Stephanie Helpful Tips

General FAQs

Q1: Can you give an overview of what type of questions will be asked by Stephanie?
A: In summary, Stephanie will cover the following during the interview.
- Personal background (i.e. citizenship, residency, parent's background etc.)
- International trips for the past 5 years
- Foreign contacts (i.e. friends, family members, colleagues etc.)
- Foreign government contacts
- Employment for the past 5 years
- Studies for the past 5 years
- Relationship Contact (if status is married, de facto or dating)
- Relationship Contact's international trips for the past 5 years
- Cohabitant over the age of 18
- Illegal Drugs
- Criminal History
- Security Clearances

Q2: For a smooth interview, do I need to prepare any documents before doing an interview with Stephanie?
A: Although most of the questions are answerable by a Yes or No, it would be good to at least have a list of responses for questions like details of international trips, name of foreign contacts, etc.

Having a list of international trips taken within the last 5 years or your passport handy would help to achieve a smooth interview with Stephanie in a single run. If you are in a relationship, please list down your partner's international trips and their parents as well.

It would also be good to list down the names of any foreign contacts, foreign organisations or cohabitants over the age of 18.

Q3: Why is Stephanie not resuming to the last question asked?
A: Stephanie is programmed to resume from the start of a question loop. For example, if the last question before the interview got terminated happens to be a part of a question loop about a particular subject, Stephanie will resume the interview from the very first question of the said question loop. Thus, questions within that loop will be asked again.

Q4: Why is Stephanie not accepting my activation code?
A: Your activation code may have already expired. An administrator can extend the expiry date if needed.

Stephanie's ability to translate responses was built on GSTT (Google Speech to Text) technology. If your activation code is not being accepted by Stephanie, it may be due to a translation or accent issue (Stephanie was programmed to accept an Australia accent). Please try again and ensure a clear pronunciation.

Q5: If I already started with my interview but unable to complete it, how do I resume the interview without starting from scratch?
A: Stephanie's first question is "Is this the first time you've accessed your Cleard Life suitability assessment?". If you would like to resume an in-progress interview, just answer "No" to the first question. You will then be asked to provide your activation code.

Web Interview FAQs

Q1: What web browser is most compatible to work with Stephanie?
A: Stephanie will work in web browsers such as Mozilla Firefox and Google Chrome. It is, however, not compatible to work with Safari at this stage.

Although Stephanie will work in both Chrome and Firefox, we recommend Firefox as the most compatible web browser to use. When running Stephanie in Firefox for the first time, please allow Stephanie to access your microphone. Click on "Remember this decision" before clicking on "Allow" button. This will ensure that the next time you run Stephanie, you will no longer be prompted to allow your microphone.
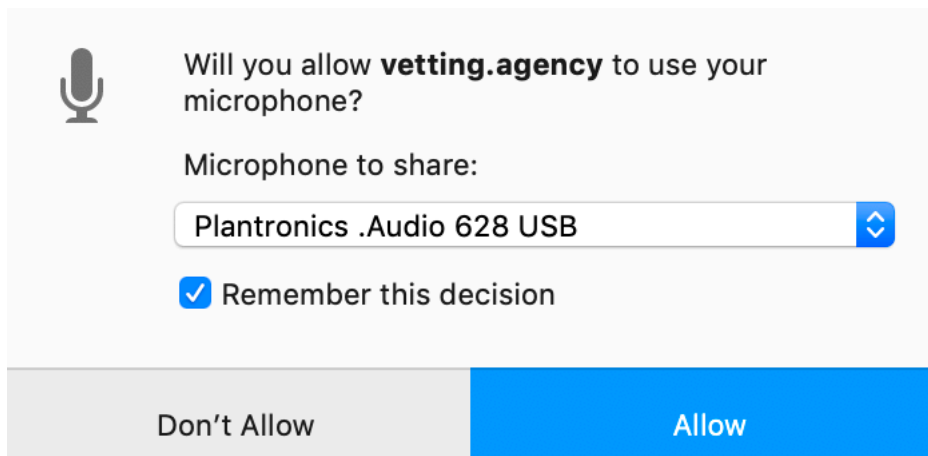
Q2: What devices or platforms can I use for running Stephanie?
A: You may run Stephanie on the following devices or platforms.

