Here are a few tips to improve less-than-perfect internet connections when taking online exams.

1. **Always take a practice quiz** that requires the use of LockDown Browser + Respondus Monitor, before taking a graded exam. (This is provided by your instructor; if you don't see it, ask for it!)

2. Use the **Help Center** in the browser itself to test your connection prior to starting an exam.
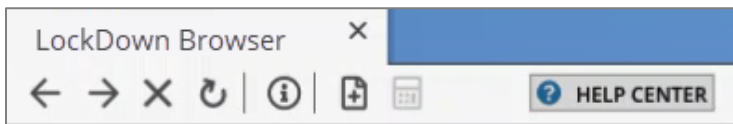

Or use the stand-alone Startup Sequence, to test all the pre-exam steps: respondus.com/webcam

3. Make sure you are always using the **current version of LockDown Browser**. Open the browser and click (i) in the toolbar to update.
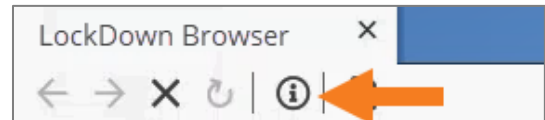
4. During the pre-exam steps, use the **built-in troubleshooting and 24/7 LiveChat** technical support, if needed. Look for the *It's not working link* or follow the instructions listed here.
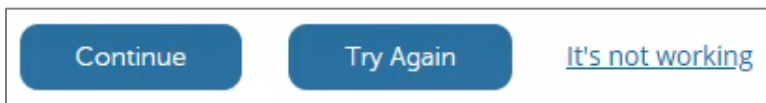
More options for students to get help are described here.

5. If you have an inconsistent or unreliable internet connection, here are additional steps to take:

   - Plug an Ethernet cable into the computer to ensure the best possible network connection speed. (Don't have an Ethernet port? It may be worthwhile to get an Ethernet to USB cable.)
   - If an Ethernet connection is not possible, move as close to the wifi router as possible.
   - When using wifi, avoid networks with heavy traffic, such as libraries, bookstores and cafes.
   - Shut down all other applications on your computer other than LockDown Browser. This will help reduce the bandwidth being used by other applications running in the background. You may want to restart your computer.
   - Shut down (or disable the network connection) all other devices, such as smartphones and tablets, if they are using the same wifi network.
   - Avoid repeatedly saving the answers to test questions. A request is sent to your learning platform every time the answer to a question is saved. If there are multiple requests in a short time and you don't have a strong connection, all those requests could consume the available bandwidth, resulting in an interruption.
   - If using shared WiFi, request that others using the same network (such as family members or roommates) not engage in bandwidth-heavy activities, such as streaming video (Netflix), playing games, etc.

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