

Tech Tips from the DPS IT Department 2020

The Manager of the DPS Help Desk is sharing a list of common tech tips in regards to your home network that I am sharing with all of you. Thanks and hopefully these can be helpful.

From the DPS Help Desk Manager: “We are limited with our troubleshooting steps due to this being a 3rd party vendor and your home network; however, area bandwidth is the main root to several network concerns. Here are some things you can do to increase your connectivity:”

- Make sure to turn off Chromebook – we regularly just close the lid and that does not turn off device but actually puts it in sleep mode
- Do not have excessive tabs open during Zoom session – I recommend to users to close all tabs once you confirm connection with original link. Although you’re not on another tab, it will still process resources that take away from maintaining Zoom which secures a lot of resources
- Depending on your home router move to another section of residence – different makes of routers can impede reception especially if others in resident on network as well
- Check your speed to confirm no issues with ISP - <https://www.att.com/support/speedtest/>
- If you have a background image – remove it