- Windows Desktop/Laptop (preferably with Windows 8 or later)
- Mac Desktop/Laptop
- Android Phone
- Android Tablets

Q3: Why can I hear Stephanie speaking, but she cannot hear me?
A: To configure your microphone settings for Windows 10, please follow the steps listed below:

To make your microphone work properly, you'll need to set it as the default device. We've found this method to be successful for a lot of our users who are experiencing microphone problems.

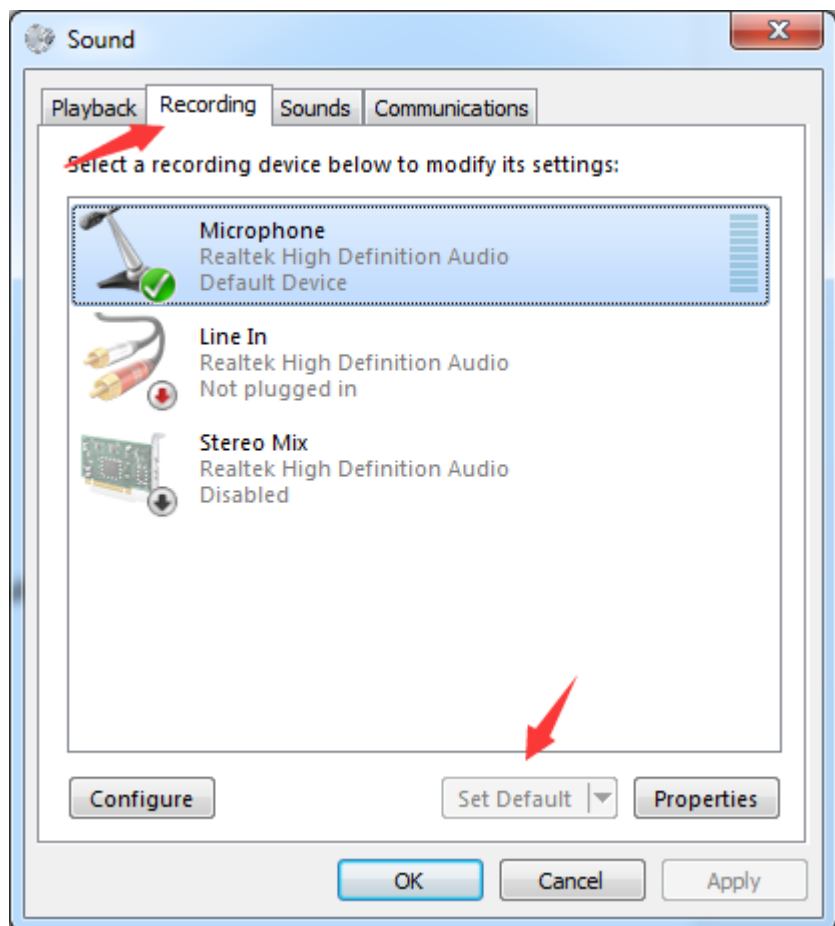**1) Right-click the Speaker Icon at the bottom right corner. A context menu will pop up.**
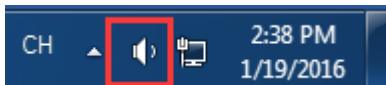
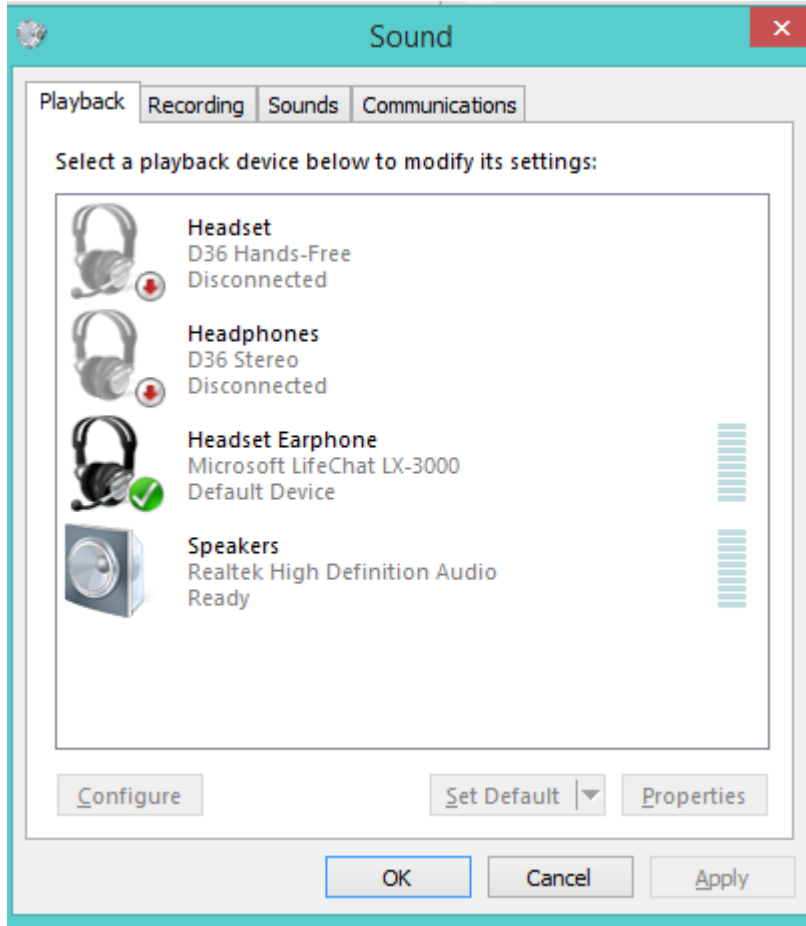**2) Click Recording devices on the pop-up menu.**

