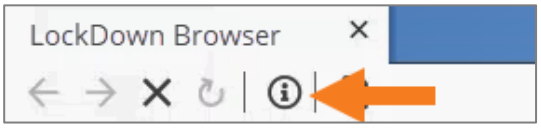
Here are a few tips to improve less-than-perfect internet connections when taking online exams. More options for students to get help are described here.

1. **Take a practice quiz first.**
   Complete the practice quiz that uses LockDown Browser and Respondus Monitor before taking a graded exam. If you don't see one, ask your instructor.

2. **Test your setup before the exam.**
   Use the **Help Center** (Windows + Mac) in LockDown Browser to test your internet connection.

3. **Update LockDown Browser.**
   If using a personal computer, open LockDown Browser and click the **(i)** button on the toolbar, then the **Check for Update** button. This ensures you are using the latest version.



4. **Improve your internet connection whenever possible.**
   - Use a wired Ethernet connection if you can. (If your computer doesn't have an Ethernet port, an Ethernet-to-USB adapter may help.)
   - If using Wi-Fi, move as close to your router as possible.
   - Avoid busy public Wi-Fi networks, such as those in libraries, bookstores, or cafés.
   - Close all other applications before starting your exam. Restarting your device can also help.
   - Disconnect or turn off other devices using the same Wi-Fi network, if possible.
   - Avoid repeatedly clicking **Save** during the exam. Each save sends data over the internet and can increase the chance of interruptions on a slower connection.
   - If you're sharing your internet connection, ask others to avoid high-bandwidth activities like streaming video or online gaming until your exam is finished.
   - 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.