How to speed test your connection

To perform an accurate speed test, you will need to make sure you do the following:
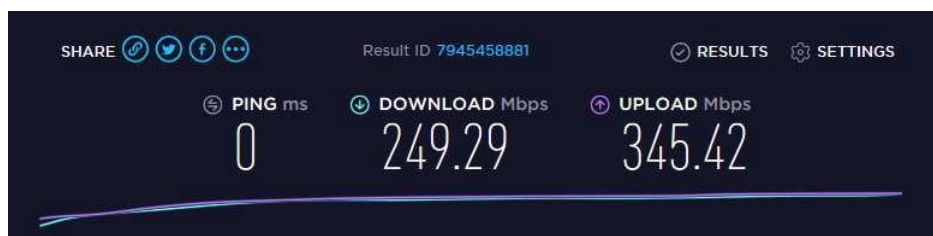
- Disconnect all devices from the internet except the one you intend to use for your speed test. Having multiple devices connected to the internet whilst doing a speed test will make the results less accurate and reliable. The quickest way is to turn off all devices not being used.

- The most accurate speed tests are done when your device is directly plugged into the router, via an Ethernet cable. Due to atmospheric interference a wireless speed test will never be 100% accurate.

Using your preferred web browser, navigate to https://intouchsystems.speedtest.net/

Once the page loads, click the big "Go" button in the middle.

It will then take a few moments to run the speed test and after it will display with your speed test results.

If you're getting in touch with our Service Desk, take a screenshot and email to support@intouchsystems.co.uk.