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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.