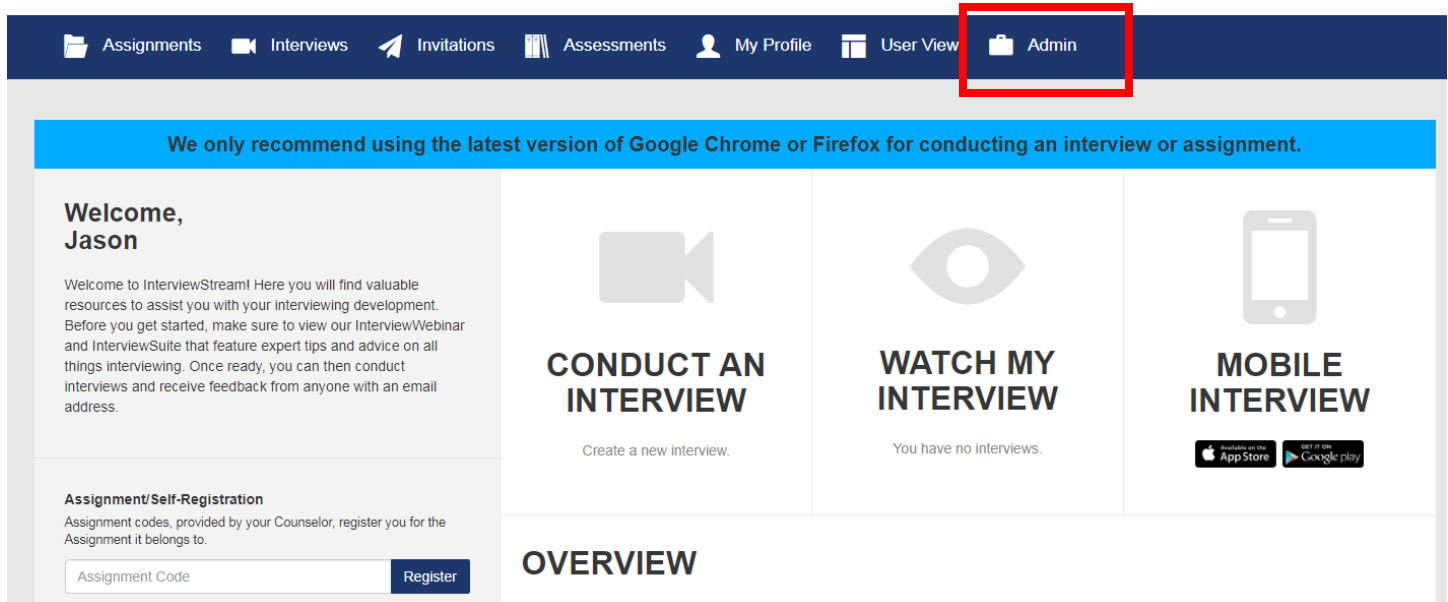


Location Admin Guide

InterviewStream Location Administrators control the account for an office, an area, or a Local Workforce Development Board. The Location Admin has the same features as a User and Counselor with additional access to the Admin tab. The Admin tab of the account has the following features:

- **Dashboard:** Shows Recent Interviews, New Users, and the Resource Center.
- **Interviews:** Master display for all interviews, interview sets and assessments.
- **Interviews:** Create new folders, update questions, select and deselect questions and record new questions in the Question admin (Question Library).
- **Assignments:** Manage and/or view Counselor activity, assignments, interviews, and invitations.
- **Settings:** Creating new users, including customers, counselors and location admins for the account.
- **Reports:** download activity reports for all users.

Access the Admin tab by selecting “Admin” located on the right side of the top menu bar.



