative Portal in GradLeaders Career Center, you can visit this page to check for any known issues and potential resolutions:
<https://gradleaders.com/partner-support/admin-resources/known-issues>

GradLeaders Knowledgebase

More information on set up and configuration of GradLeaders Connect can be found on our knowledgebase. This application enables you to search for specific questions and features included in the GradLeaders Career Center application, and can be found here:
<https://kb.gradleaders.com/>

Testing Access outside of GradLeaders

WebRTC Troubleshooter— <https://test.webrtc.org/>

Twilio Test Page— <https://networktest.twilio.com/>

Microphone and Camera Browser Access

Microsoft Windows 10 Settings

How to set up your microphone and camera in Windows 10:

<https://www.youtube.com/watch?v=WSLEm7yb2vg>

<https://www.youtube.com/watch?v=EMh2vZ-R33E>

Chrome Browser Settings

How to check browser access to your microphone and camera in Chrome:

<https://www.youtube.com/watch?v=YkvesOrMKDE>

<https://www.youtube.com/watch?v=guv6kkVcxdU>

<https://www.youtube.com/watch?v=1EHUuvwmQTK>

Firefox Browser Settings

How to check browser access to your microphone and camera in Firefox:

<https://www.youtube.com/watch?v=comfs6FKOEM>

Glossary of Terms

Access control: A system to restrict the activities of users and processes based on the need to know.

Chat: Online texts between a specific group of users within GradLeaders Career Center

Chat Channel: A channel defines the group of users that will have access to the text chat within GradLeaders Career Center

CSV File: CSV stands for Comma Separated Values and is a text file with each field separated by commas. This type of file is easily opened and read by many text editors and Excel.

External link: The ability to override GLCC embedded video with a link that opens a third-party external video meeting tool (Zoom, Teams, etc.)

Fixed Timeslots: Schedules with specific timeslots and durations that candidates can sign up for ahead of a scheduled event.

Large Group: Video Meetings that include up to 50 participants (workshops, larger events like company presentations)

MMS/Texting: Multimedia Message Service – Send text and media to one or a group of users' phones

Person to Person (P2P): Video Meetings that include only two participants

Queue Schedules: Scheduled time slots that allow candidates to sign up on a first come first served basis for Career Fairs.

Small Group: Video Meetings that include up to 4 participants (small workshops, small events like office hours, advising, mock interviews)

SMS/Texting: Short Message Service – send short text only messages/alerts to a single user's phone

SSO - Single Sign On: A method of authentication enabling the user to enter their credentials one time and access multiple applications

Twilio: The technology tool that enables GradLeaders to fully integrate webRTC services into our products

Video Meetings/Embedded video: Virtual meetings scheduled and conducted within GLCC

Video meeting text chat: Online text chat between GLCC Video Meeting participants. Transcripts are available following the meeting

WebRTC: Web Real-Time Communication is an industry standard that enables video, voice, and text communications between users through a web browser

Appendix A – Training Videos

Overview

In this section you will find links to training videos that will show you how to setup and manage events in Career Fair 2.0. Most of the videos have been broken down into segments that are 5 – 10 minutes long. This allows users to watch only the segments that apply to their specific event.

Recruiter Videos

1. Request to Attend Event: https://youtu.be/jy_PsQ34ePM
2. Set Up Schedules and Booth prior to event: <https://youtu.be/ZHYo1ZXwiUU>
3. Prepare for event: <https://youtu.be/I1PEurSmyzc>
4. Manage queues during event: <https://youtu.be/bMreKBuw80Y>
5. Manage Fixed Timeslots Appointments: https://youtu.be/mmd_PK3W6gU

Student Videos

1. Prepare for event: <https://youtu.be/-8pkCPXaR-w>
2. Companies, Jobs, Signups prior to event: <https://youtu.be/xWF-CsP3qus>
3. Attending an event: <https://youtu.be/PIYnCWawhSY>

Administrative Videos

1. Lobby during event: <https://youtu.be/X12urRmZVpM>
2. Career Service Booth during event: <https://youtu.be/GZUBqBpD4-8>

