Troubleshooting

Having issues logging in?
Before calling the IT Service Desk please complete the following:
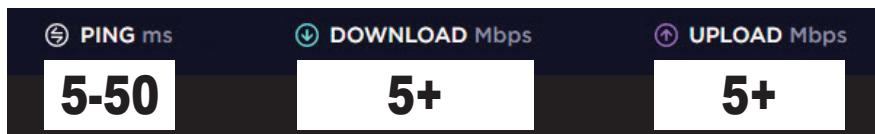
► Reset your VDI, which should take an average of 5 minutes to complete (instructions here)

► While your VDI is restarting, check the following:

■ Make sure you are operating on the most up-to-date version of Horizon Client (instructions here)

■ Verify your computer has the current Windows updates (instructions here)

► Disconnect your Wi-Fi from your computer and reconnect it

► Power off your modem/router and power back on (Note that these may be two separate devices)

► Before remoting in to your VDI or signing on to VPN, run a speed test of your internet speed at: https://www.speedtest.net

► Reboot your local computer

⌀ SPEEDTEST

Remote Work Standards

All systems should be operating with the following standards for a successful experience:

► Computer specs: CPU 2.0 GHz or higher processor, 2.0 GB RAM (instructions here for locating specs)

► Approved Operating Systems: Windows10 20H2 or newer macOS Catalina (10.15) or newer

⑤ PING ms	⑥ DOWNLOAD Mbps	⑦ UPLOAD Mbps
5-50	5+	5+

► Internet speed results from https://www.speedtest.net should meet these minimums

If you are regularly having issues with a slow connection or a generally poor experience, consider the following options:

Free Options

► Request a cable from IT to plug directly into your home router

► Move your computer/laptop physically closer to your router's location

► Relocate yourself or your router so that fewer walls, doors, floors, and microwave ovens are in the transmission path

► Turn off competing Wi-Fi devices during the work day (e.g., Firestick, Roku, etc.)

► Request a 5G hotspot from IT to use at home

Economical Options

► Upgrade to 5GHz Wi-Fi router to resolve the microwave oven interference issue ($30 on Amazon)

► If your PC or laptop does not support built-in 5GHz Wi-Fi connectivity, buy a 5GHz USB adapter (less than $15 on Amazon)

Premium Options

► Have your internet service provider (ISP) upgrade your cable modem. Newer models have improved bandwidth and speed.

► Upgrade your computer or laptop to a current model for the latest Wi-Fi technology

► Upgrade to next ISP tier for improved bandwidth and speed

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