



RETIREMENT & HEALTH STUDY 2026/27

Joining Your Video Call Interview

A step-by-step guide to Microsoft Teams, on a laptop or on your phone

On your laptop or desktop

- [Downloading Microsoft Teams](#)
- [Joining a video call](#)
- [Sharing your screen](#)

On your phone or tablet

- [Downloading Microsoft Teams](#)
- [Joining a video call](#)
- [Sharing your screen](#)

A Quick Checklist



Test your camera

Check your camera works, and sit facing a light.



Test your microphone

Check your microphone and speakers work.



Check your connection

Sit where your Wi-Fi signal is strong.



Charge your device

Charge it fully, or keep the charger plugged in.



Find a quiet spot

Choose a quiet, private, well-lit place.



Have your Singpass ready

You need not share your login credentials with our interviewers.

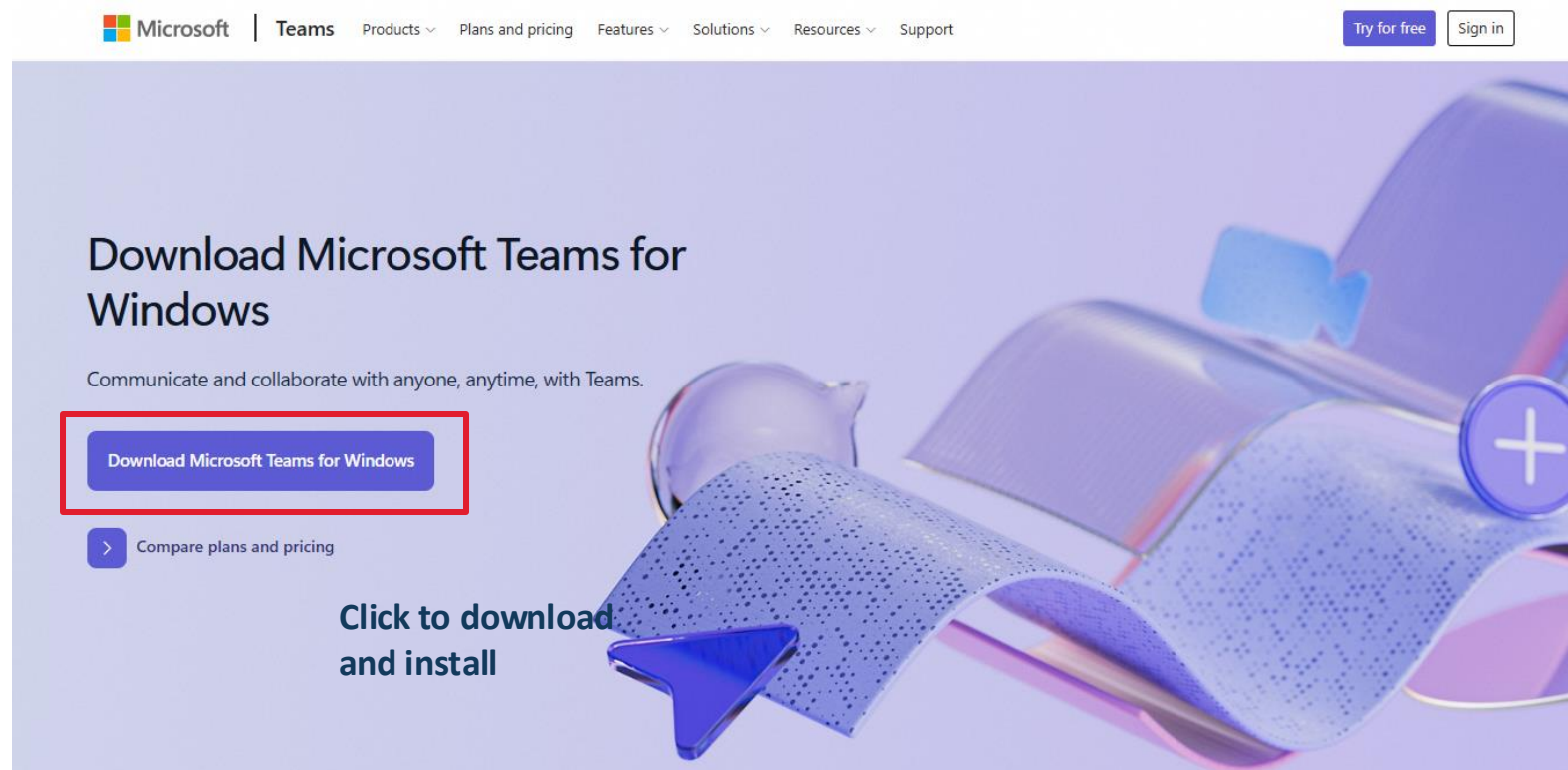
PART 1

On Your Laptop or Desktop

- Installing Microsoft Teams
- Joining your interview
- Sharing your screen

Install Microsoft Teams

Visit <https://www.microsoft.com/en-us/microsoft-teams/download-app>



Join Your Interview

Step 1 of 4

Dear Mr Ang Wei Jun,
[Survey Serial Number: 10001]

Thank you for agreeing to participate in the **Video Call Interview (VCI) for the Retirement and Health Study (RHS) 2026/27**. Your appointment has been scheduled on Thu 01 Oct 2026 at 10:00 AM.

Here is some information to help you prepare for your VCI:

1. What do I need to do before the VCI?

- Install Microsoft Teams (a video call application) on your video call device (e.g. desktop, laptop or tablet).
- Ensure your device is fully charged before the video call.
- Find a suitable location in your home with access to a stable and secured internet connection for the video call.

2. What do I need to do during the VCI?

- Join the Microsoft Teams virtual meeting room at your scheduled appointment time by clicking on the "Join Microsoft Teams Meeting" link found at the end of this email.
- Raise any query you might have when going through the "Participant Information Sheet 2026/27" which can be found on the CPF RHS website.
