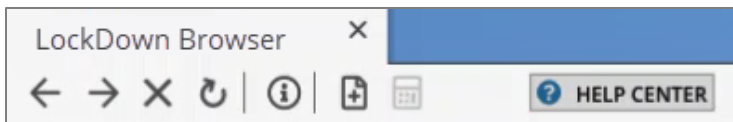Here are a few tips to improve less-than-perfect internet connections when taking online exams.

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

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

3. If you are using a personal device, make sure you are always using the **current version of LockDown Browser**. Open the browser and click (i) in the toolbar to update, or update from the app store.

   More options for students to get help are described [here].

4. 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 you will be doing a lot of online testing from home.)
   - 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.