The screenshot shows the InterviewStream user interface. At the top, a dark blue navigation bar contains several menu items: Assignments, Interviews, Invitations, Assessments, My Profile, User View, and Admin. The 'Admin' item is highlighted with a red rectangular box. Below the navigation bar is a blue banner with the text: "We only recommend using the latest version of Google Chrome or Firefox for conducting an interview or assignment." The main content area is divided into three columns. The first column on the left contains a welcome message for "Jason" and a section for "Assignment/Self-Registration" with a text input field for "Assignment Code" and a "Register" button. The second column is titled "CONDUCT AN INTERVIEW" and includes a video camera icon and the text "Create a new interview." The third column is titled "WATCH MY INTERVIEW" and includes an eye icon and the text "You have no interviews." To the right of the third column is a "MOBILE INTERVIEW" section with a smartphone icon and "Available on the App Store" and "GET IT ON Google play" logos. At the bottom of the page, the word "OVERVIEW" is visible.

Admin Dashboard

1. In the Admin Dashboard, recent interviews and new users are displayed. From the top menu, there is a Resource Center and User View. Selecting User View will bring you back to the main page view. The Admin section has menu options going down the left side and across the top of each section header.

The screenshot shows the Admin Dashboard interface. At the top, there is a navigation bar with icons for Dashboard, Resource Center, and User View. Below this is a sidebar with icons for Dashboard, Interviews, Assignments, and Settings. The main content area is titled "ADMIN DASHBOARD" and is divided into two sections: "RECENT INTERVIEWS" and "NEW USERS". The "RECENT INTERVIEWS" section contains a table with columns for Full Name, Interview, Email, Location Admin, and Created. A "FULL INTERVIEW SEARCH" button is located in the top right of this section. The table lists five recent interviews with details such as the interviewer's name, the interview type, the email address, the location, and the creation date.

Full Name	Interview	Email	Location Admin	Created	
Debra Dobay	(Custom)	[Redacted]	Hempstead - Hempstead Works Career Center	4/24/2019	[Icons]
Debra Dobay	Default Question Set	[Redacted]	Hempstead - Hempstead Works Career Center	4/24/2019	[Icons]
Rebecca Shafer	(Custom)	[Redacted]	Poughkeepsie - Dutchess Career Center	4/24/2019	[Icons]
patrick.donovan	(Custom)	[Redacted]	Oyster Bay-North Hempstead-Glen Cove Workforce Development Board	4/23/2019	[Icons]
Jacqueline Williams	(Custom)	[Redacted]	Hempstead - Hempstead Works Career Center	4/19/2019	[Icons]

2. The Resource Center contains user guides that are available on the main page for all users.

The screenshot shows the Resource Center interface. At the top, there is a navigation bar with icons for Dashboard, Resource Center, and User View. Below this is a sidebar with icons for Dashboard, Interviews, Assignments, and Settings. The main content area is titled "RESOURCE CENTER" and contains a breadcrumb trail: "Resource Center / [Edit Location Admin Resources](#)". Below the breadcrumb, there is a section titled "INTERVIEWSTREAM USER GUIDES" with a list item: "[InterviewStream Admin Knowledgebase](#)". To the right of this section is a "Feedback Form" with a text input field for "Username & Role", a larger text area for "General feedback (500 character limit)", and a "SUBMIT" button.

3. Select “Edit Location Admin Resources” to add websites and upload user guides or handouts.

Dashboard Resource Center User View

EDIT LOCATION ADMIN RESOURCES

Resource Center / Edit Location Admin Resources

Resource Assignment

Select a Location Admin from the list below.

New York State Department of Labor - Div

- Test User Guide [View](#) [Delete](#)
- Test Guide 2 [View](#) [Delete](#)

Default Resources from InterviewStream:

(Turn these off or on from the Location Admin edit screen.)

- Self Evaluation Form [View](#)
- User Guide [View](#)
- Umm Like Guide [View](#)
- Elevator Pitch Guide [View](#)
- Best Practices [View](#)

Upload New Resource

Enter a title for your resource item.

Select a file to upload.

[Choose File](#) No file chosen

[Upload](#)

Upload a document. Files must be smaller than 5MB Files with the following file extensions are allowed: .pdf, .doc, .xlsx, .xls, .docx.

Add New URL Resource

Enter a title for your resource item.

Enter the url of the resource.

http://

[Add URL Resource](#)

Interviews

1. Select “Interviews” (camera icon) to navigate to the next menu option. In this section there are Completed Interviews, Customized Interview Sets, the Question Admin, and Assessments.