- Complete the RHS Informed Consent Form, which requires Singpass login. I will share more details during the interview. Rest assured that you are not required to share your Singpass login credentials (e.g. login passwords, token/SMS One-Time Password (OTP)) with me when submitting the consent form.
- Answer the interview questions to the best of your knowledge. For some of the questions, response options will be shown during the video call.

3. What do I need to do after the VCI?

- Provide a preferred date and time for the delivery of gift card as a token of appreciation.

To ensure a safe digital environment for the VCI, the following security measures have been put in place:

- Emails regarding the VCI are sent from trusted email domains: @ascenitq.com.sg
- Verification of identity will be conducted by the Ascenitq Interviewer before anyone is allowed to enter the video call meeting room.
- Video recording function is disabled.

You can visit cpf.gov.sg/rhs for more information on the RHS and how to install/use Microsoft Teams:

1. Microsoft Teams guide for Mobile Phone & Tablet
2. Microsoft Teams guide for Laptop & Desktop
3. Links to the Informed Consent Form
4. Frequently Asked Questions (FAQ)

Please contact me at 89303399 if you have any queries regarding this email. You can verify my identity using my mobile number at: cpf.gov.sg/rhsinterviewers.

I look forward to meeting you via video call on 01 Oct 2026 at 10:00 AM.

Yours sincerely,

Eddie Tan Yu Ming, Interviewer ID [XXXX]

Microsoft Teams meeting

Join <https://teams.microsoft.com/meet/471124378863573?p=Kc0q2Cx0QCJLwKRu>

Go to your email inbox on your device and locate the email titled – **“Appointment: Video Call Interview for the RHS 2026/27”**. The email will be sent from rhs.vci@ascenitq.com.sg

Scroll down to the end of the email and click the link at **“Join”**.

Can't find the email?

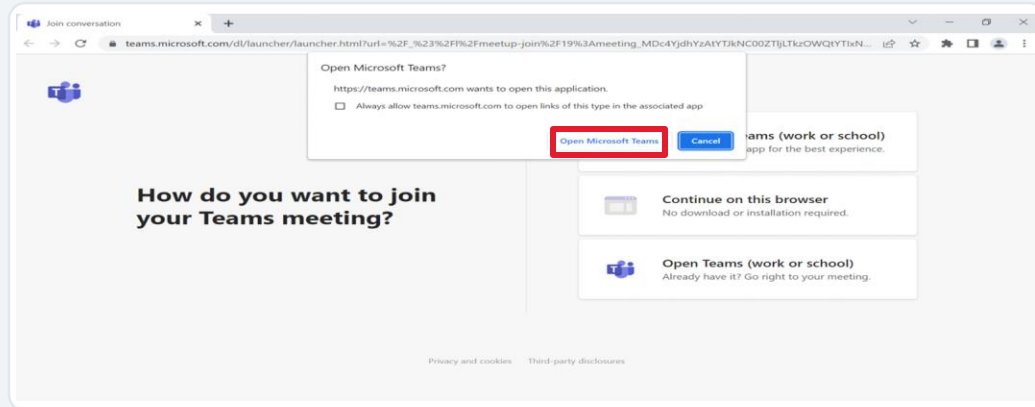
Check your junk or spam folder.

