RUNNING AN INTERNET SPEED TEST AT HOME
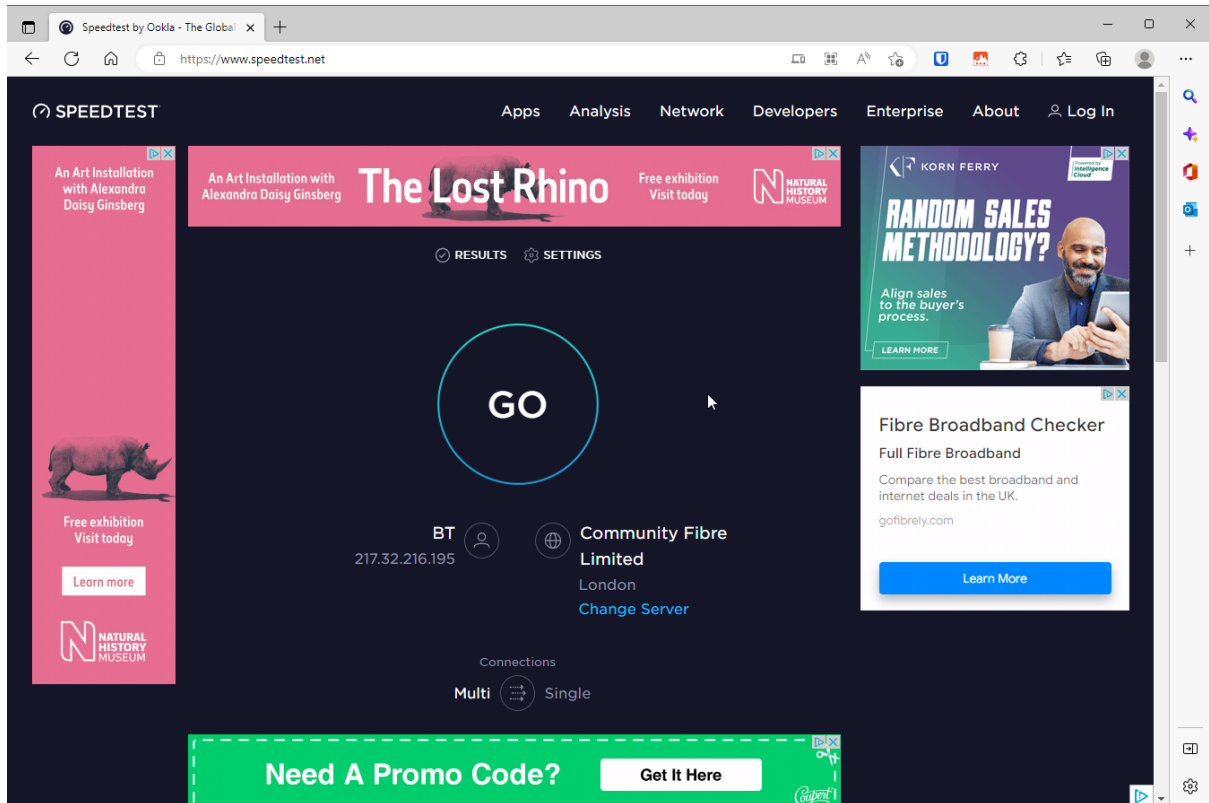
IM&T Department

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Running a Speed Test
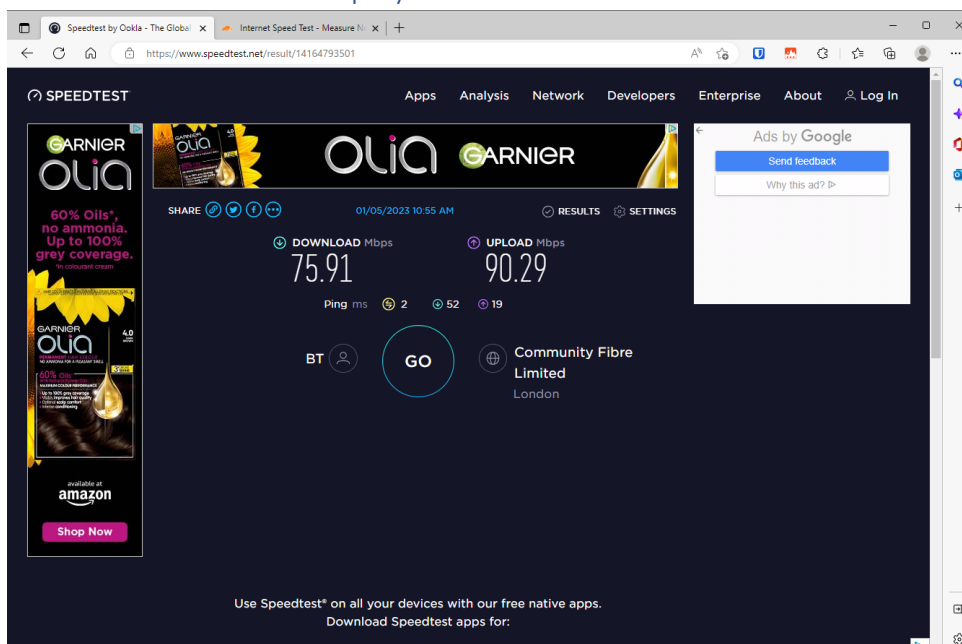
1. Launch a web browser of your choice i.e. chrome or edge
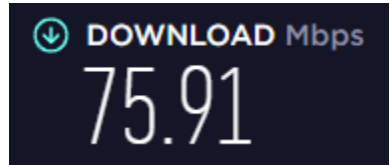

2. Go to the following website https://www.speedtest.net/

3. Click "GO" and wait for the test to run

4. Your results will be displayed

Understanding your results:
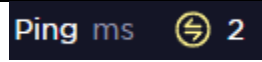
Download (Mbps):

	This shows your download speed. The speed you get will depend on various factors. If you have a speed of less than 20, you may experience issues when connecting to the VPN or the VDI. Pages across the web may also be less responsive and take longer to load.
⊙ DOWNLOAD Mbps 75.91	

Upload (Mbps):

	This shows your upload speed. Like with download speed this will depend on various factors. If you have a speed of less than 20, you may experience issues when connecting to the VPN or VDI. Things like sharing files will also take longer when you have slow upload speeds.
⊙ UPLOAD Mbps 90.29	

Ping (ms):

	Lastly, we have your ping, commonly referred to as latency. If you have high ping over 100, you may experience issues, especially when using applications that are demanding for your internet, such as the VDI or the VPN.
Ping ms ⊜ 2	

What to do if you're having issues:

1. Restart your router. Unplug it, wait 30 seconds and then plug it back in and run the test again.
2. If you ran the test over Wi-Fi and are using a portable device, try another test closer to your router. If this improves your speeds, you may want to consider moving your router to a more central location to improve coverage in your home.
3. Similarly, to the point above, if you ran the test over Wi-Fi, try again using an ethernet cable if your device supports it.
4. Try and run the test from another device, such as your phone, tablet or another computer. If the speeds are better on that device, it can indicate an issue with the original device. Should this be the case you may need to contact the manufacture of the device, or the retailer for further support.
5. If you continue to have issues it may be time to contact your internet service provider (i.e. BT, TalkTalk, Sky, Virgin Media), who can help you troubleshoot your connectivity issues further.