

How to reduce the strain on your technology when working remotely

By staying conscious of what you are utilising on your devices while working remotely, you will be able to reduce the strain these devices are taking alongside the companies overall infrastructure, and therefore increasing the operating speed.

Keep in mind when reading these helpful tips, some of these devices are designed to do many powerful things, so some of these methods won't help you. It is about identifying where you think the slow speeds are originating from and then actioning the appropriate items below that you think may help. If you are struggling to work, or hitting any barriers, please do reach out to helpdesk@lucidica.com.

Slow VPN or Server connections.

If you are experiencing a slow VPN access/server connection, it is nine times out of ten due to two bottleneck issues. Either a slow internet router that your server/NAS is connected to (so your office internet) or it'll be the internet Internet speed that you're trying to access the server/NAS from (our home internet).

Here are some things to try, but if you think it could be the internet speed, see below for some specific tips.

Don't work on files off the server

Any document that you know you are going to be working on for an extended period, save to your device. Once you have done a sizeable amount of work, resave it to the server. This will reduce the amount of information being passed in and out of the server at any given time, allowing other employees faster access.



Be careful when using this method, to ensure you are saving up to date versions of files and aren't losing any data. All files must be saved to the server for it to be backed-up, so do not leave any files saved on your PC's overnight.

Close down any connections that are not currently in use - this includes VPNs.

When connected through a VPN, you are taking up a section of the available bandwidth for the server. Think of it like dividing a pie between the number of people present.

By closing down the VPN connection if you don't need to access the server (e.g. if you are working on a file that you have saved to your device) you allow others to have a more significant section of the bandwidth pie, increasing their connection speeds.

It is essential to notify your whole team to all employ this method to keep connection speeds at their highest.

Pause backups to run out of hours

Backups are essential to maintain a healthy business continuity plan in the event something goes wrong. They are one of the single most useful resources in the event of ransomware or accidental file deletion.



These backups take time and also computing power to run. Set these back-ups to occur outside of work time to ensure that nothing is slowing down connections while you are trying to work.

The same applies to your device updates. Run them at the end of the day, so that your device is ready to get going first thing in the morning.

Move your server to our comms room

One method we are seeing people take up during this time is moving their fixed server units out of their empty offices and into the Lucidcia comms room. Not only will we be able to manage the connection speeds and issues more intimately, but you will be freer to make decisions around what to do with the office in the future and know that it is secure. If you want to find out more information on this, please just reach out on 020 7042 6310.



Print from the correct device

If you are using a ScreenConnect client to access a different device remotely, then printing a document in the right way is essential as it can slow down servers and connections significantly.

When you need to print, download the file to the device and print from there. Do not print from the device you are connected to, sending it to your home printer.

Slow Wifi or Device

There are a few factors that affect your internet speeds. What is useful to keep in mind is;

If you're working on conventional documents, so Microsoft Word, Excel etc. We recommend your home internet speed to be at least 3Mb, and the office internet speed to be at least 12Mb.

