Slow internet connection

Rhys Lyford - 2024-04-04 - Internet & Connectivity

Experiencing slow internet connection

Things to try:

Check the Speed: Use an online speed test tool to measure the actual speed of the internet connection. This will provide you with a baseline to compare against the expected speed.

We recommend a minimum of 50mbps for everyday tasks.

Visit Internet Speed Test

Check Wi-Fi Signal Strength: If the user is using Wi-Fi, ensure that the device is within a reasonable range of an access point.

Check for Background Downloads or Uploads: Verify if any background processes or applications on the user's device are consuming excessive bandwidth. active downloads, cloud backups, and software updates are common culprits.

Restart Device : Restarting the device can help close down any hidden tasks running in the background and restore a new connection to the network.

Contact IT Support: If none of the above steps resolve the issue, contact your IT support team for further assistance. They may need to perform additional troubleshooting or repairs to resolve the problem.