

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-1@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.*