INTERNET ACCESS TROUBLESHOOTING GUIDE

Contents

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This document is intended to help you troubleshoot problems with Wi-Fi Services.

Restart/Power cycle your device:

- ❖ Try power cycling the device you are using (laptop / cell phone / tablet) power off and power on the device and try to reconnect device built-in troubleshooting for Windows:
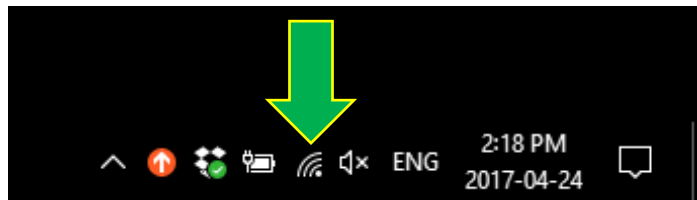
Device Built In Trouble-Shooting for Windows:

- ❖ All windows computers have a built-in troubleshooting feature that can sometimes resolve internet problems. The following steps show how this is accomplished on a Windows PC.

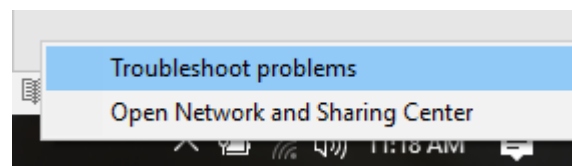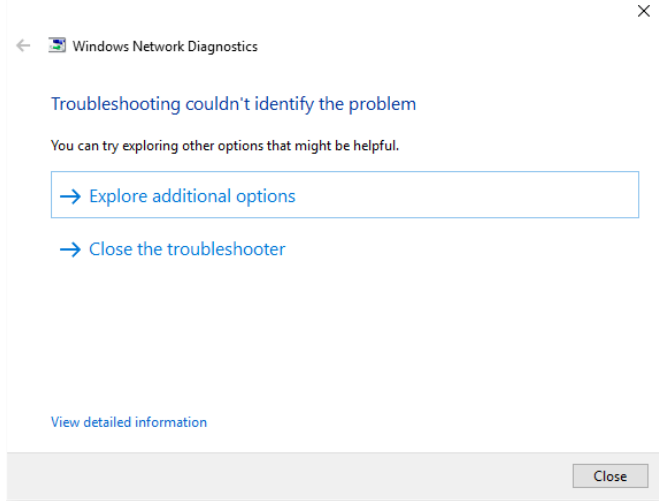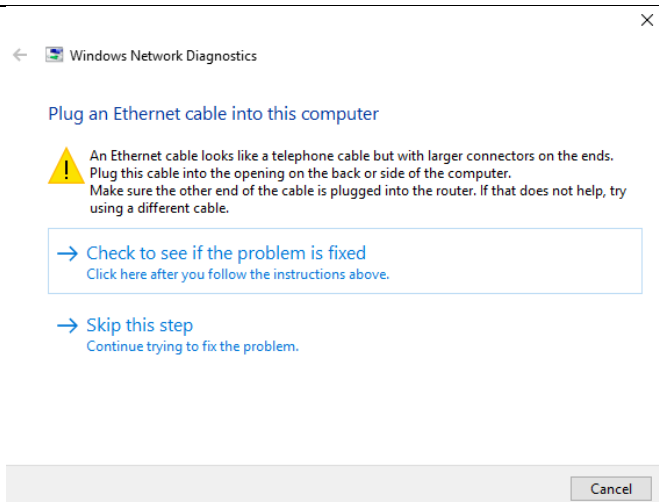| How to Troubleshoot internet issues on your Windows Computer	
Step 1: Right Click on the Wi-Fi Icon at the bottom right side of your desktop home screen.	
Step 2: After right clicking on the Wi-Fi tab, select "Troubleshoot Problems" And your computer will begin the scan automatically.	

Step 3: After the scan is complete, instructions will appear for you to follow. Please follow the steps by either exploring more options or closing the trouble-shooter.	Windows Network Diagnostics Troubleshooting couldn't identify the problem You can try exploring other options that might be helpful. → Explore additional options → Close the troubleshooter View detailed information Close
Step 4: If you find that the troubleshooting does identify an issue, please attempt to correct it by following the instructions.	Windows Network Diagnostics Plug an Ethernet cable into this computer ⚠ An Ethernet cable looks like a telephone cable but with larger connectors on the ends. Plug this cable into the opening on the back or side of the computer. Make sure the other end of the cable is plugged into the router. If that does not help, try using a different cable. → Check to see if the problem is fixed Click here after you follow the instructions above. → Skip this step Continue trying to fix the problem. Cancel
Step 5: If you cannot fix the issue by following the steps, please relay any information gathered by the diagnostics and present them to your Support Representative.	

