Symptom

- You are able to connect remotely with ILLiad, but you are getting a slow response time.

Applies to

- ILLiad

Resolution

Here are some troubleshooting tips you should use to resolve the issue:

1. Please contact your Internet Service Provider (ISP) to make sure they are not having issues there.
2. If they are having no issues, please contact OCLC Support to see if we are having issues.