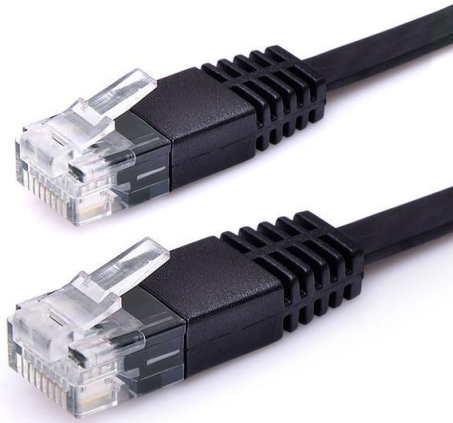


## My VM is slow/locked up. What should I do?

This can be caused by internet connectivity issues. There are a few ways to deal with this:

1. If you are using wifi, try hard-wiring your computer if you have an Ethernet cable available (see below) and your computer has an Ethernet port.



2. Move closer to your router, making sure there are no obstacles between you and the antenna. Walls and other electronics like microwave ovens can interfere with the signal and weaken it.
3. If you are connecting to your VM with the desktop VMware Horizon client, try connecting through the web portal instead. <https://viewportal.lakelandcollege.edu/>
4. If you are connecting through the web portal, check your browser for updates or use a different browser (Chrome, Firefox, Edge, etc).
5. Call your Internet Service Provider (ISP).
6. Try connecting in another location. Some public locations have free wifi. We have also tried to extend our wifi signals out to the nearest parking lots on the west end of the Luther Student Center parking lot on campus.

Your computer can also be slowed down if you have a lot of programs or browser tabs open. Try closing anything you're not currently using if the above tips don't work.