✓ Completed ✕ Customize Interview Sets 📁 Question Admin 📄 Assessments

COMPLETED INTERVIEWS

--- ALL Location Admins --- Interview

First Name Last Name

create start date create end date Email

Review Requested
 Not Marked Reviewed
 Only Non-Assignments
 Self Assessed

[SEARCH](#) [RESET FILTERS](#) [EXPORT*](#)

Full Name	Interview	Email	Completion Date	Timezone	
Debra Dobay	(Custom)		04/24/2019	US/Eastern	Review Chart Email Delete
Rebecca Shafer	(Custom)		04/24/2019	US/Eastern	Review Chart Email Delete
Debra Dobay	Default Question Set		04/24/2019	US/Eastern	Review Chart Email Delete
patrick donovan	(Custom)		04/23/2019	US/Eastern	Review Chart Email Delete
diane amato	(Custom)		04/19/2019	US/Eastern	Review Chart Email Delete
Jacqueline Williams	(Custom)		04/19/2019	US/Eastern	Review Chart Email Delete

2. Customized interview sets are available to all customers when they select “Take Premade Interview”. New interview sets can be created by selecting “Create New Interview Set” from the Customize Interview Sets tab.

The screenshot shows the 'CUSTOMIZE INTERVIEW SETS' page. At the top, there is a navigation bar with tabs: 'Completed', 'Customize Interview Sets', 'Question Admin', and 'Assessments'. Below the navigation bar, the page title 'CUSTOMIZE INTERVIEW SETS' is displayed. On the right side, there are four buttons: 'SORT', 'CREATE NEW INTERVIEW SET' (highlighted with a red box), 'RESET FILTERS', and 'EXPORT*'. Below these buttons is a table with columns: Title, Location Admin, Status, and Type. The table contains several rows of interview sets, including 'Frank Interview Practice', 'General Interview', 'General Business Interview (9-12-test)', 'Courtney Parker', and 'TEST image upload'.

3. Also available in the Interview section is the Question Admin. This is where the 7,000 InterviewStream recorded interview questions are available. This section allows the Location Admin to control the questions that are available in the Question Library to create customized interview sets.

The screenshot shows the 'QUESTION ADMIN' page. At the top, there is a navigation bar with tabs: 'Completed', 'Customize Interview Sets', 'Question Admin', and 'Assessments'. Below the navigation bar, the page title 'QUESTION ADMIN' is displayed. The main content area is divided into several sections. On the left, there is a 'My Folders' section with a list of folders: 'Behavioral Interview Questions', 'Difficult Interview Questions', 'General Interview Questions', 'Management Questions', 'Questions for Individuals with Criminal Records', 'Questions for Unemployed Jobseekers', and 'Questions for Veterans'. Below this list is a 'Select All | None' button and a 'Delete Selected Folder(s)' button. On the right, there is a 'Folder Contents' section with a 'Currently Viewing: (Select a folder to view its contents)' header. Below this header is an 'Add Folder To My Folders' button. The 'Folder Contents' section also has a 'Select All | None' button and an 'Add Questions To My Folders' button. Below the 'Folder Contents' section is a 'Available Folders' section with a search bar and a list of folders: 'General Question List', 'Business', 'Information Technology', 'Education', 'Engineering', 'Entrepreneurship', 'Environmental', and 'Law'. Below this list is a 'Select All | None' button and an 'Add Selected Folder(s)' button. At the bottom of the page, there is a 'Key: ★ New Questions 🔥 Popular Questions'.

- The Location Admin can create new assessment templates and make them available to counselors from the Assessments tab.

ASSESSMENT TEMPLATES

--- ALL Location Admins ---

SEARCH RESET FILTERS **CREATE NEW ASSESSMENT** EXPORT*

Assessment Name	Create Date	Status	Uses	
InterviewStream Assessment	11/6/2015	Complete	17	
InterviewStream Assessment	12/8/2015	Complete		
InterviewStream Assessment	12/8/2015	Complete		
InterviewStream Assessment	12/8/2015	Complete		
InterviewStream Assessment	12/8/2015	Complete	1	

Assignments

- Any assignments that were created and sent to customers are available in the Assignments section (folder icon) under the Counselor Activity tab.

