

# INTERVIEW STREAM

Any technical questions must be referred to the IT support of Interview Stream at:

<https://support.interviewstream.com/>

**Email:** [support@interviewstream.com](mailto:support@interviewstream.com)

**Phone:** 1.877.337.3538

You may also want to check the current list of system requirements here:

<https://support.interviewstream.com/articles/sysreq>

To successfully complete an interview your internet connection must be at least 3 Mbps down and 1 Mbps for upload. In order to ensure you meet the required minimum bandwidth please use the following link to check your internet connection speed: <http://www.speedtest.net/>

If your connection meets our minimum requirements and you still cannot pass the connection test, we suggest that you try the following:

- If you are using wifi to connect to your network, move closer to your network router so no structural walls are between you and the router. This will allow for a better signal strength and faster connection.
- Shutdown all non-essential programs running in the background, especially those that use your internet connection such as Google Drive, Dropbox, and iCloud.
- The issue could be due to a simple browser issue, such as it being out of date. Please ensure that the browser (Firefox, Safari, Edge or IE) you are using as well as the Flash Player plugin is up to date. In order to update your Flash Player plugin when using Firefox, Safari, or IE please use this link: <https://get.adobe.com/flashplayer/>

Additionally, if you are using Safari you will need to follow these instructions in order to enable Flash:

- Open Safari and then go to “Preferences”, accessible from the Safari menu.
- Choose the “Security” tab and look for “Internet plug-ins”, then click the “Manage Website Settings...” button
- Select “Adobe Flash Player” from the left side and towards the bottom right change the drop-down option to “On”.

If you require any further assistance, please call 877-773-3164 and select option 5.