3) In the Sound dialog box, click the Recording tab. If you see the Microphone is not the Default, click the Set Default button to set it to default.

Note: Your microphone might be listed as something other than "Microphone" and the icon might not resemble a Microphone like the picture below.

4) Click OK > Apply.

5) You will also need to check your playback settings, following the same steps as above.

6) In the Sound dialog box, click the Playback tab. If you see the Microphone is not the Default, click the Set Default button to set it to default.
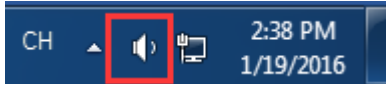
7) Click OK > Apply.

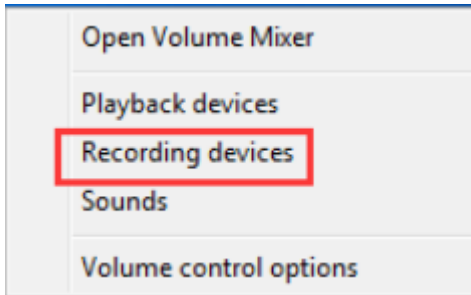**Method 2: Unmute Microphone and Increase the Volume**

One possible reason that your microphone isn't working could be that it's either muted or set to low volume.

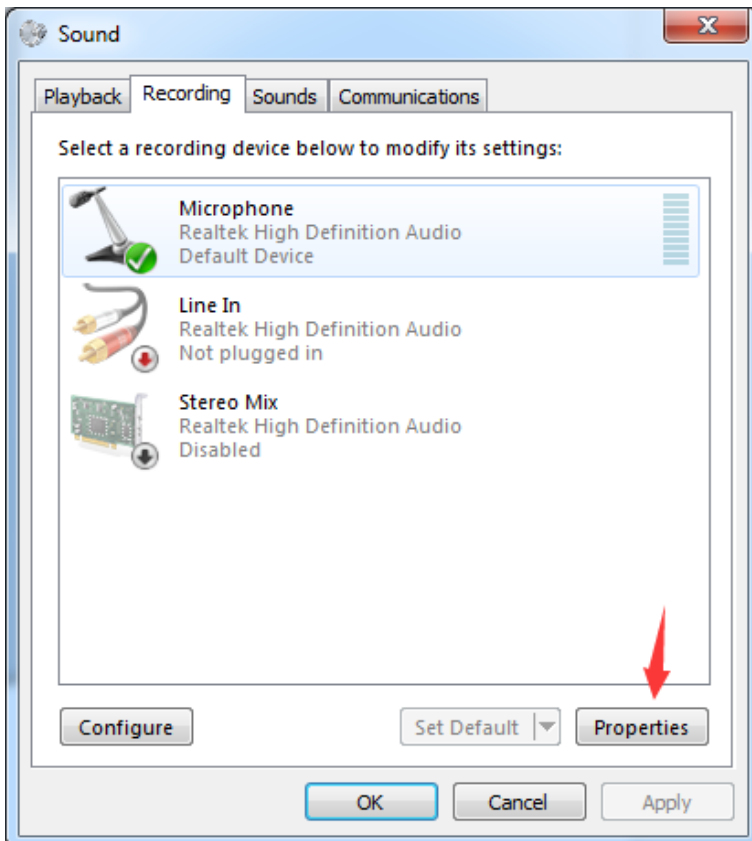To check if either is your problem:

1) Right-click the Speaker Icon at the bottom right corner. A context menu will pop up.
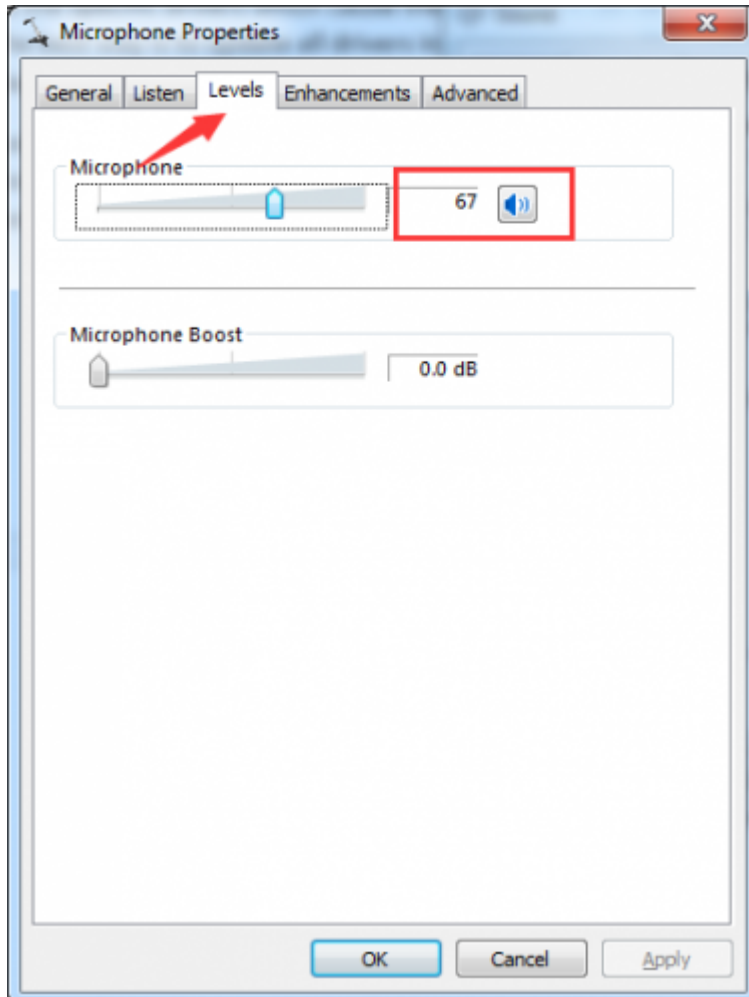
2) Click Recording devices on the pop-up menu.

3) In the Sound dialog box, click the Recording tab. Select the default microphone, and then click the Properties button.

4) Click the Levels tab. If your volume is muted, you will see the sound icon display like this: [icon] . In that case, click it to unmute the microphone. And make sure the volume is set to 50 or higher.

5) After resetting your volume, click OK and Apply.

Q4: When to start and stop speaking during the interview?
A: Stephanie has a visual indicator on when to start and stop speaking. Please pay attention to the visual indicator in green or red.

Q5: How do I answer Yes, No or ask Stephanie to repeat her question during a Web interview?
A:
- To answer yes, please press the "yes" button on your screen.
- To answer no, please press the "no" button on your screen.
- To hear Stephanie repeat a question, please press the "repeat" button when the button is displayed or remain silent when the microphone is green and she will ask if you would like the question to be repeated.

Telephone Interview FAQs

Q1: How do I answer Yes, No or ask Stephanie to repeat her question during a telephone interview?
A:
- To answer yes, please press 1 followed by the hash sign on your telephone keypad.
- To answer no, please press 0 followed by the hash sign on your telephone keypad.
- To hear Stephanie repeat a question which require a yes or a no response, please press 2 followed by the hash sign on your telephone keypad. To hear Stephanie repeat a question which requires a verbal response, please remain silent and she will ask if you would like the question to be repeated.

Q2: How do I provide Stephanie my activation code?
A: When prompted by Stephanie to provide your activation code, please say your activation code.

If Stephanie cannot verify it, you will be asked to repeat it. If you are asked to repeat it more than twice, you will then be asked to key in your activation code using your telephone keypad