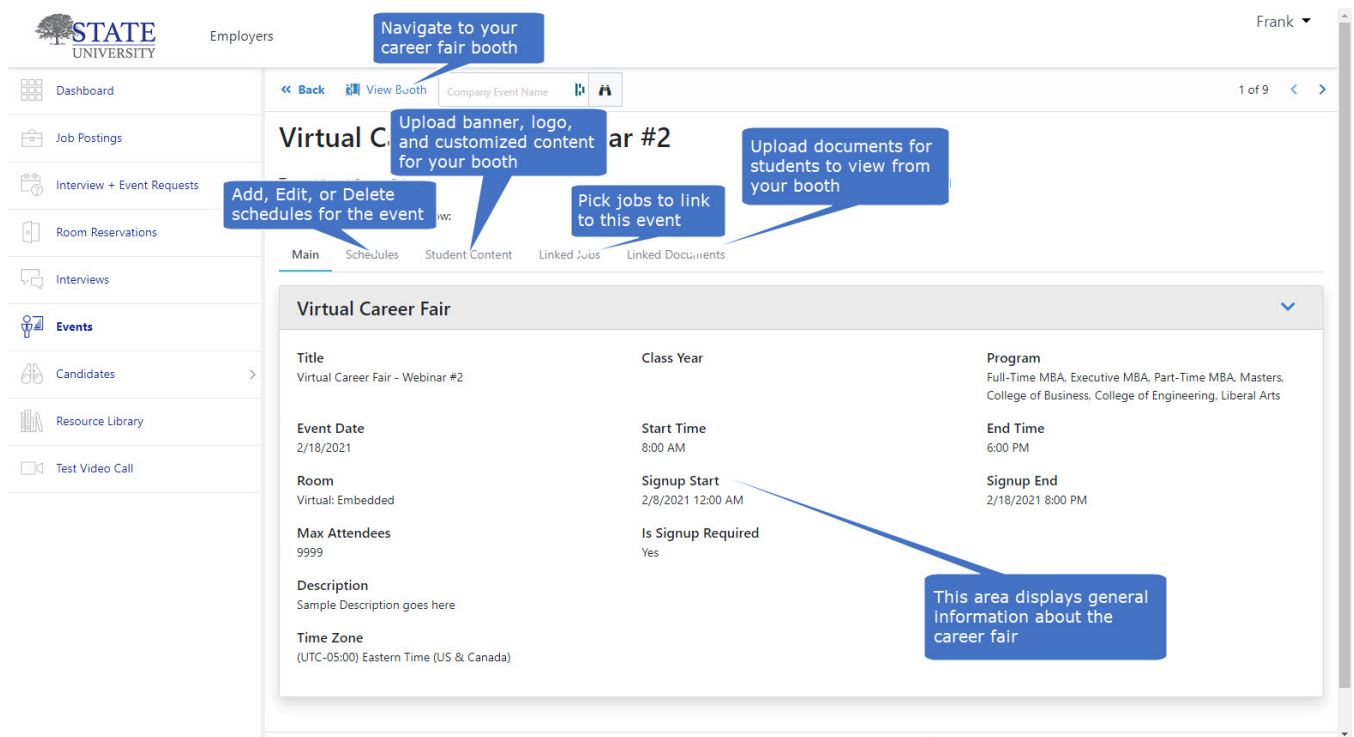
Appendix B – Quick Reference

Overview

In this section you will find screen shots with callouts to show you the most used functionality in Career Fair 2.0 - these screenshots are for quick reference only and should not be considered a replacement for the full documentation which details all of the functionality available along with helpful hints.