Search your inbox for the word “Interview”.

Still stuck? Contact your interviewer to troubleshoot.

Join Your Interview

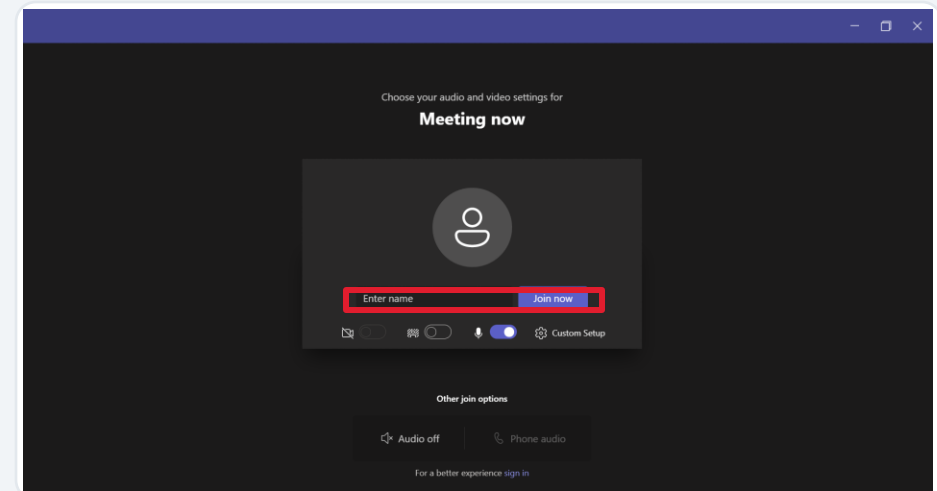
Step 2 of 4



Open Microsoft Teams

Click **"Open Microsoft Teams"**

Step 3 of 4



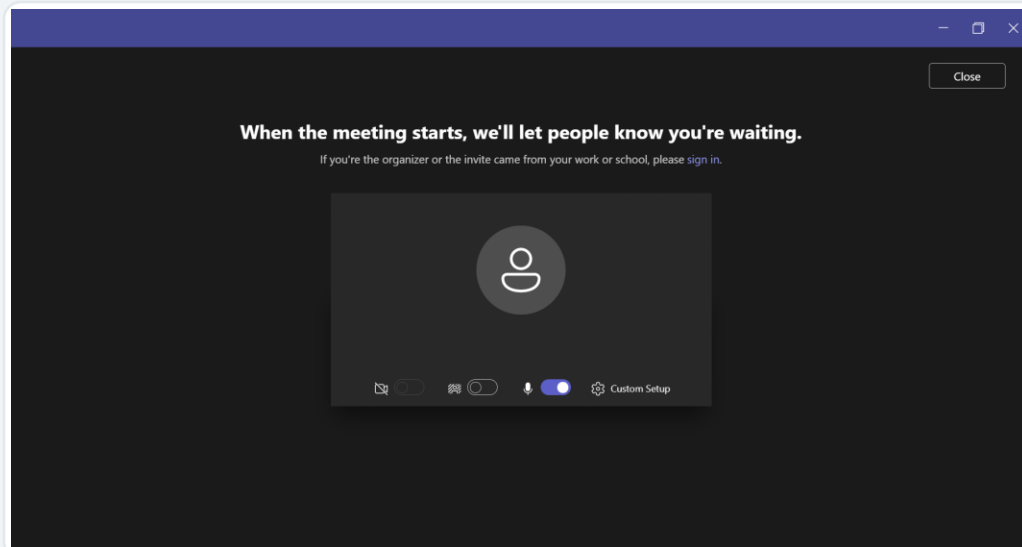
Enter name

Join now

The Microsoft Teams app will launch. **Enter your name** and click **"Join now"**.

