KMMS MMIs Tech Tips and Tricks

When it comes to wifi…

Make sure you have a strong signal

- If you haven’t, can you move closer to your router?
- If you can, make sure your broadband router is plugged into the master phone socket in your house, but avoid connecting your broadband router via telephone extension cables.

That there are no connection issues

- If you seem to be having issues connecting to your home internet, then restarting your router may resolve the issue.
- Switch the router off at the power and wait 10 seconds, then switch back on. If you are having to do this a lot then you may need to contact your Internet Service Provider (ISP)
- Most modern routers have network ports. If you can try connecting your laptop/PC directly to your broadband router with a network cable this will secure
- Restarting your broadband router from time to time (maybe once a week) can prevent issues and ensure optimal performance.

If you are sharing the connection

- Download speed depends on a couple of things – how you use the internet and where you live.
- Think about what everyone else in your household/space is doing and what devices you have connected to the same internet e.g. during your interview, ensure family members are not streaming HD video.
- Try to ensure that during your interview slot your network is not overloaded with other activities.

If you are experiencing slow speeds

- Understand domestic broadband connections are sold as a shared service and is designed to have contention, and at times of peak usage you cannot always expect to get the advertised speeds - the more community use the slower the connection.
- To check your internet speed, https://broadbandtest.which.co.uk/
- Click here for some specific tips about how you can speed up your broadband at home

Try hot-spotting to another device

- If you have a better speed/stronger 4G connection through a mobile phone, you can tether to this device.
- Each device will be slightly different, however, you will need to Navigate to Settings > Wireless & networks > Tethering & portable hotspot > Portable Wi-Fi hotspot. Choose Configure Wi-Fi hotspot to set a name, security setting, and password for your hotspot, then tap Save.

If you do this:

- Understand your data usage limit as video will consume large amounts of data;
- If all data in your contract is available for use as tethering or if there is any fair use limit;
- Use your phone to carefully monitor your data use, but make sure you have correctly set the day of the month when your allowances renew.

And finally…

- Check out your connection/ signal on the device you will be using prior to the day of your interview.
- Make sure the audio and video functions work
- And if you can, test the platforms you will be using so that you know what to expect on the day.

We know that technology is notorious for malfunctioning at inconvenient times. Before your interview, the KMMS team will brief you about what to do if in case of a glitch, be mindful to take note of this information and follow the given instructions on how to deal with this issue. Do not panic if your software experiences an issue. If the problem is outside your control, the interviewer will understand.
MS Teams MMI common issues

Below is a list of issues found when providing support for the MMI technical tests:

Students joining via school/work accounts

Some students already use MS Teams via their school. This means that they will join via their school account which will display their full name automatically. There are two ways to resolve this issue:

Change name in Teams (only works with personal account, not school account)

In the Teams app, click the profile picture in the top right-hand corner of the screen.
Click “edit profile”
Change the name and click “save”

Join via browser

Copy the meeting link from your email into the Google chrome incognito browser
Click “join as guest”

Type your first name
Chrome may ask for access to your microphone and audio. Click “Allow to both”

Camera is not supported in this browser

If students are using a Mac, they may try to join the meeting via Safari. Unfortunately, Safari does not support video calling so they must use Google Chrome. Guidance on how to install Google Chrome can be found here: https://support.google.com/chrome/answer/95346?co=GENIE.Platform%3DDesktop&hl=en-GB&oco=1