Tech tips for working from home

When you work from home, the number one most important thing is your Internet connection. If your Internet is slow or unstable, you will have a challenging experience with almost everything you do. Here are some things that we recommend in order to optimize your work from home experience:

1) **Reboot your home internet router/modem once a week**
   If you were to call your Internet Service Provider (e.g. Rogers, Bell etc.) to report a slow internet connection, the first troubleshooting step they would have you perform is a router/modem reboot. This disconnects and re-establishes a connection from your home to their network and often times fixes internet issues.
   Most home internet modems don't have a power switch so first advise members of the household that you are going to reboot the Internet router/modem, then unplug the power to the router/modem, wait 60 seconds and then plug the power back in. Your router/modem may take a few minutes to come back online fully so wait at least 2-3 minutes before trying to re-connect to the Internet

2) **Reboot/shutdown your laptop at least once a week:**
   Rebooting your laptop once a week is a good thing to do. The best time to do this is after you reboot your Internet router/modem and it has come back online. Scheduling a weekly reboot of your Internet and laptop on a Sunday night or early Monday morning is a great habit to get into!

3) **Use a hard-wired connection for Internet access whenever possible**
   Connecting your laptop directly to your Internet router/modem using a hard-wired connection will result in a faster and more stable Internet connection. This will eliminate wireless issues such as interference and poor Wi-Fi coverage. Most internet routers/modems have network ports that you can plug into to get a wired connection.

4) **Free up internet home bandwidth**
   With online learning for students and other family members working from home, this may be tough to ask, but things like FaceTime calls, Netflix, and data intensive streaming services all take up internet bandwidth and could affect things like Zoom sessions.
   If you have an important Zoom session planned, negotiate with family members to try to reserve some blocks of time where your Internet usage can take priority.

   It is also very important that you secure your home wireless network so that your neighbours cannot use your Internet bandwidth! Use a long complex Wi-Fi password and change it if you think there is anyone using your wireless network that should not be.

5) **Run an Internet speed test**
   We have tried many of these and we like this one: https://speedsmart.net/
   If you are paying for a 50Mbps Internet service and you run the speed test and get 12Mbps download, might be time for a reboot (see step 1)