Things that might improve your home internet speed

1. Reboot your WIFI router and/or modem, maybe even daily. For most this won’t be necessary, but if your internet seems slower than usual this is a good first step.

2. Plug your computer directly into your router using an ethernet cable. This may not be possible for everyone, but most WIFI routers have at least one ethernet port and it will likely improve the stability and performance of your internet connection.

3. Move your computer closer to your WIFI router. If your WIFI signal strength isn’t strong you’re more likely to see your connection drop. Moving your computer closer will increase the signal strength.

4. If you are having issues with Zoom connections, be sure you are NOT connected to the Cisco VPN Client. Zoom does not require VPN and it will likely hinder performance.

5. Turn off as many internet devices as possible when doing critical network-required work. If you have a Zoom meeting or need to upload something to Canvas, be sure no one in the house is streaming a movie or running updates on their computer. Devices in your home besides computers that may be using your internet include: printers, tablets, cell phones, televisions, Amazon devices, Google devices, Roku, gaming systems, security systems, etc.

6. Consider staggering the work hours in your home so not everyone is using the internet for critical work at the same time.

7. Contact your internet service provider (ISP) to request that they test your internet connection remotely. Your ISP can determine if there is a problem with your connection from remote that might be limiting your speed.

8. Replace your WIFI router with something newer. Be sure to check with your ISP first if you are renting equipment before replacing it. Old equipment can reduce your network performance particularly with the multiplying number of WIFI devices found in most homes.

How to test your home internet speed

You can test your internet speed by running a browser-based test at [https://speedtest.net](https://speedtest.net). Be sure you are not connected to the Cisco AnyConnect VPN while testing. Run this tool before and after making changes to your setup to judge if there has been improvement. Higher upload and download speeds are better.
What if I don’t currently have home internet service?

For those without internet access at home you can request a hotspot be mailed to you. The cost is $40/month for unlimited data and must be approved by your fiscal office. If you already have DSL, Cable or Satellite internet at home this will not offer better service and should not be considered an improvement.

Many internet service providers have temporarily lifted data caps on service. Please check with your ISP if that is a concern.

**Hot spot mailing request form**

Faculty/staff: https://missouri.qualtrics.com/jfe/form/SV_6fHtFHEKQT4XHE1

Student: https://missouri.qualtrics.com/jfe/form/SV_7UJy2bIRhqfJ2Zf