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Device built-in troubleshooting for MAC:

❖ All MAC computers have a built-in troubleshooting feature that can sometimes resolve internet problems. The following steps show how this is accomplished on a MAC PC.

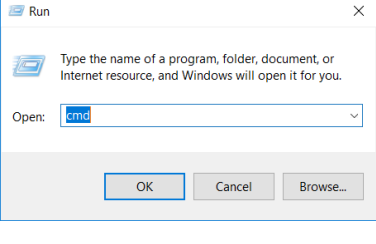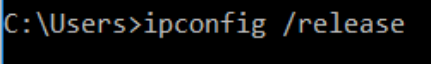| How to Troubleshoot internet issues on your MAC	
Step 1: Open your Spotlight Search and type "Wireless Diagnostics". Select the application when it appears.	
Step 2: Run the Diagnostics, and follow any directions that your MAC directs you to.	
Step 3: Please relay any information gathered here to your Support Representative.	

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Renewing your IP Address (Windows 10):

The following steps show how to renew your IP address using a Windows 10 PC.

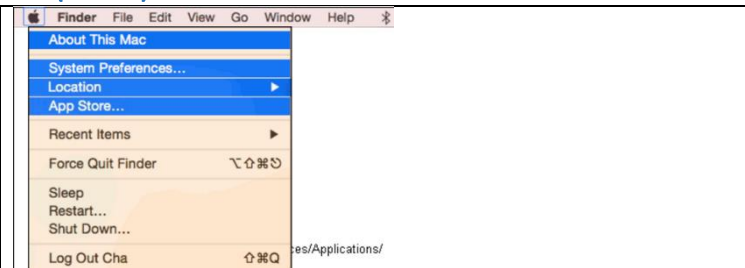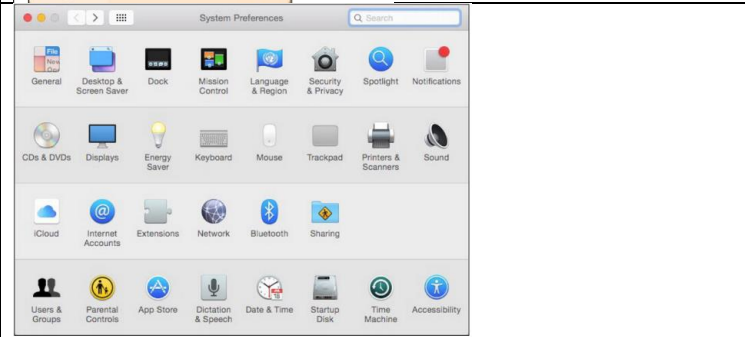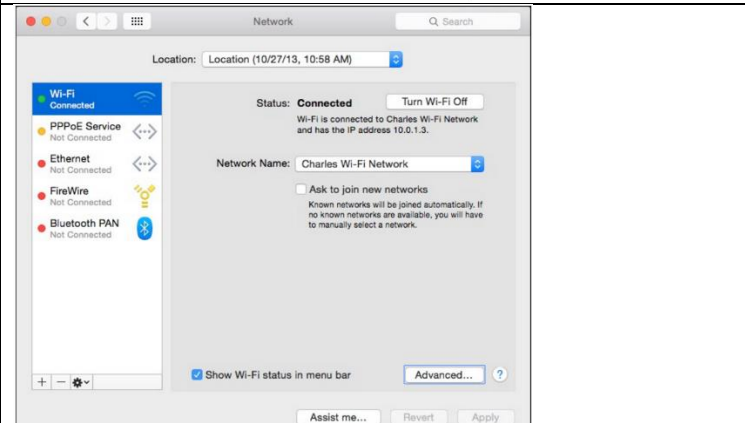### How to renew your IP Address (Windows 10)

Step 1: Right click on the **Windows icon** bottom left of your screen	
Step 2: Select R**un** from the Menu	Apps and Features Mobility Center Power Options Event Viewer System Device Manager Network Connections Disk Management Computer Management Windows PowerShell Windows PowerShell (Admin) Task Manager Settings File Explorer Search Run Shut down or sign out Desktop Ask me anything
Step 3: Type **CMD** in the text field marked Open and press **Enter** or click **OK** to open the Command Prompt	Run Type the name of a program, folder, document, or Internet resource, and Windows will open it for you. Open: cmd OK Cancel Browse…
Step 4. Type **ipconfig /release** and press **Enter**	C:\Users>ipconfig /release

|	

Step 5: Type **ipconfig /renew** and press **Enter.**
 	
Make a note of the IPv4 address listed under the Wireless LAN adapter Wi-Fi heading.
	C:\Users>ipconfig /renew
	
	Windows IP Configuration
	
	No operation can be performed on Local Area Connection* 1 while it ha
	No operation can be performed on Bluetooth Network Connection while i
	
	Wireless LAN adapter Local Area Connection* 1:
	
	   Media State . . . . : Media disconnected
	   Connection-specific DNS Suffix . :
	
	Wireless LAN adapter Wi-Fi:
	
	   Connection-specific DNS Suffix . :
	   Link-local IPv6 Address . . . . . : fe80::14dd:71b3:5a71:59ae%9
	   IPv4 Address. . . . . : 192.168.0.12
	   Subnet Mask . . . . : 255.255.255.0
	   Default Gateway . . . . : 192.168.0.1

Renewing your IP Address (MAC):

The following steps show how to renew your IP address using a MAC PC.

