My internet is slow. What should I do?

Have you checked your own internet?

- ### Have you restarted your modem and router lately?

  If you feel comfortable with this step, try powering down the modem and router by unplugging them. Plug the modem in and wait for all lights to show it is ready. Then power up your router. [This video](#) *(from Spectrum)* will walk you through the process. This is a similar process for all service providers. If you have specific questions about your service, reach out to your service provider.

- ### Have you moved closer to the router?

  One reason that your internet may be slow is that you are sitting far away from your router. Your signal loses strength when traveling through walls, upstairs… Physically, [moving closer to your router](#) *(about Macs but applies to all devices)* may help.

- ### Have you done a Speedtest to check your internet speeds?

  Check the speed of your wireless internet connection with a [Speedtest](#). If you re paying for 100mbps service and only receiving 30mbps you will want to contact your service provider for help.

- ### How many family members are using the internet at once?

  Zoom calls, watching videos, and gaming can all use a lot of bandwidth. If all else fails, consider upgrading to a faster internet service.

Is your Chromebook the problem?

- ### Have you restarted your Chromebook, lately?

  [Restarting your Chromebook](#) will clear the cache and can lead to increased speeds.

- ### Is your Chrome OS up-to-date?

  [Update the Chrome OS](#) and you can really increase the speeds. Manually update the Chromebook to see if that helps.

Contact Brookline's Student Help Desk

- If you have tried all the above and are still having connectivity issues, reach out to [Brookline's Student Help Desk](#) to obtain technical support.