

Connection Solutions

To troubleshoot your connection, attempt each method on the list starting from the top. If you are still having internet issues after completing the list, contact us.

Fix your connection:

- Restart your computer
- Turn off the webcam in Zoom so that you are only connected to the microphone (this can free up bandwidth to help others hear you, and helps strengthen the overall connection)
- Close other programs using the Internet, including:
 - Storage services (Dropbox, Google Drive...)
 - Email clients
 - Torrent clients
 - Audio/video streaming services
 - Video games
 - QQ, WeChat
- Unplug your wireless router for 20-30 seconds and then restart it
- Connect your computer to the Internet through an ethernet cable
- Turn off other devices that are connected to the internet through Wi-Fi, such as smartphones, tablets, and laptops
- Ask other people using the same Wi-Fi network to limit their usage during your session, especially if they are playing games, downloading, or streaming video
- If using a VPN, reset/close it to see if that might improve the connection
- Connect through an alternative computer, iPad, or other device
- Upgrade internet speed to at least 100 MBPS

Still having trouble connecting? Contact us:

- Message your Program Coordinator on the LMS
- Call us at +1 267-461-8849