How to renew your IP Address (Mac)

Step 1: Click on the **Apple icon** top left of your screen	
Step 2: Select **System Preferences**	
Step 3: Click on the **Network** icon	
Step 4: Select the network you are using on the left side. It is marked with a **green dot** and the status shows **Connected**	
Step 5: Click on **Advanced**	

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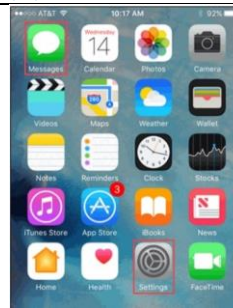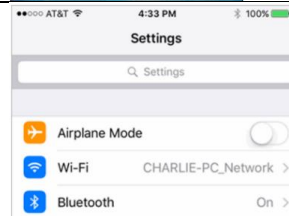|	
Step 6: Select the **TCP/IP** tab at the top to view your IP address details **Step 7:** Click on **Renew DHCP Lease** on the right. The IP Address details will clear and then populate again.	
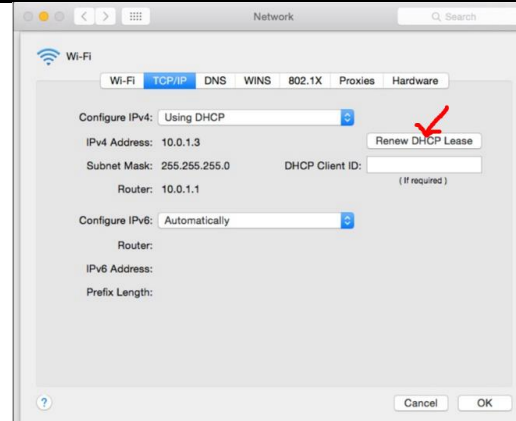
Renewing your IP Address (Apple iPad/iPhone):

The following steps show how to renew your IP address using an Apple iPad or iPhone.

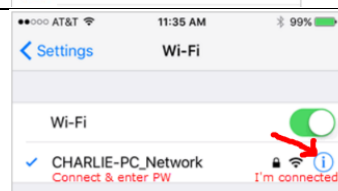## How to renew your IP Address (Apple iPad/iPhone)

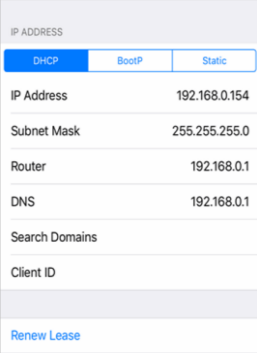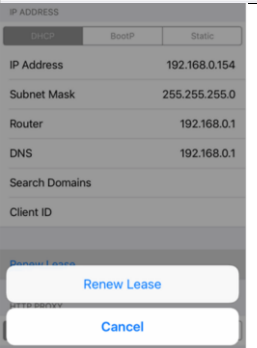|	
Step 1: Tap on the **Settings** icon on the main menu of your Apple device.	
Step 2: Select **Wi-Fi** from the Settings Menu.	
Step 3: Tap in the **information icon** in the Wi-Fi menu. The network you are connected to will have a blue check mark on the left.	

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Step 4: Tap on **Renew Lease.**	
Step 5: Tap on the **Renew Lease** button to confirm**.**	

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How to Forget the Wireless Network (Windows PC):

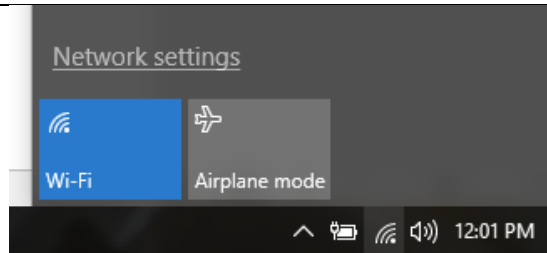The following steps show how to forget the wireless network using a Windows 10 PC.

