

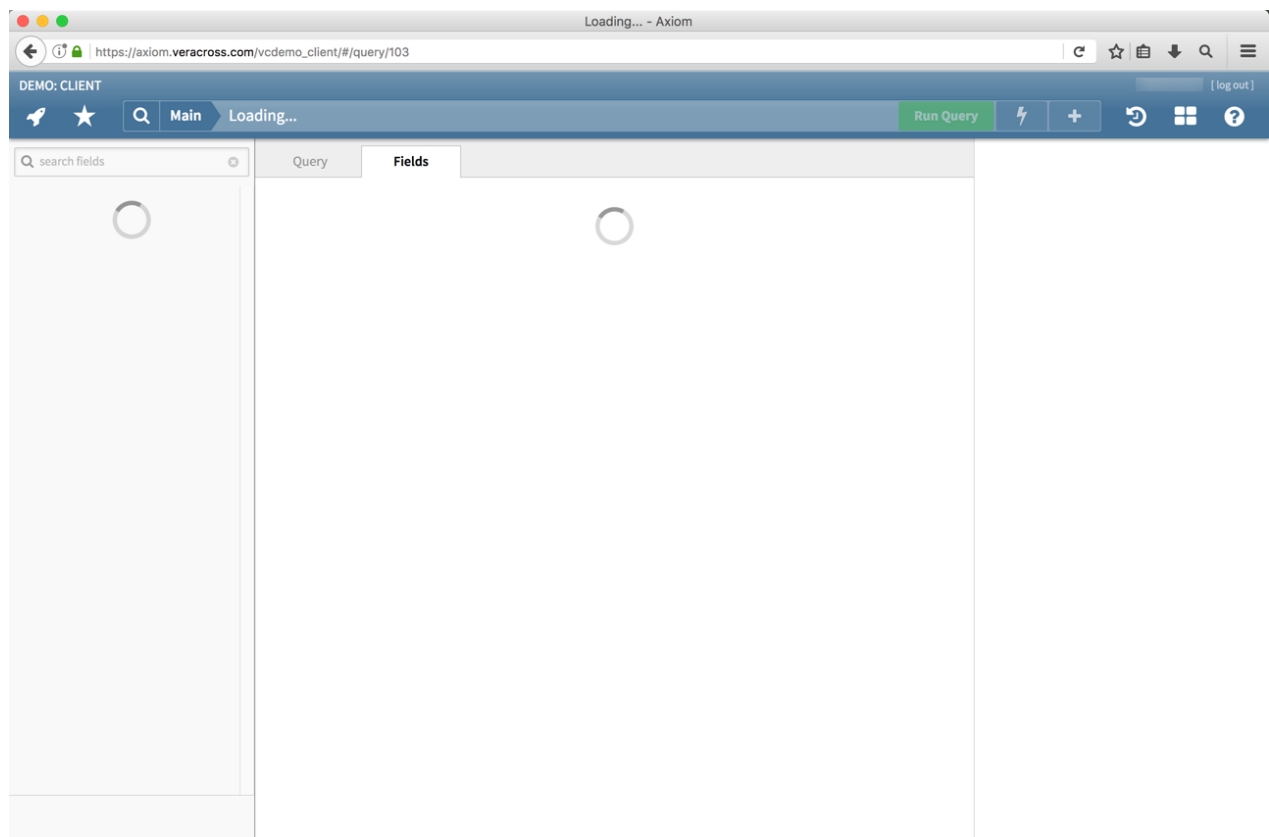
Troubleshooting Axiom Speed

Updated Jul 13, 2021

As of July 12, 2021, this "Learn Veracross" site has been deprecated. It will remain live at least through October 1, 2021, but will no longer be updated. All knowledge content has moved to the new [Veracross Community](#). Please update your bookmarks.

