

Troubleshooting Guide for Remote Connection Issues

New Starters

Problem

You have received a laptop from someone else, but it is not connecting.

Solution

A laptop is configured for a specific user and if handed to someone else without being reconfigured by IT, you will not be able to connect.

Our security policy is to rebuild corporate laptops before they are reallocated, so the laptop will need to be returned to IT to be rebuilt. Please raise a request with IT [here](#).

Managers, please use the [Equipment Return](#) form to return IT equipment when your staff leave. We will contact you to make arrangements for the return of the laptop, and will reconfigure this for your new starter.



Your Connection is Unstable

Problem:

Your connection is slow, unstable or intermittently disconnects.

Suggestions:

1. Reboot your home router.
2. Check what is happening around your home. If there is a lot of activity such as streaming, game consoles, video conferencing etc, this may negatively impact the stability or performance of the VPN connection. It is important that your home router and laptop are not close to equipment that can cause wireless interference, such as microwaves.
3. Check with your broadband provider if there are any issues in your area today. You can also use this [site](#) to check.
4. Always on VPN requires a strong wireless signal. If possible, move closer to the home router if connected via wireless. Thick walls, for example in Victorian Houses, can cause various signal issues.
5. Consider a range extender if you are too far away from the home router. You can search for "wifi range extender" on sites such as [Amazon](#).
6. We recommend a minimum broadband speed of 1-2 Megabits per second. You can run a speed test via your own personal devices [here](#).
7. From your mobile phone, text HELP plus your landline number (eg HELP 01708123456) to 61998 This will send a text back to you if there are any issues in your area. **Please be aware this is a premium rate text number.** Virgin users are unable to use this service.

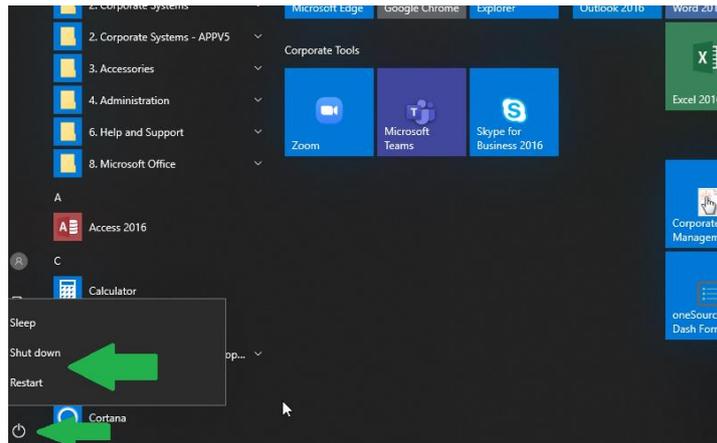
Your device has been in standby and now you can't connect

Problem

Your laptop will go into standby when you close the lid, or when the laptop idles for longer than 15 minutes on battery power. Pressing the Power button on your laptop will also put your device into standby mode. Resuming from standby mode may cause your connection to disconnect or fail to reconnect.

Suggestion

Restart your laptop by clicking Start, Power Icon then select **Restart**.



At the end of every day, you must shut down your device. This ensures your device gets a clean start and receives all the required security patches and updates. Closing the lid does not shut down your device.

Where possible, work on mains power instead of battery power as this will prevent the laptop going into standby mode.

You are using an EE mi-fi device

Problem:

You are having connection issues when using an EE mi-fi device, or cannot access all your systems and applications.

Suggestion:

We recommend that you do not charge your mi-fi device through a USB cable connected to your laptop, as this may cause compatibility issues with Always on VPN.

If you need to charge your mi-fi device, please use a separate dedicated USB charger.



Unable to connect to Always on VPN when using an Ethernet cable

Problem:

Your laptop is connected via an ethernet cable, to a docking station, USB adaptor, USB hub or monitor.

Suggestion:

Where possible, use a wireless connection instead of an ethernet cable.

If your laptop has a dedicated Ethernet port, you can connect from your home router directly into the laptop.

You can use a monitor, keyboard and mouse via a docking station. In this mode the ethernet cable should not be connected directly to the docking station. You must use wi-fi or connect an ethernet cable directly into the dedicated ethernet port located on the laptop. If you do not have a dedicated ethernet port (eg if you have a Lenovo Miix device), then connect through wi-fi.

