



## Tips for:

- **Internet speed & connection**
- **Devices and Routers**

Internet speed and connection can limit participation in the online world. This can be very frustrating for ourselves and for our children, it can restrict remote home learning and prevent access to some educational applications. There are some solutions to this if you are experiencing internet access and speed issues.

## Removal of data caps

Throughout the coronavirus, the UK's main internet providers have agreed to remove data caps on fixed-line broadband. Other commitments have included "fairly and appropriately" supporting customers who have trouble paying their bills. Providers have also agreed to offer "generous" new mobile and landline packages.

Those companies who have signed up to the commitments include:

- BT (including its Openreach and EE divisions)
- Virgin Media
- Sky
- TalkTalk
- O2
- Vodafone
- Three
- Hyperoptic
- Gigaclear
- Kcom

## Other tips sheets:

- **IT and Online Support for Families**
- **Supporting home learning routines**
- **Learning workspace**

## Support for children and schools during coronavirus (COVID-19)

Government has pledged to provide technology support to some children including the supply of routers and devices. Local authorities, academy trusts and schools have been provided guidance on how to obtain this support; support is available for care leavers, and children and young people with a social worker. For more information about this [click here](#).

**DevicesDotNow** is also coordinating industry action to provide households who don't have access to the internet and are digitally excluded. For information about this [click here](#).

## Tips for improving internet speed

Use this plan to help you improve your internet access and speed at home

Area	Our check, our plan
If you don't have internet, router or devices get in touch with your school to enquire about support.	
Where possible do not use Wi-Fi - connect devices with an ethernet cable.	
Configure your router to use different names for the two frequencies, 2.4GHz and 5GHz, and then re-teach devices the credentials for the 5GHz.	
Check the location of the router - if it is buried on a bookcase, or surrounded by objects, this could block the signal.	
Microwave ovens interfere with Wi-Fi signal - don't use your microwave while apps like Zoom are being used.	
If everyone in your household is trying to access the internet, consider investing in a Wi-Fi booster, this will allow your signal to travel further.	
'Mesh network' add-ons improve coverage in all parts of your home, but they can carry a monthly subscription.	
Don't move your office/workspace to a quiet part of the house without checking the speeds first, use an online speed checker to check your speed.	
If speed generally is significantly lower than the speed you were promised, phone your provider to argue the case for an upgrade.	
If downloading films to phones and tablets, do this ideally just before bed when not everyone is using the internet.	

Need help? Get in touch [help@attendanceplus.co.uk](mailto:help@attendanceplus.co.uk)