

Remote Access: Limitations of broadband during COVID-19

Understanding the limitations of broadband

With so many of us now working remotely, the UK's broadband networks will be under considerable strain for the foreseeable future.

While the UK ISPs are doing what they can provide as much capacity as possible, there are some commonsense things we can all do to improve the situation and minimise our impact on network capacity.

What you can do to help yourself and others

- If you're using the VPN or VDI on a personal device, don't forget to log off when you're finished.
- If you're using the VPN to Remote Access to your work PC on campus, log off when you're finished. **Please do not log off or shut down your work PC on campus.**
- If you're using a University device, avoid using it for non-work internet services or for streaming audio or video. Turn on your radio or watch broadcast TV instead!
- If you connect via WiFi, make sure you have a good strong signal. Can you move closer to your router?
- If you have to stream video for work, reduce the resolution – reducing from 4K to HD, or HD to SD is around a 75% bandwidth saving each time.
- Be aware of what others in your household are using the internet for, and work with them so as not to overload things when you need to work.
- Giving your broadband router a reboot from time to time can help prevent issues – perhaps once a week.
- Understand that domestic broadband connections are sold as a shared service and so at times of peak usage, you cannot always expect to get the advertised speeds.
- Make sure you are aware of your broadband contract details in case you need to talk to them for technical support – for example any usage limits and contact and account details for your ISP.



Try using 4G

If performance on your wired broadband is poor, you can try using 4G and a personal hotspot – but make sure you:

- understand your data usage limit, and whether all data in your contract is available for use as tethering or if there is any fair use limit;
- use your phone to carefully monitor your data use, but make sure you have correctly set the day of the month when your allowances renew.

Help and Support

See [Guides and Links](#) in our MS Teams resource on Toolkit or contact the IT Service Desk:

<https://myit.abdn.ac.uk>