

STUDENT LEARNING SPACE **USER GUIDE**

Slow Loading

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If it takes a long time to load a page on SLS, try the following:

1. **Check that your internet connection is stable.** Visit other websites to confirm whether you have internet connectivity issues. If the problem persists, you may wish to seek assistance from:
 - Your school's Technical Assistant (TA) (if the problem occurs in school)
 - Internet Service Provider (ISP) (if the problem occurs at home)
2. **Ensure that your web browser meets the minimum requirements (os-and-browser-requirements.html).**
3. **Clear your browser's cache (<http://www.wikihow.com/Clear-Your-Browser%27s-Cache>) and cookies (<http://www.wikihow.com/Clear-Your-Browser%27s-Cookies>) and restart your web browser.**
4. **Switch to another web browser.**

If the problem persists, please contact the SLS Helpdesk at helpdesk@sls.ufinity.com (<mailto:helpdesk@sls.ufinity.com>) or call 6702 6513.