Diagnosing Network/Connection Problems

1. **Perform a Network Speed Test.**
2. **Other network users in your household** doing bandwidth intensive operations, such as video streaming, gaming, or downloading software updates, may negatively affect your connection.
   a. Consider implementing bandwidth quotas to your household devices. Refer to your access-point documentation.
3. **When using Wireless Connections**, proximity to your access-point can make a dramatic difference to your connection speed, especially when separated by obstructions such as walls. Especially with modern high speed short-wave technologies such as 5.1GHz.
   a. Try moving closer to your access-point and compare your speed-test results to when you are further away. Relocate your workspace or access-point to improve your connection.
   b. Use a wired connection to your access-point. Modern laptops often lack an Ethernet port, but USB adapters are available.
4. **Perform a trace-route** to identify where the bottleneck in your connection is.
5. **Try resetting your home router** if applicable to obtain a new IP address and network routing as this can sometimes help.
6. **Contact your Internet Service Provider (ISP)** if the issue appears to be outside of SLAC.
7. **Contact pcds-it-l@slac.stanford.edu** if the issue appears to be with SLAC resources, and provide as much detail as possible from your troubleshooting in the steps above.