Internet Speed Issue Resolution Guide

A stable and fast internet connection is essential for a smooth proctoring experience. Follow these steps if you're experiencing low internet speed or connection issues:

Step 1: Check Your Internet Speed

- Use a speed test tool to check your internet speed.
- A minimum speed of **5 Mbps** for both download and upload is recommended for the test. If your speed is below this, continue with the steps below.

Step 2: Improve Network Stability

1. **Close Unnecessary Applications**:
    a. Close any applications or devices on your network that might be using bandwidth, like video streaming, large downloads, or online gaming.
2. **Limit Other Devices on the Network**:
    a. Disconnect other devices (e.g., phones, tablets, smart TVs) from the network to free up bandwidth.
3. **Use a Wired Connection**:
    a. If possible, connect directly to your router with an Ethernet cable. This can provide a more stable and faster connection than Wi-Fi.

Step 3: Position Yourself Closer to the Router

- If you must use Wi-Fi, try to position yourself closer to the router to improve signal strength.
- Avoid physical obstructions like walls or large furniture between your device and the router, which can weaken the Wi-Fi signal.

Step 4: Restart Your Router

- Restart your router and modem by unplugging them for about 10 seconds, then plugging them back in. This can often resolve temporary connectivity issues.

Step 5: Contact Your Internet Service Provider (ISP)

- If you continue to experience low speeds or intermittent connectivity, contact your ISP for support. Explain that you need a stable connection for an important online assessment.

These steps should help improve your connection quality and reduce disruptions during the test. If issues persist, consider using a backup network, such as a mobile hotspot, if available. ***If you still encounter problems, please contact the test provider listed in the email invitation you received for this test.***