



Frequently Asked Queries

Getting Started

Q: When can I start my interview?

You can start your interview whenever you are ready to do so. Make sure that you are in a quiet, well-lit environment, before logging into the VIA system and beginning your interview.

Q: Must I complete the interview in one sitting?

It is advisable to complete the video interview assessment in one sitting. However, if you are unable to do so, rather pause or take a break once you have finished responding to the question you are busy with currently. When you log in again, you will be able to pick up from where you left off and start the next question.

Q: Is there a deadline?

You will need to complete your video interview assessment within the number of days stipulated on the mail instructions received. If you're not sure about the deadline, please confirm directly with the recruiter/ hiring company.

Q: Do I need a camera and microphone for this interview?

Yes, you need to have access to a working camera and microphone. If you don't have these on the device you are using, we recommend you make use of a different device to complete your video interview assessment.

Q: How long will it take to complete the video interview?

The video interview is not timed. Typically if you have 5 questions, each question is approximately 2 minutes, so the time depends on the number of questions you have to respond to, but we advise that you allocate about 15 to 30 minutes.

Q: Can I retake this question?

You are allowed to retake your answer to each question a maximum of 3 times. However, there are certain timed questions that do not allow a retake. You will know beforehand if the question is timed without a retake option. For such questions, take a deep breath and position yourself to respond within the allocated time limit.

The Sandbox

Q: When I enter the sandbox I don't see a question. How do I know what to answer?

There is no question in the sandbox – it is merely to show you how the platform works and to let you test that you can record yourself and play it back. This is only a rehearsal or practice round.

When you start the actual interview, the questions will appear where it says "*here is where more detail about your question will be displayed during the interview*".



Technical Issues or Errors

Q: My camera keeps freezing.

Please check that your internet connection is stable, so that you are able to make the best impression possible.

Q: I cannot see myself in the screen.

Please make sure that your camera is working and that you have selected the front camera on your device. There are guides available online as to how to do this on your specific device. Alternatively, please try accessing a different device to complete your video interview

Q: I cannot hear myself.

Please make sure that your microphone is working. There are guides available online as to how to do this on your specific device. Alternatively, please try accessing a different device to complete your video interview.

Q: I receive a message 'unable to complete previous operation due to low memory'.

There is insufficient memory available on your device. We recommend you make use of a different device to complete your video interview.

Q: My account has been disabled.

You might be using a network that is blocking our camera application. This could be due to an antivirus software or a company firewall. Please try disabling your antivirus, or you can try a different/ non-company device or network.

Q: I got logged out the interview and didn't complete the assessment.

Please log in again and go through the sandbox exercise. Once that is complete, you will be directed to the interview question you did not finish completing.

Feedback about the outcome of the interview

Q: How will I know I passed the interview/ When can I expect to receive feedback?

For questions relating to the recruitment process or the status of your application, it's best to contact the hiring company directly as we are unable to respond to those enquiries.