Counselor Activity Manage Assignments Completed Assignments Invitations

COUNSELOR ACTIVITY

--- ALL Accounts ---

--- ALL Location Admins ---

login start date login end date

SEARCH RESET FILTERS EXPORT* CREATE NEW COUNSELOR

Name	Email	Assignment	Interviews	Last Login
A Howard		0	0	
Adam Butler		0	0	
Adam Orlando		0	0	
Adebola Kolawole		0	0	
Adrian Berman		0	0	
Aisha Jasper		0	0	

2. Assignments can be managed and/or created from the Manage Assignments Tab.

--- ALL Location Admins --- Show both Active and Archived?

KEY: NA = NO ACTIVITY ST = STARTED CO = COMPLETED SEARCH RESET FILTERS CREATE NEW ASSIGNMENT EXPORT*

Assignment	Assignment Code	ArchivedTF	LocationID	Due Date	Timezone	Invited	NA	ST	CO				
Kelly Garcia	0fAyJpDDr9sv	False	2060	5/2/2018	US/Eastern	0	0	0	0				
Katie Practice	0gH8VqPeA2YD	False	1801	7/28/2016	US/Eastern	1	1	0	0				
Donna Conrad	0nevhVJs0KJh	False	2196	2/1/2018	US/Eastern	1	1	0	0				
Maija Igbo	0OGdwhDZ9QN	False	1800	9/2/2016	US/Eastern	1	0	1	0				
Sample Assignment	0OwrEJkmuhO	False	1856	3/21/2019	US/Eastern	1	0	1	0				

3. Completed interviews can be viewed or discarded from the Completed Assignments tab.

--- All Counselors --- --- ALL Assignments --- Not Yet Reviewed Self Assessed

First Name Last Name

create start date create end date Email Address

SEARCH RESET FILTERS EXPORT*

Name	Assignment	Email	Completion Date	Timezone			
Symone Wango	Test Assessment		01/21/2016	US/Eastern			
Vicki Cocca	Vicki Cocca		02/17/2016	US/Eastern			
JoAnn Merkel	interview practicd		03/20/2016	US/Eastern			
Sylvia Dunlop	Mock Interview		05/03/2016	US/Eastern			
Sarah Bonawitz	system test		05/17/2016	US/Eastern			

- Invitations are managed from the Invitations tab. They can be filtered by Counselor and/or Assignment.

INVITATIONS

Started Complete Link Not Clicked

Additional information and/or statistics regarding interview links based on the selected filters featured below.

Filter grid results for a specific Counselor.
--- All Counselors ---

Filter grid results for a specific Assignment.
--- ALL Assignments ---

[Clear all filters](#)

EXPORT* DELETE RESEND SEND NEW INVITATION

<input type="checkbox"/>	Username	Name	Assignment	Sent	Expires			
<input type="checkbox"/>	alicia.sebeck@labor.ny.gov	Alicia Sebeck	Test	4/25/2019	5/2/2019			
<input type="checkbox"/>	bigalphonso57@gmail.com	New User	Alphonso Cino	4/24/2019	6/5/2019			
<input type="checkbox"/>	rodd.pedrotti@gmail.com	New User	Rodd Pedrotti	4/24/2019	5/8/2019			

Settings

- New users are created from the Users tab in the Settings section (gear icon). To create a new user, select either “Create New User” or “Bulk User Upload.”