Recruiter Screen Shots

- **Career Fair Setup Page**



The screenshot shows the 'Virtual Career Fair' setup page for 'STATE UNIVERSITY'. The page includes a sidebar with navigation options like Dashboard, Job Postings, and Events. The main content area is titled 'Virtual Career Fair #2' and contains a form with the following fields:

- Title:** Virtual Career Fair - Webinar #2
- Class Year:** (Empty)
- Program:** Full-Time MBA, Executive MBA, Part-Time MBA, Masters, College of Business, College of Engineering, Liberal Arts
- Event Date:** 2/18/2021
- Start Time:** 8:00 AM
- End Time:** 6:00 PM
- Room:** Virtual: Embedded
- Signup Start:** 2/8/2021 12:00 AM
- Signup End:** 2/18/2021 8:00 PM
- Max Attendees:** 9999
- Is Signup Required:** Yes
- Description:** Sample Description goes here
- Time Zone:** (UTC-05:00) Eastern Time (US & Canada)

Callouts in the image provide the following instructions:

- 'Navigate to your career fair booth' points to the 'View Booth' button.
- 'Upload banner, logo, and customized content for your booth' points to the 'Main' tab.
- 'Add, Edit, or Delete schedules for the event' points to the 'Schedules' tab.
- 'Pick jobs to link to this event' points to the 'Linked Jobs' tab.
- 'Upload documents for students to view from your booth' points to the 'Linked Documents' tab.
- 'This area displays general information about the career fair' points to the main form area.

• **Career Fair Booth with queue schedule**

This screenshot shows the 'Career Fair Booth with queue schedule' interface. The interface includes a sidebar with navigation options like Dashboard, Job Postings, and Interviews. The main content area displays a queue schedule for 'Queue Schedule 1 (8:00 AM - 6:00 PM)' with a list of students in the queue, including Cohen, Dugan, Gallo, Nevila, and Kirk, Yen-Ting. Each student's profile shows their status (e.g., 'In Queue'), wait time, class year, and program. Callouts provide instructions such as 'Test your microphone and camera with your browser', 'Print a resume book of all dropped resumes', 'Export a transcript of all chats', 'Shows you the booth the way students will see it', 'Review the jobs you have linked to', 'Select the schedule to view', 'View the Career Fair Lobby', 'Review the documents you have uploaded for the event', 'Open your video call window for a queue schedule', 'Review students in the queue and how long they have been waiting', 'View a student's profile and resume as well as take notes on the student', and 'Displays the content being shown to the students before, during, and after the event'.

• **Career Fair Video Screen with queue schedule**

This screenshot shows the 'Career Fair Video Screen with queue schedule' interface. The interface is split into two main sections: a video screen on the left and a queue sidebar on the right. The video screen shows a student's name 'Frank Smith' and the 'ACME CORPORATION' logo. Callouts provide instructions such as 'Your contact name and video appears in the box', 'View your queue, type text chats to participants, get help', 'Invite the next student from the queue into the video meeting', 'End the queue and send a message to all students still in', 'Review the students in line, their wait time, and basic', 'Select your microphone, mute and unmute', 'Enable and disable your camera', 'Share your screen with students', 'Start a walkthrough on how to use this screen', 'Hide or show the right side bar with queue, chat, help', 'Check your audio level, bandwidth, and time remaining', and 'End the video meeting'. The queue sidebar shows a list of students in the queue, including Cohen, Dugan, Gallo, Nevila, Kirk, Yen-Ting, and Ludwig, Justin, with their status, wait time, class year, and program.

• **Career Fair Booth with Appointment Timeslots**

The screenshot displays the GradLeaders Career Fair Booth interface. On the left is a navigation sidebar with options: Dashboard, Job Postings, Interviews, Events, and Candidates. The main content area shows a 'Schedule' for 'Schedule 1 (8:00 AM - 6:00 PM)' with a 'Recruiter Name(s): John Doe' and 'Schedule Type: Signup Required'. Below this, three appointment timeslots are listed:

- 8:30 AM - 9:00 AM EST:** Student: Hoffman, John; Class Year: 2nd Year MBA; Program: Full-Time MBA. Callout: "Review the individual appointment timeslot".
- 9:30 AM - 10:00 AM EST:** Student: Alkiewicz, John; Class Year: 2nd Year MBA; Program: Full-Time MBA. Callout: "Start the video call and open the video meeting window for this specific timeslot".
- 3:30 PM - 4:00 PM EST:** Student: Berardo, Jennifer; Class Year: 2nd Year MBA; Program: Part-Time MBA. Callout: "View a student's profile and resume as well as take notes and send text messages to the student".

