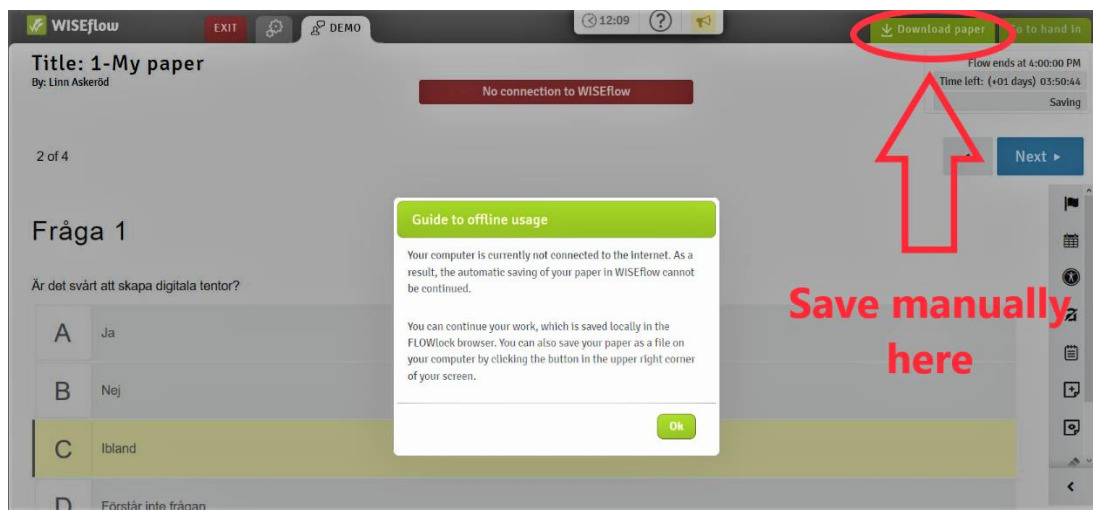**What to do if you lose the connection to WISEflow**

As long as you are connected to WISEflow, your answers will be saved automatically every 15 seconds. If you lose connection, always follow the instructions below. In most cases, the connection restore itself automatically within 5-10 minutes, and your answers will be saved automatically in WISEflow again. Sometimes technical support is required to regain the connection.

Instructions

- IMMEDIATELY save your responses manually (local copy on your computer)

If you lose the connection to WISEflow, you will see the warning below. Read the information, close the popup window and save your answers manually (local copy on your computer) by clicking "download paper".

- NEVER update your browser until you have recieved technical support. *What you have written after you lost the connection to WISEflow will be lost unless you have saved manually.*

- NOTIFY the invigilator that you need technical support

- You can CONTINUE TO WRITE – remember to save manually as soon as you have added new text in WISEflow.

2. Useful keyboard shortcuts

If you accidentally delete your answer, immediately use the keyboard shortcut to "Undo".
Deleted text cannot be recovered in any other way.

Command	Keyboard shortcut - PC	PKeyboard shortcut - Mac
Undo the previous command	Ctrl – Z	Cmd/ ⌘ – Z

Copy the selected item to Clipboard	Ctrl - C	Cmd/ ⌘ – C
Cut the selected item to Clipboard	Ctrl - X	Cmd/ ⌘ - X
Paste the content from Clipboard	Ctrl - V	Cmd/ ⌘ - V