**Troubleshooting**

- 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

**Remote Work Standards**

- Computer specs: CPU 2.0 GHz or higher processor, 2.0 GB RAM ([instructions here](#) for locating specs)

<table>
<thead>
<tr>
<th>PING ms</th>
<th>DOWNLOAD Mbps</th>
<th>UPLOAD Mbps</th>
</tr>
</thead>
<tbody>
<tr>
<td>5-50</td>
<td>5+</td>
<td>5+</td>
</tr>
</tbody>
</table>

**Having issues logging in?**

Before calling the IT Service Desk please complete the following:

- 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](https://www.speedtest.net)
- Reboot your local computer

**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

**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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