

Remote Work: Internet Performance Checklist

To be reviewed by both the employee and supervisor prior to requesting hardware or other services for remote working.

Options to consider:

- **Have you discussed with your Internet Service Provider your concerns about performance and/or reliability?**
They may be able to provide a new router or be able to troubleshoot the connectivity to your house. You might also be able to change your home plan, possibly improving your home bandwidth without incurring additional charges. If you have increased the number of devices on your home network, reliable performance may require a plan with more bandwidth.
- **Have you tried connecting your computer directly to your router with an Ethernet cable?**
- **Have you relocated your router and/or computer to decrease the distance between the two and/or avoided barriers that may block the signal?**
- **Do all of the devices on your network experience similar performance and/or reliability issues?**
If your primary computer is the sole computer with Internet performance issues, ensure that your primary computer is fully updated with recent versions of an operating system and your connectivity software.
- **Are all of the devices that run on your network up to date?**
Older devices with older operating systems may be causing conflicts.
- **Have you reviewed these additional [tips on improving your connectivity](#)?**

Next Steps:

If the above resolutions have been attempted or are inappropriate, consult with your IT professional to determine which, if any, of the following solutions might be best:

- Wi-Fi Range Extender
- Cell Phone Signal Booster
- [Voice or Data Access Stipend](#)
- Wi-Fi Hotspot