

# Slow Connection Report Flow for IPB-ACCESS and eduroam



The user feels the **WiFi connection is slow**

Try accessing other URLs to check if the **connection is still slow**



Conduct an internet speed test for documentation purposes. The test can be performed on the following website :

<https://fast.com>



The target website **might be experiencing issues**. Please try accessing it periodically.



**Report the issue with the following details:**

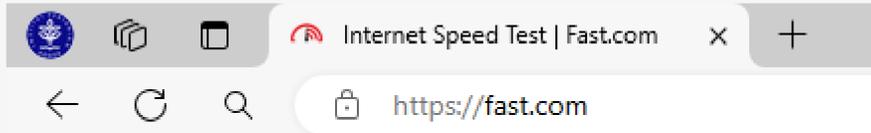
- Reports **should only be made** when the internet speed is **less than or equal to 15 Mbps**
- **Specify your device type and location** when accessing the internet.
- **Attach a screenshot** of the internet speed test results.
- **Submit your report through the IPB Helpcenter** under the topic 'Network and Connection' or report via ICT Social Media.

*See the next page for the speed test steps and a sample of report*

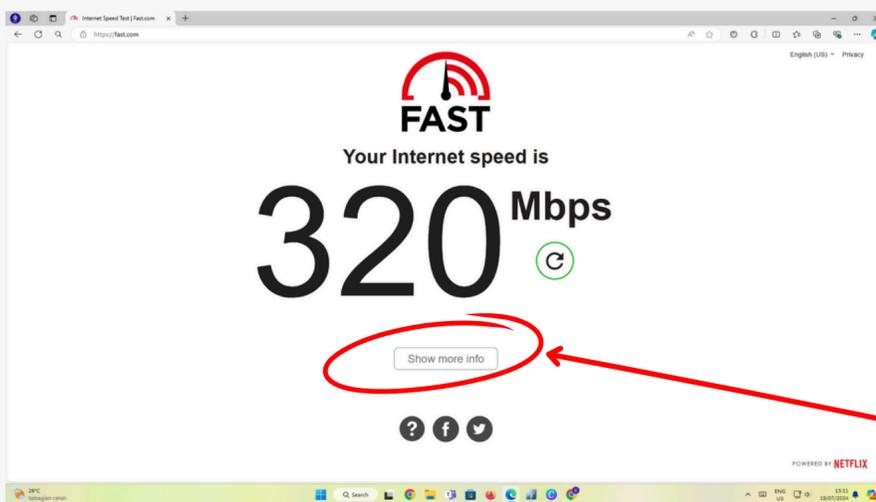


## The Example of Report and Speed Test Steps on <https://fast.com>

01 Go to the website <https://fast.com>



02 Let the speed test complete, indicated by a stable speed number in black, as shown in the following display:



03 Click **'Show More Info'** and then take a **screenshot**.

04 **If the displayed speed is  $\leq 15$  Mbps**, immediately report it through the IPB Helpcenter or via ICT social media. Here is an example report and screenshot:

