



June 17th, 2020

Home Wi-Fi & Internet Troubleshooting

OVERVIEW

While working from your home network you may at times need to troubleshoot issues when it comes to your Internet. Here are a few steps to help when you are having issues connecting to your Wi-Fi network.

No Internet Connection

Are you showing as connected to a wireless network on your device?

- No: Are other devices successfully connected to the network?
 - Yes: Forget the network and connect again. If you need instructions, Google “Forget Wi-Fi” with your type of device.
 - Still No: Verify your Wi-Fi login information.
 - No: Power cycle the network equipment*
 - Still No: Contact your Internet Service Provider (ISP) for support.

- Yes: Open a browser and attempt to navigate to <https://www.google.com> Does it Work?
 - Yes: Do other pages load as well?
 - Yes: You are connected to the Internet.
 - No: Contact your ISP for support.
 - No: Power cycle the network equipment*
 - Still No: Contact your ISP for support.

Slow Internet speeds or issues loading videos

Confirm current Internet Plan (Plan) and who your Internet Service Provider (ISP) is. Is your current Plan speed greater than 10Mbps (10,000Kbps)?

- No: Please confirm with your ISP/Competitors to see if higher speeds are available.
- Yes: Please start by running a speed test: <https://www.fast.com> and follow below steps:



Are the results below 5Mbps?

- Yes: Power cycle the network equipment*
 - If still Yes: Contact your ISP.
- No: Confirm if there are currently issues with the service you are attempting to reach.
 - Google search SYSTEM status (Example: "Webex Status").
 - If No reported issues: Contact your ISP / the website.

*Power Cycling network equipment can be done by following the steps below:

- Reset router/modem.
- Unplug your Internet modem and router for 10 seconds then power back on.
- If you are unable to locate your router or modem, please contact your ISP.

For any questions, please contact the Help Desk, (262) 472-4357.