USERS

--- ALL Accounts --- join start date join end date

SEARCH RESET FILTERS EXPORT* BULK USER UPLOAD CREATE NEW USER

Name	Email Address	Location Admin Name	User Role	Join Date	Status	Intrv			
David Elmore	toyo.ma@yahoo.com	Ithaca - Tompkins Workforce New York Career Center	User	4/29/2019	Active	0			
Erin Albanese	erinalbanese@hotmail.com	Long Island Department of Labor - (Nassau and Suffolk)	User	4/29/2019	Active	0			
galia iakimova	yakimovag@yahoo.com	Oyster Bay-North Hempstead-Glen Cove Workforce Development Board	User	4/25/2019	Active	0			
TAWUANA BEAN	TAWANABEAN@GMAIL.COM	Bronx - Bronx Workforce1 Career Center	User	4/23/2019	Active	0			
Michael Stankard	stankardmi@yahoo.com	Long Island Department of Labor - (Nassau and Suffolk)	User	4/23/2019	Active	0			

2. On the Edit User page, select “Counselor” for staff members and “User” for customers from the “Role” drop-down menu. Enter the First Name, Last Name and Email Address. Set Status as Active and then select “Save”. The new user will receive an email.

The screenshot shows the 'EDIT USER' page. At the top, there is a navigation bar with 'Account', 'Location Admins', 'Users', 'Email Templates', and 'Branding'. Below this is a sidebar with 'Dashboard', 'Interviews', 'Assignments', and 'Settings'. The main content area is titled 'EDIT USER' and contains the following fields:

- Role:** A dropdown menu with options: -- Select a Role --, -- Select a Role --, Account Admin, Location Admin, Counselor, and User. A yellow arrow points to this dropdown.
- First Name:** A text input field.
- Middle Initial:** A text input field.
- Last Name:** A text input field.
- Location Admin Name:** A dropdown menu with the selected option 'Albany - Career Central'.
- Email:** A text input field.
- Password:** A text input field with the placeholder text 'Leave blank to let the user set their own password.*'. Below it is a small note: '* If you are not changing the user's password, leave this blank and it will not be changed. If you are changing the user's password to something specific, fill it in here. Or have the user go to the site and click "forgot your password" and they will be given instructions to reset their password.'
- Status:** A dropdown menu with the selected option 'Active'.
- User Requires 508 Accessibility**
- Buttons:** A 'Save' button (highlighted with a red box) and a 'Cancel (return to list)' button.

3. The “Bulk User Upload” option can be *only* be used when creating customers. The file must be in CSV format with columns: Email, FirstName, LastName, StudentID.

The screenshot shows the 'BULK USER UPLOAD' page. At the top, there is a navigation bar with 'Account', 'Location Admins', 'Users', 'Email Templates', and 'Branding'. Below this is a sidebar with 'Dashboard', 'Interviews', 'Assignments', and 'Settings'. The main content area is titled 'BULK USER UPLOAD' and contains the following elements:

- Select a Location Admin:** A dropdown menu with the selected option 'Albany - Career Central'.
- Select a file to upload:** A section with a 'Choose File' button and the text 'No file chosen'. Below it is a note: '(File must be in CSV format with columns: Email, FirstName, LastName, StudentID.)'
- Button:** An 'UPLOAD' button.

Reports

1. The Reports section (paper files icon) keeps records on all users and user activity.

REPORTS

User Interview Counts
This report displays how many times a user has recorded an interview. This report can be filtered by a date range and exported and saved as all major document types.

Launch Report (Report will open in a new tab or window.)

Interviews per Month (by Location Admin)
This report displays a list of monthly interviews recorded for a given Location Admin. This report can be filtered by a date range and exported and saved as all major document types.

Launch Report (Report will open in a new tab or window.)

New User Registrations per Month (by Location Admin)
This report displays a listing of new monthly user registrations for a given Location Admin. This report can be filtered by a date range and exported and saved as all major document types.

Launch Report (Report will open in a new tab or window.)

Interview Completion by Month (by Account)
This report displays a listing of interviews that are complete, incomplete, as well as totals. This report can be filtered by year and exported and saved as all major document types.

Launch Report (Report will open in a new tab or window.)

Custom Question Responses by User (by Account)
This report displays a listing of all user responses to a select custom question. Responses are grouped for all locations under the account.

Launch Report (Report will open in a new tab or window.)

Custom Question Response Counts(by Account)
This report displays a count of responses for multiple choice selected questions.

Launch Report (Report will open in a new tab or window.)