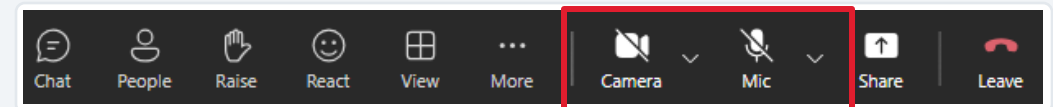
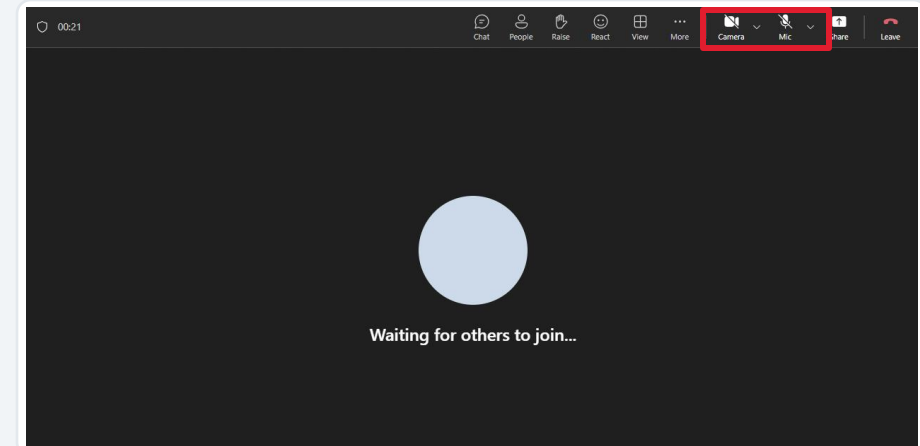
You're In – Camera and Microphone

Step 4 of 4



Once you have entered the virtual meeting room, please wait for the interviewer to start the video call interview.

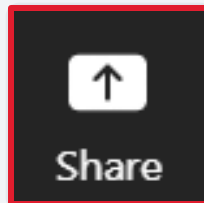
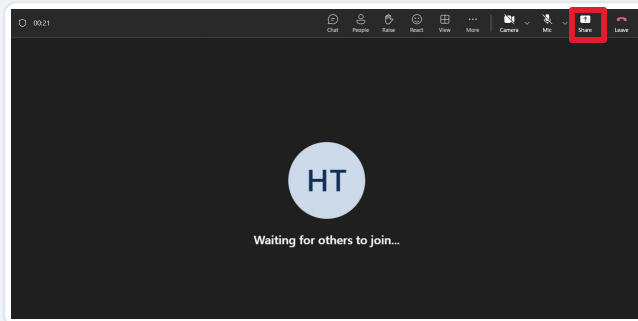
Camera and microphone controls



Click the camera icon to turn your video on or off, and the microphone icon to mute or unmute yourself.

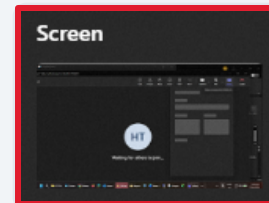
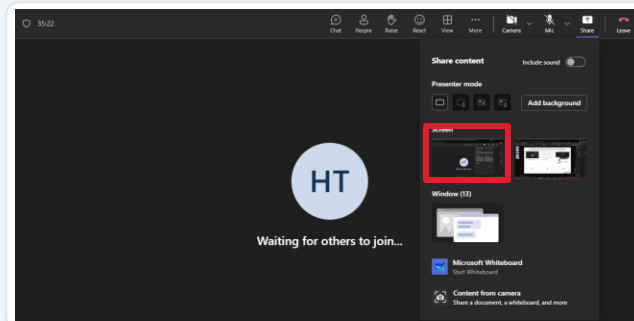
Share Your Screen

Step 1 of 3



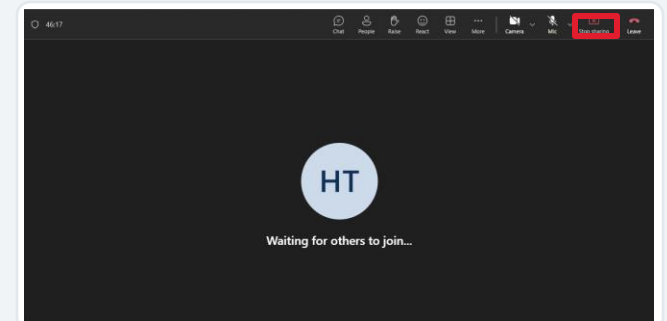
Click **“Share”** for more controls

Step 2 of 3



Click **“Screen”**

Step 3 of 3



To end Screen Share, click **“Stop sharing”**.