[Here is the new version of this article in the Veracross Community.](#)

Overview



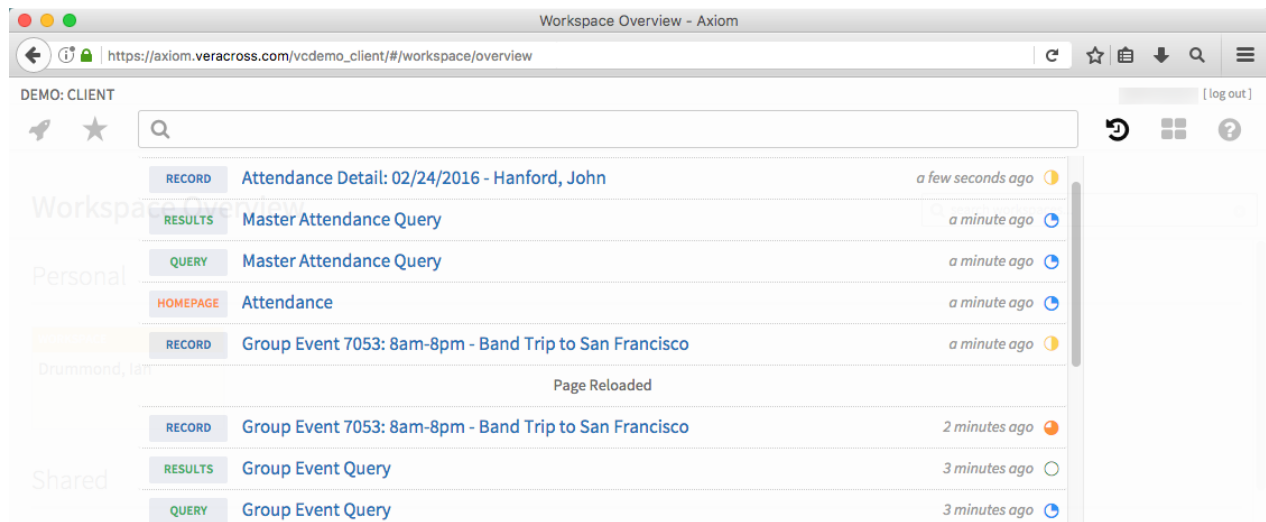
Axiom may occasionally run more slowly than it seems like it should. Keep in mind that as a secure, enterprise-level service, Axiom may load more slowly when compared with other websites, simply because most interactions with the system involve securely passing data to and from a server. This article outlines how to diagnose and report speed issues within Axiom.

Is the Problem Specific to Axiom?

If Axiom seems to be running slowly, the first diagnostic step to take is to determine whether it is actually Axiom that is running slowly, or if the problem is with the computer itself or the internet connection. Try the following:

1. Refresh the page and try the action again. If it behaves as expected after that, the problem is solved.
2. Open a new browser tab/window, navigate to other websites, and click links to new pages that are not cached on your computer (e.g., news articles you have not read). Are they similarly slow? If so, the problem is likely with the internet connection, not Axiom.

Check the Page Load Time



On the right of the history in the Launchpad are displayed how long ago the screen was accessed and an icon indicating how long the page took to load. Hover over the icon to see the precise time. These can be useful in troubleshooting, or simply to see how quickly pages load.

Red	= over 8 seconds
Orange	= 5-8 seconds
Yellow	= 3-5 seconds
Blue	= 1-3 seconds
Green	= less than 1s

Tip: If you keep one tab open for a long period of time, consider reloading the page every once in a while. Doing so has been shown to improve performance.

Submit a Ticket

If other websites load normally, try logging out and back in to Axiom, then perform the same tasks that seemed slow. If they are still running slowly, the sluggishness maybe due to actual lags in Axiom. If the sluggishness persists, report the issue to Veracross. When reporting an issue, please include:

- the URL(s) of the page(s) affected
- screenshots of the page(s) affected (include the URL in the screenshot)

It is helpful to address the specific actions (including URLs) being taken that resulted in slow performance. Keep in mind that intensive tasks, such as batch printing from a large results grid will take more time than simpler tasks, such as navigating to different homepages. The first thing your account manager will do is to try and replicate the problem, so please include URLs of the pages that were loading slowly.

Troubleshoot a Slow Internet Connection

If all websites are loading slowly, the problem is not related to Axiom. Check the following:

1. Ask colleagues if their internet connections seem slow.
2. Check the internet connection by running a speed test at www.speedtest.net (or similar site). Your IT department will know what your “normal” connection speed should be.
3. Time of day can affect connection speed, depending on the type of internet connection.

Here are some tips for speeding up the connection:

1. Clear your browser’s cache, then restart the browser. Search the web for “clear cache[*name of browser*]” to learn how to do this.
 2. Try a different browser. Axiom should work with all major browsers, but sometimes switching browsers can help when performing specific tasks.
 3. Reboot your computer. This should never be needed to fix the internet connection *per se*, but this will clear out any latency issues with the computer itself.
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