

Resolving Home Internet Connectivity Problems

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Suggested steps for keeping your device and Internet connection properly functioning:

1. Restart your computer/device every day. This is probably the most important thing you can do to help clear out issues that may occur. Closing the lid on a laptop or Chromebook only puts the device to sleep. A full restart is needed daily to keep your device performing at its best.
2. Keep your mobile device charged to over 50% or more. A low battery can slow down your device.
3. Close unused browser tabs. Turn off or close any apps or programs that you are not currently using. Many programs will use up your device's resources even when not in active use and will slow down programs that you are using.
4. Make sure you have a strong WiFi signal of at least three bars. The closer you are to your WiFi access point or router the stronger the signal and the faster the speed. Other people using your WiFi at the same time will also impact your Internet speed as well.
5. Test your Internet connection. Use Google's speed test to evaluate your home Internet - <https://www.google.com/search?q=google+speed+test> (Click on the *RUN SPEED TEST* button) Look for speeds of a minimum of 5 Mbps but preferably 10 Mbps or higher. If not, contact your Internet provider for assistance (see below).

If you are still having trouble with your Internet connection, you should contact your Internet provider for assistance. They can troubleshoot your connection remotely and may suggest that you reboot your router or take other steps to solve your issue..

Spectrum Cable - <https://www.spectrum.net/support/internet/slow-internet-speeds/?cid=spt-hlp-ica-chr-060319>

Verizon - <https://www.verizon.com/support/residential/internet>

Comcast/Xfinity - <https://www.xfinity.com/support/articles/internet-connectivity-troubleshooting>