

Working From Home

Internet Tips and Tricks

Last updated April 2, 2020

While many people are working from home, you may encounter a number of challenges when trying to connect to Seattle Children's network. Below are some tips and tricks that may help.

Check your internet speed

Visit this [site](#) to check the speed of your internet connections. Click on GO located in the middle of the screen and wait while it checks your connection. If your speed is slow, contact your internet service provider.

Note that cable internet providers (like Comcast) share bandwidth in an area. Your speed will be slower when more people are online at the same time.

DSL and fiber internet providers (like Century Link) have dedicated connections to your home so you shouldn't experience changes in speed based on the number of concurrent users.

Maximize your WiFi strength

For best results, position your workstation closer to your WiFi router. Citrix requires a stable WiFi connection when you are working from home.

Find out if a website is working

Visit this [site](#) and enter the website address. You'll find out whether or not that particular site is working.

Access cloud apps on Okta

Visit seattlechildrens.okta.com and log in from any web-connected computer. You'll be connected to the apps available on Okta without the need to connect to Citrix.

Using WebEx from home

Note that when you use WebEx from a remote connection, the microphone and camera on your computer will not work. You will need to connect to WebEx from your computer to see or share a screen, and from your phone to be heard or seen.

If you have not added your Seattle Children's mail or calendar to your personal device, visit seattlechildrens.webex.com and log in. You'll be connected to your meeting in WebEx with full audio and video available.