At the top of the interface, a toolbar includes: Test: Video Call, Export Signups, Print Signup Sheet, Email Signups, and Resume Book. Callouts for these include: "Test your microphone and camera with your browser", "Export, Print, or Email students that have signed up for appointments", and "Print a resume book of all dropped resumes".

On the right side, there are buttons for "Student Content", "Event Details", "Linked Jobs", and "Linked Documents". Callouts include: "View the Career Fair Lobby", "Review the documents you have uploaded", "Shows you the booth the way students will see it", and "Review the jobs you have linked to the event".

Below the main content is a "GradLead" section with tabs for "Content Before", "Content During", and "Content After". A callout states: "Displays the content being shown to the students before, during, and after the event".

At the bottom, a footer text reads: "GradLeaders is the result of a merger between MBA Focus and CSO Research. We are the market leader in student recruitment and career services technology, connecting leading employers with job-seeking students and alumni from 1,000 university career centers around the world. Our"

Appendix C – Firewall Settings

Overview

Most users will find that they can access the video meeting window in GradLeaders Connect without any issues. However, if your school or company has strict IP denial rules on their firewall the following IP addresses and Ports may need to be enabled for traffic through your firewall to use GradLeaders Connect. If you are having problems connecting to the Audio / Video window in GradLeaders Connect, please check with your network administrator to make sure traffic is permitted for these IP addresses and ports.

Media Servers

<https://www.twilio.com/docs/video/ip-addresses#media-servers>

Region ID	Location	Server IP Address Range
au1	Australia	13.210.2.128 - 13.210.2.159 54.252.254.64 - 54.252.254.127 3.25.42.128 - 3.25.42.255
br1	Brazil	18.231.105.32 - 18.231.105.63 177.71.206.192 - 177.71.206.255 18.230.125.0 - 18.230.125.127
de1	Germany	52.59.186.0 - 52.59.186.31 18.195.48.224 - 18.195.48.255 18.156.18.128 - 18.156.18.255
ie1	Ireland	52.215.253.0 - 52.215.253.63 54.171.127.192 - 54.171.127.255 52.215.127.0 - 52.215.127.255 3.249.63.128 - 3.249.63.255
in1	India	52.66.193.96 - 52.66.193.127 52.66.194.0 - 52.66.194.63 3.7.35.128 - 3.7.35.255
jp1	Japan	13.115.244.0 - 13.115.244.31 54.65.63.192 - 54.65.63.255 18.180.220.128 - 18.180.220.255
sg1	Singapore	13.229.255.0 - 13.229.255.31 54.169.127.128 - 54.169.127.191 18.141.157.128 - 18.141.157.255
us1	US East Coast (Virginia)	34.203.254.0 - 34.203.254.255 54.172.60.0 - 54.172.61.255 34.203.250.0 - 34.203.251.255 3.235.111.128 - 3.235.111.255
us2	US West Coast (Oregon)	34.216.110.128 - 34.216.110.159 54.244.51.0 - 54.244.51.255 44.234.69.0 - 44.234.69.127

Signaling Communication

<https://www.twilio.com/docs/video/ip-addresses#signaling-communication>

Region ID	Location	Host Name	Port and Protocol
gll	Global Low Latency (default)	global.vss.twilio.com	443 WSS
au1	Australia	au1.vss.twilio.com	443 WSS
br1	Brazil	br1.vss.twilio.com	443 WSS
de1	Germany	de1.vss.twilio.com	443 WSS
ie1	Ireland	ie1.vss.twilio.com	443 WSS
in1	India	in1.vss.twilio.com	443 WSS
jp1	Japan	jp1.vss.twilio.com	443 WSS
sg1	Singapore	sg1.vss.twilio.com	443 WSS
us1	US East Coast (Virginia)	us1.vss.twilio.com	443 WSS
us2	US West Coast (Oregon)	us2.vss.twilio.com	443 WSS

Additional Connectivity Requirements

<https://www.twilio.com/docs/video/ip-addresses#additional-connectivity-requirements>

sdkgw.us1.twilio.com (WSS/443)

sdkgw.us1.twilio.com (WSS/443)

ecs.us1.twilio.com (HTTPS/443)