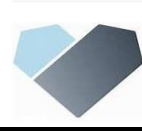# <u>Slow Internet Issues</u>

Are you working remotely and struggling with a video call or downloading a file? You may want to check the speed of your internet that you are connected to as well as what else is connected to the network.

1- **Where are you connected?** Are you at home or in a public location? If you are at home on wireless, make sure you are as close to your modem or wireless adapter as possible. Also, check to see what others in your house are doing? Do you have 3 others all streaming movies/music? If so, try and limit that usage and see if your performance improves.

   If you are in a public location, there could be countless others on the same public connection. These are often slow to begin with and only set up for very basic service like checking a web page or email. These often only give each device a very basic amount of internet speed and cannot be changed.

2- **What Speed do you have?** To check your internet speed, follow these steps. For most remote setups you should have a minimum of 10mb download by 3 mb upload (see the screenshot below). If you are below that, you may run into issues with things like audio and video to begin with.

   a- Open your internet window (Chrome or Internet Explorer) and go to the following address:

   https://www.speedtest.net/

   b- Click on the word **GO** in the middle of the screen

c- It will then run through for the next 30-60 seconds and show you a result screen like this:

If your speed is slow (under 10mb down and 3 upload), you can start by rebooting your modem (unplug it, wait 30 seconds and plug it back in) and making sure only those that need to be online are online.

If you feel you should be getting more speed, you can contact your Internet Service Provider and see what you should be getting and if you choose to increase your speed.