Symptom

- You are working from home and you are getting a slow response from ILLiad

Applies to

- ILLiad

Resolution

Here are some steps you might want to troubleshoot the issue:

1. Check with co-workers and see if they also have a slow response time. If they do, and you are hosted by OCLC, contact OCLC Support.

2. If your co-workers are not having a slow response time or you work by yourself, then you might reboot your router by turning off the router or disconnecting the power and connecting it again.

3. If you continue to have issues, you should check with your Internet Service Provider (ISP) first and see if they are having any issues.

4. If our ISP is not having issues, then contact OCLC Support.