**Improving Your Internet Service**

Home Internet service has a set capacity for each residence. Think of it like water. If someone in the residence turns on the shower and someone else starts a load of laundry at the same time, the amount of water output at the kitchen faucet at that moment will likely be reduced. Consider the below options to maximize internet performance and remember that many Internet providers can have a backlog of calls.

**Option 1**

This is a low/no cost consideration that focuses on education and management of resources.

* Wireless versus Wired Connection
* If you are using a laptop or other device that supports a wired network connection and you are near your Internet router that supports a wired network connection, this will typically get you the best connection.
* If you are using wireless, being closer to the Internet router means a better signal. Don’t assume because your device shows you have a strong signal that is always accurate. Wireless signal strength can vary from moment to moment. Closer is always better.
* Check with Neighbors
* Ask if they use the same internet provider and are experiencing on and off network performance. If so, it may mean your service provider is having intermittent performance. The best thing to do is to report this performance issue to the provider including date/times.
* Internet Sharing
* Talk with people in your residence about when people may be using the Internet to try and agree on adjusting usage patterns based in importance of needs.
* Reduce the amount of devices connected to the internet at one time (i.e. streaming services, printers, phones, additional devices).
* Adjust Video Streaming
* Streaming video typically accounts for the highest data usage. Consider changing the default streaming setting to Medium Quality to reduce data usage. Be sure that you’ve fully stopped your content and exit the app first.Here are tips and links on how to adjust video quality for some common services. Note steps may be different depending on the device you are using:
	+ Netflix: <https://help.netflix.com/en/node/87>
	+ Hulu: <https://help.hulu.com/s/article/video-quality?language=en_US>
	+ Amazon Prime: Click on the My Stuff icon, then the Gear icon, then Streaming and Downloading, then Streaming Quality
* Download to a device instead of streaming content. Some services let you download select shows for viewing on local devices. If you have that option have people in your residence download some of their shows during less busy Internet times, typically mornings.
* Secure Network
* If your home network does not have a password, uses a default password or an easy to guess password then other people may be able to use your network. Work with your Internet provider on how to change the password and make sure encryption is enabled.

**Option 2**

This option has cost associated depending on household needs.

* Discuss service/speed upgrade options with your Internet service provider. Verify what options they have and what equipment changes might be required to reach the speed and bandwidth desired. This may include an upgrade your Internet modem.