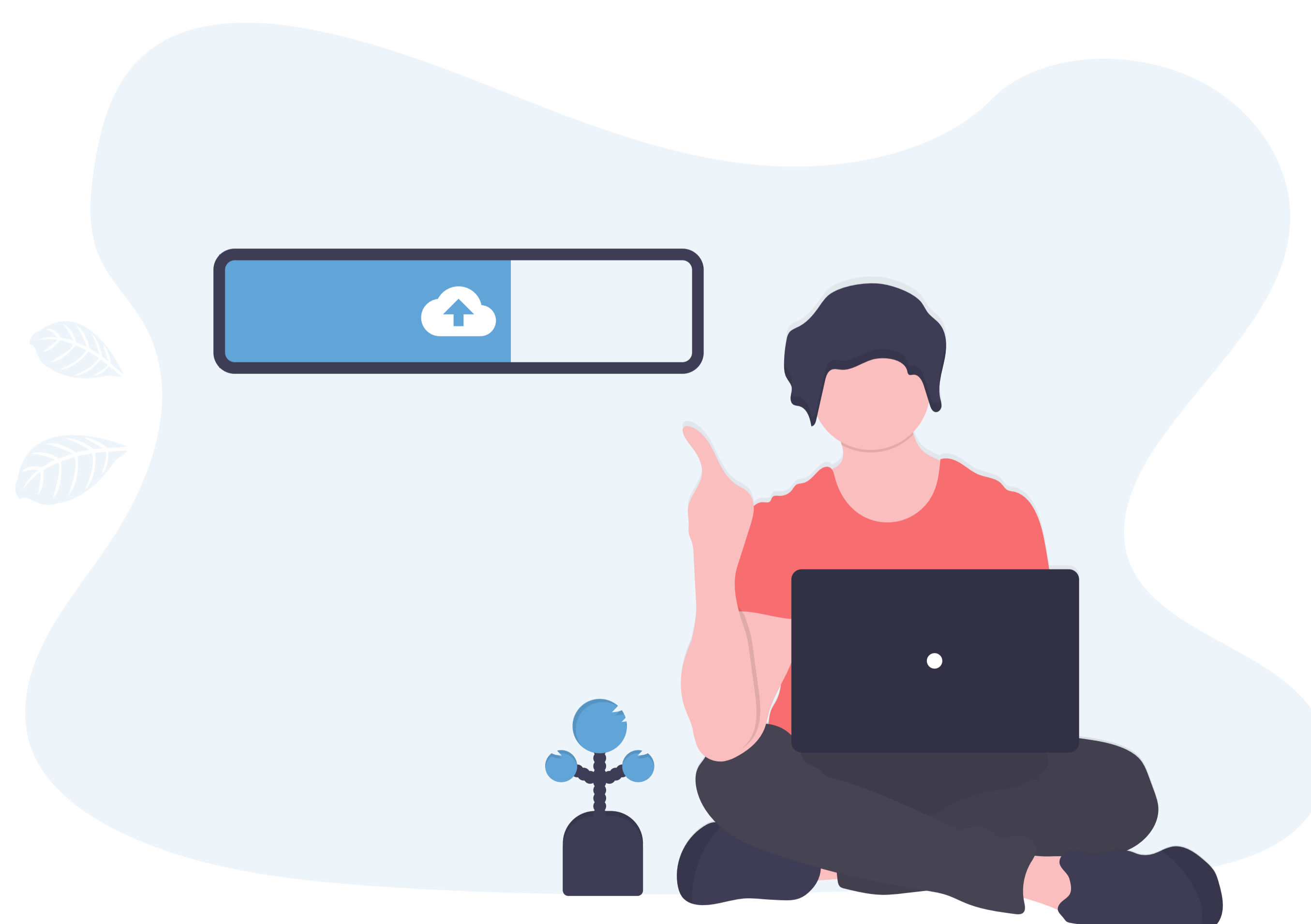
If you're working on low key media files (for e.g. small photoshop files (under ~20Mb), PowerPoint files with multiple images etc.), we recommend fibre broadband at home, and same at your office (at least a download and upload speed of 30Mb).

If you're working on large media files (for e.g. videos) or struggling with slow access generally. Your best bet is to work with files locally (see above).

The larger the company the larger the office internet speed will need to be. You can check your internet speeds at <https://speedof.me/>

Get the router closer to where you are working

If you're getting speeds lower than your internet speed provider promises, then try to connect a cable from your PC or laptop directly into your internet router and/or try to move the router to a central location in the house – ideally unobstructed on top of a cupboard away from doors, windows or your kitchen, or if easier, physically sit closer to the router to see if this helps.



Close browser windows that you are no longer using

Any easy one to maintain but one we are all guilty with. Closing browser tabs and windows when you are not using them increases the speed that your computer can process new information. It is merely due to having less running in the background.

This also applies to applications outside of the browser, as well as streaming software such as Spotify. The less you have your PC running at any one time, the more power it can dedicate to essential tasks.

Is your mobile connection more reliable than your Wifi?

It may even be beneficial to utilise your hotspot and put your devices on there, but this can use a lot of your available data fast. This could be incredibly useful to those working in a house with multiple users on the same Wifi.

Use Webmail wherever you can

Using either Outlook or Gmail on a web browser over the application may result in a more reliable and more robust connection; this is due to how the apps sync to the web versions.

It also allows you to open one mailbox at a time. Often when the Outlook app has multiple inbox's running, it can be a big strain on the devices performance. Give Outlook online a try and see if it makes a difference.



If you are still having slow or poor connection issues then you can reach out and have a conversation with us about it on 020 7042 6310 or by emailing helpdesk@lucidica.com