Join From Your Web Browser Instead



Works in Chrome, Edge or Safari

Nothing to download or install.

If you cannot install the app, you can still join your interview from a web browser on the same device.

- 1 Open your appointment email and click “Join the meeting now”.
- 2 When asked how you want to join, choose “Continue on this browser”.
- 3 Click “Allow” when the browser asks to use your camera and microphone.
- 4 Type your name, then click “Join now” and wait for the interviewer.

Everything else works the same way – the camera, microphone and screen-sharing controls are in the same place as in the app.

PART 2

On Your Phone or Tablet

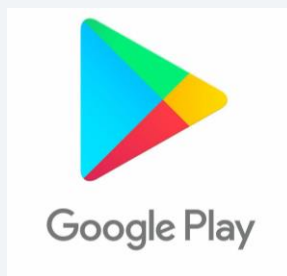
- Installing Microsoft Teams
- Joining your interview
- Sharing your screen

Install Microsoft Teams

Step 1 of 3



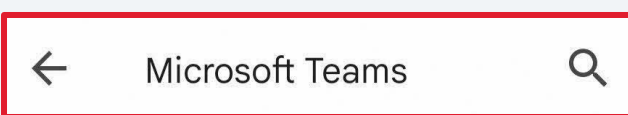
iOS



Android

Locate the [App Store](#) or [Play Store](#) on your device

Step 2 of 3



Tap on the search bar and type
"Microsoft Teams"

Step 3 of 3



Tap the "GET" or "Install" icon and wait for it to be installed on your device

Join Your Interview

Step 1 of 4

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[Survey Serial Number: 10001]

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Scroll down to the end of the email and click the link at **“Join”**.

Can't find the email?

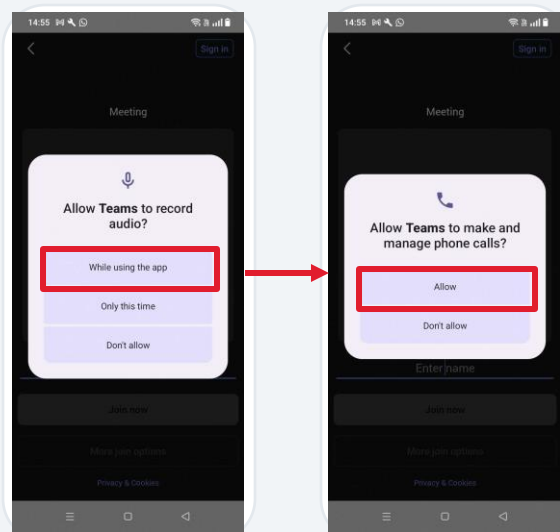
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Still stuck? Contact your interviewer to troubleshoot.

Join Your Interview

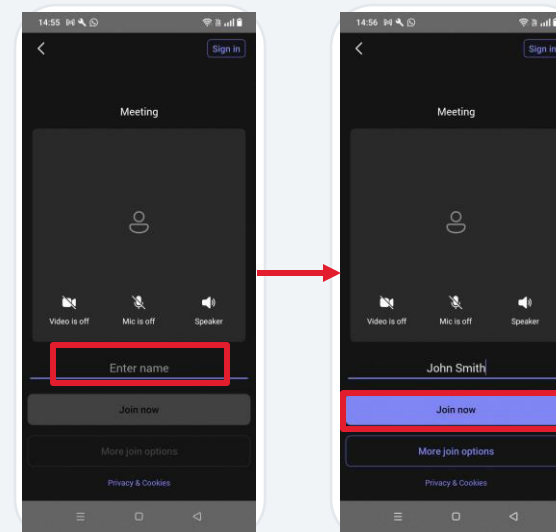
Step 2 of 4



The Teams app will launch. First time users will need to allow Teams to access the microphone and calls.

