



Home Internet Support and Quality

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This guide was prepared to help get the best possible experience out of internet service available within the residence. There are many things to be aware of that ultimately have an impact on the quality of home internet service.

Password Security

- Make sure to always have a secure password that protects other users from accessing your WiFi. If you keep your network unprotected, it will be accessible to people that live around you. Allowing others to use your wifi will negatively affect your internet experience.

Maximizing Internet Connection

- Avoid streaming services (Netflix, Hulu, Amazon Prime, Disney+) and online games (Xbox, Playstation, Computer games, etc.) when you are trying to get school work completed.
- Hardwire Connection
 - Connecting an ethernet cable directly from your router to the device you are working on will provide a more reliable connection. Your district-issued MacBook does not have an ethernet port, so an [ethernet to thunderbolt adapter](#) is required if you want to use a hardwired connection.
 - Many other devices support hardwired ethernet connections such as smart TVs, gaming consoles, etc. and you may see speed and quality increases by using ethernet instead of wireless.
- Conserve hotspot or cellular data.
 - If you are using a district-issued hotspot or a personal smartphone as a hotspot, you may have data limits. To avoid hitting your data cap or incurring data overage charges, you could consider temporarily disabling wifi on your Mac when an active internet connection is not required. To do so, simply clicking on the WiFi/Airport icon in the upper-right menu bar and choosing the “Turn Wifi Off” option. This will disable your airport card until you choose to re-enable it. To switch it back on, just do the same thing - but this time the option will say Turn Wifi On.

Modem/Router Tips

- Rebooting your modem and router can be helpful if you are experiencing slow or no internet connection. To reboot them, unplug both the modem and router from power. After about a minute, plug in the modem power cable. After another minute, plug in the WiFi router power cable.

- If your router is in a remote corner of your house, you may have weak signal or no signal throughout the home. If possible, position the router to a more central location, ideally on the same level of the residence as you will be working. You may also want to consider purchasing a [mesh wifi system](#) or a [range extender](#) to increase home wireless coverage.
 - Be aware that things such as microwaves, fluorescent light bulbs, and bluetooth radios can potentially interfere with your WiFi signal