

Working Remotely And Having Issues With Jabber, O365, Teams, Zoom etc.?

Now that Bentley University is working remotely and using a lot of online applications to help you get your job done, it is important to understand that there are a few different additional elements to the working remotely equation that could impact the performance you are getting from one or more applications. Below are some of those factors that could be creating a problem.

Some things to check before contacting the Bentley Helpdesk:

Jabber – In order to use Jabber, please request an account by emailing the Help Desk at helpdesk@bentley.edu (please allow 48 business hours for an account to be created).

In order to access Jabber remotely, you must be connected to Cisco VPN on your Bentley laptop.

Your Machine – Be mindful of how much memory or processing power you are using. If you have multiple applications running along with several multiple web browser tabs opened you could be maxing out the capabilities of your system. You can close out of several apps/web pages to see if that helps or do a restart of the system.

Home Wi-Fi - If you have multiple users on at the same time, streaming Netflix, Youtube or gaming while you are working, it could definitely cause some issues with the speed and stability of the applications you are using.

Your ISP (Internet Service Provider) – ISPs like Comcast or Verizon could be having issues that are impacting your region on a very local level (your neighborhood, town) to larger regional areas (City, State, Region of the Country). You can call the ISPs tech support number and have them validate services right to your router. If they are having regional issues, they will usually have an automated message stating it. Know your ISPs support phone numbers, website for information or online chat. The U.S. in general has a very resilient and fast network infrastructure but ISPs could start to throttle certain traffic to make more bandwidth available for essential services and traffic. These types of actions will

be newsworthy so you would most likely hear about through different news outlets.

If you have been able to assess that your problems using the Bentley applications is not related to one of the items above, please email the Help Desk at helpdesk@bentley.edu or call the Help Desk Monday-Thursday 7:30am-8:00pm and Friday 7:30-am-5:00pm for assistance!