How to test your Home Internet Connection for Telecommuting

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The purpose of this test is to gather information about the quality of the connection at your telecommuting site to ensure that your internet connection will provide sufficient quality for calls coming in through Five9 VCC (the call system we use at NJ 211).

One note before running the tests - do not worry about the results displayed on the test. Many of the tests may display “Warning”, “critical” or “Fail messages. We need to see the actual numeric results to determine if your internet connection is sufficient to allow you to take calls from home.

1. Open a browser tab in Chrome, and go to the following site:

http://vac.visualware.com/

The following screen should appear:

2. Locate the “San Jose, CA” identifier on the screen, and click on it. The following screen should now appear:
3. The internet tests start automatically, and will take 2-5 minutes to run.

4. Once completed, the following screen should appear:

![Connection Assessment Report](image)

This is the summary of the tests.

5. Take either a screenshot or photo of this screen.

6. Next, click on the arrow to the right of the “Advanced Results” section to list the extended results. The screen should look similar to the one below:
6. Take either a screenshot or photo of this screen as well.

7. Send these pictures to Sue Ross (sross@nj211.org) who is coordinating volunteer intake at this time. Sue will pass the results on to our IT department so that they can help determine if your internet connection is of sufficient quality to enable you to successfully volunteer in this capacity. Once a determination has been made, Sue will contact you to let you know the next steps to be taken. Thank you!