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Lost internet connection

Video Interview Support - Liz - 2016-09-09 - [Troubleshooting and technical difficulties](#)

If you have lost your internet connection during the recording of a video assessment question please get in touch with us or the employer.

To prevent this from happening again there are a few steps you can take:

- Restart the router/ modem
- Connect directly to your router with a cable, as this tends to be more stable than Wifi.
- If this doesn't help, connect from a different location.

The video assessment doesn't require a fast connection, but it does have to be stable. If you saw a connection error message, this is because your connection dropped for a short period of time.

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