Tap **“While using the app”** and **“Allow”**.

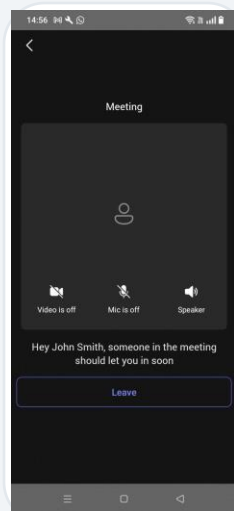
Step 3 of 4



Enter your name then tap **“Join now”**

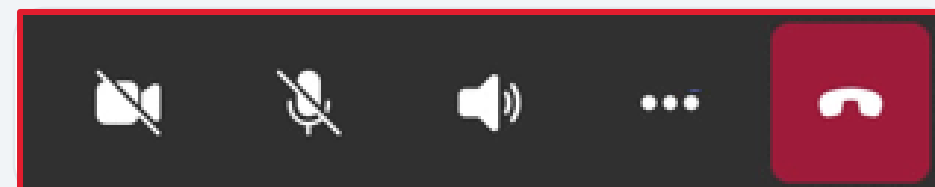
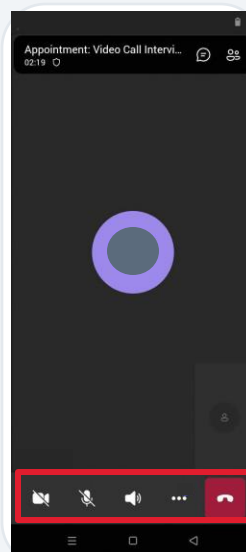
Join Your Interview

Step 4 of 4



Once you have entered the virtual meeting room, wait for the interviewer to start the video call interview.

Camera and Microphone controls



A close-up of the red box on the screen

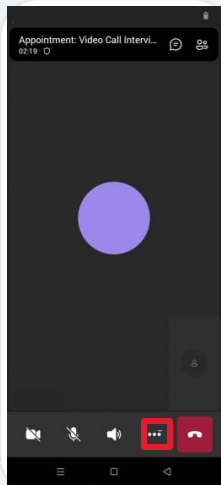
Tap  to Turn on/off Camera

Tap  to Mute/Unmute Microphone

The camera and microphone buttons sit in the red box at the bottom of your screen.

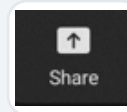
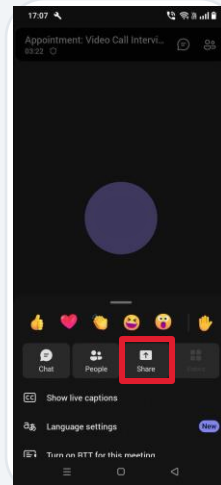
Share Your Screen - iOS

Step 1 of 6



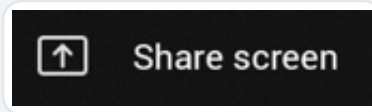
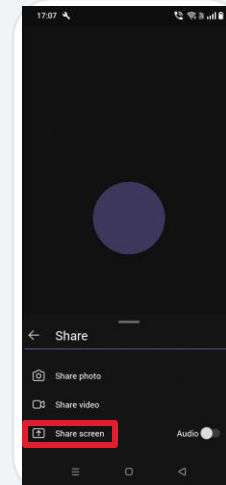
Tap the three dots for more controls

Step 2 of 6



Tap "Share"

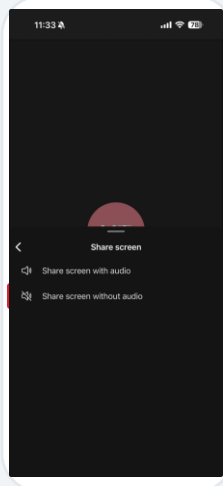
Step 3 of 6



Tap "Share screen"

Share Your Screen - iOS

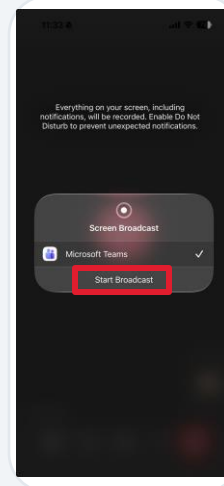
Step 4 of 6



Share screen without audio

Select “Share screen without audio”

