Internet Service, Internet Browser, Microsoft Office & Miscellaneous Tips

Should you experience internet performance issues in your home, neighborhood or region you may need to try these hacks to improve your internet service:

Be an internet early bird/night owl
Should you experience slower internet service you may need to track and identify the best time of day to perform your coursework – perhaps earlier in the morning or late in the evening, or other.

Turn off all that other stuff you have playing
If you are using more than one device in your home try to balance out the wireless demand. If possible, turn off those Netflix Movies, iTunes or other services to free up some bandwidth.

Plug in that device to your wireless router
In some cases wireless can be slower than a direct connect depending on your service provider. If possible, plug in that notebook pc directly to your wireless router for a boost in performance. Just be careful not to trip over that LAN cable!

Ask a trusted neighbor to piggyback on their service
While we are being told to shelter in you might be able to get assistance from your neighbor should they have bandwidth to spare, maybe you could call them and ask if you can get on their network. Just make sure they are a trusted neighbor. Be sure not to miss that assignment or exam deadline.

Hotspot Services
Your coursework is more important that that latest YouTube Video. Use your data plan very carefully and allocate enough minutes for coursework.

Internet Browsers
It is recommended to install multiple internet browsers on your pc (such as Firefox, Chrome, Microsoft Edge, Safari, etc) since certain software applications or publisher integrations may require specific internet browsers to operate.   Should you experience an issue with a software application simply switch over to another browser and give it a try. It is also recommended that you clear your internet browser history/cache to improve performance, also run an update on your internet browser software on a regular basis to ensure that you have the latest version. Please note Internet Explorer is outdated and no longer supported by Microsoft.

Resetting Your Internet Connection
Occasionally it may be necessary to reset your internet connection or reconnect/reset the connection to your wireless router. Wireless routers and cellular "hotspots" may occasionally lock up and require a power off/on reset. In addition, internet service providers may update their server connections and pathways requiring users to reset their connections.

Internet Connections/Speed & Online Exams/Quizzes
When taking an online quiz or exam, please be sure to have a fast, reliable internet connection with an upload and download speed of at least 1.5 - 2 Mbps. Prior to taking an exam please test your internet service speed and connection by accessing http://www.speedtest.net

Avoid taking online exams using lower bandwidth connections or services that allow you to periodically access the internet. Using wireless or slow internet connections should also be avoided when taking quizzes or exams; especially when using Respondus Lockdown Browser. Internet services such as "All in One Service" bundled with phone and cable are generally much lower speed/bandwidth connections that are known to lock up during online quizzes and exams, especially when using Respondus lockdown browser. Inclement weather such as heavy rain or severe storms can also affect wireless or satellite internet services.

PC Operating Systems & Maintenance
Perform pc operating system updates on a regular basis to ensure that you have the latest version of plugins or players (such as Adobe or shockwave) for watching videos or accessing certain course file types, known bug fixes or security updates. Please note Windows 7 is outdated and no longer supported by Microsoft.

Chromebooks & Respondus Lockdown Browser
Just a reminder that Chromebooks, tablets or iPhones are not supported by Respondus Lockdown Browser, iPads are supported. Chromebooks are not real pc notebook devices, rather they are more of a tablet. The device is intended as more of an internet browsing device, accessing ebooks, performing basic access to the cloud. Chromebooks can be used for D2L and exams, but are not supported by Respondus Lockdown Browser or other remote proctoring solutions.

Chromebooks & Microsoft Office 365 Software
Chromebooks also do not allow students to download the Office 365 software. Students must use the Live/Cloud versions offered through the Outlook home screens. Keep in mind, these are abbreviated versions and some functions are limited. Usage would be impacted by internet service availability and performance.

Microsoft Office 365 eMail
Students should access their Microsoft Office 365 email on a regular basis to "be in the know".   You can access the Office 365 Mobile app for your phone device. Do not forward emails to personal email accounts such as Gmail or Yahoo mail since these providers often block messages for security and traffic handling. As a practice please check your "Inbox", "Junk/Spam" folders on a regular basis for important messages from Temple College.

Microsoft Office & Other Training Videos
These trainings are specific to Word, Excel, Outlook, OneDrive, PowerPoint and OneNote by accessing
https://support.office.com/en-us/office-training-center

Microsoft Teams Training Videos
It is possible that your faculty may use Microsoft teams for part of your course. The link for online training is https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7