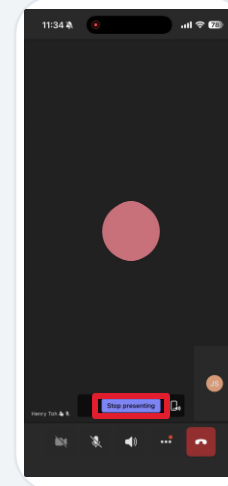
Step 5 of 6



Start Broadcast

Tap “Start Broadcast”

Step 6 of 6

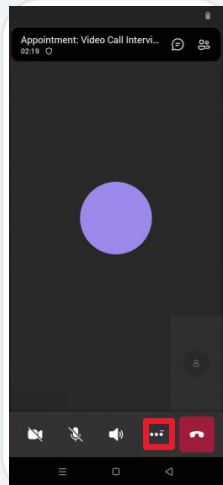


Stop presenting

To end Screen Share, switch back to Microsoft Teams then tap “**Stop presenting**”.

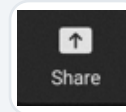
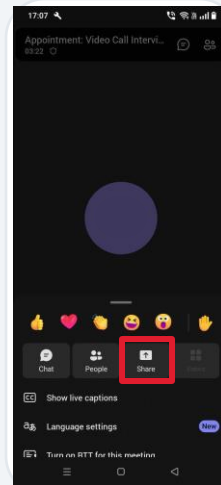
Share Your Screen - Android

Step 1 of 6



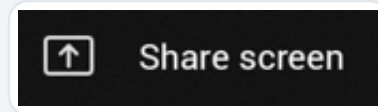
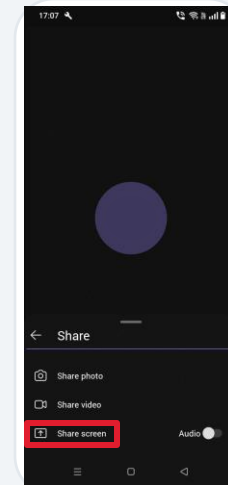
Tap the three dots for more controls

Step 2 of 6



Tap "Share"

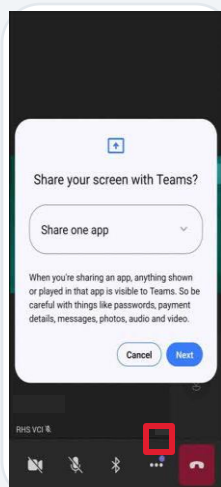
Step 3 of 6



Tap "Share screen"

Share Your Screen - Android

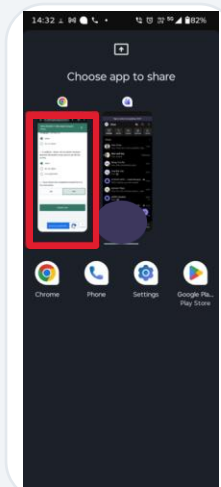
Step 4 of 6



Share one app

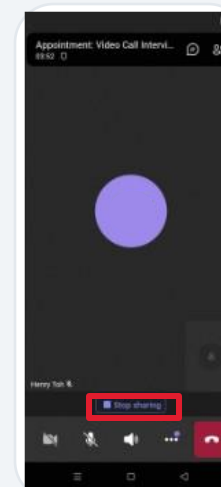
Select "Share one app" and tap "Next"

Step 5 of 6



Select the app to share

Step 6 of 6



Stop sharing

To end Screen Share, switch back to Microsoft Teams then tap **"Stop sharing"**.

Support and Troubleshooting

The meeting link will not open

Copy the link into your web browser instead, or close Teams and click the link again.

Nobody can hear me

Check the microphone is not muted, and that Teams has permission to use your microphone.

I cannot see or hear the interviewer

Ask them to check their camera and microphone. If it continues, leave the call and re-join.

The picture keeps freezing

Turn your camera off for a moment to save bandwidth, or move closer to your Wi-Fi router.

I got disconnected

Click the same link in your email to re-join. Your interviewer will wait for you.



Need Assistance?

Contact your interviewer before or during your interview. Otherwise, please contact Ascentiq via:



Phone: 8930 3399



Email: rhs@ascentiq.com.sg