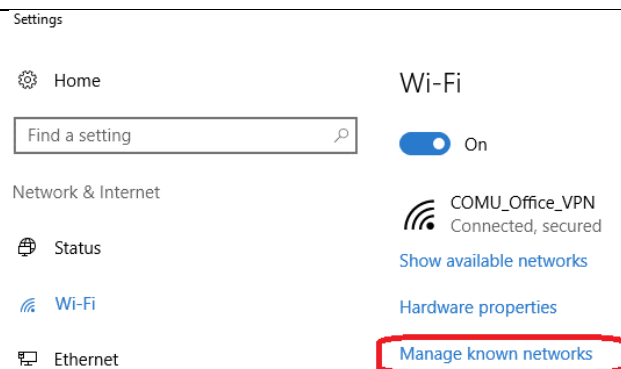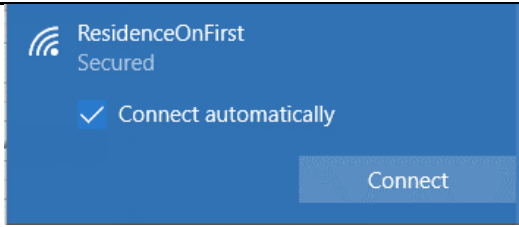| How to Forget the SSID on a Windows 10 Laptop	
Step 1: Left click on the wireless icon in the task bar on the bottom right of your screen. Left click on **Network settings**	
Step 2: Under the Wi-Fi tab left click on **Manage known networks**	
Step 3: Find the SSID listed under the known networks, left click the name you want to forget. Left click on the **Forget** button.	

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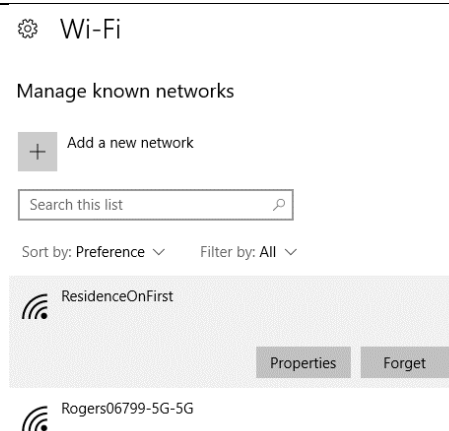
Step 4. Try reconnecting to the wireless network.	

How to Forget the Wireless Network (MAC PC):

The following steps show how to forget the wireless network using a MAC PC.

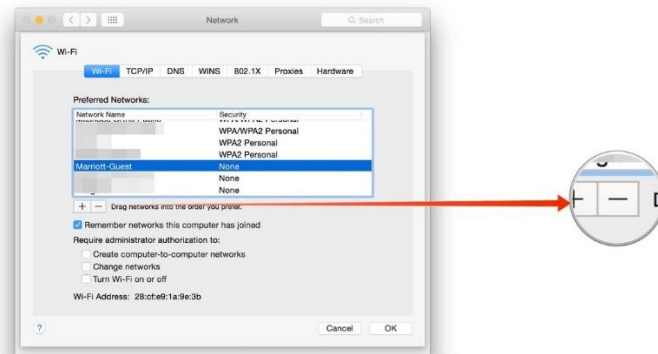| **How to Forget an SSID on a MAC**	
Step 1: Click on the Wi-Fi Icon toward the upper right of your screen in the menu bar.	
Step 2: Click on "Open Network Preferences".	

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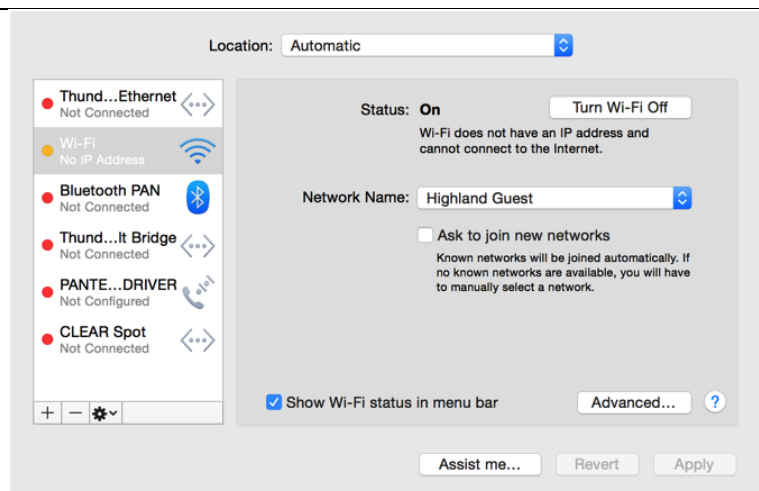|	
Step 3: Click on the "Advanced" Button.	
Step 4: Click the minus (-) button, and then click 'Okay' to complete the process.	
Step 5: You can now select the network you would like to connect to, type in the password (if required).	
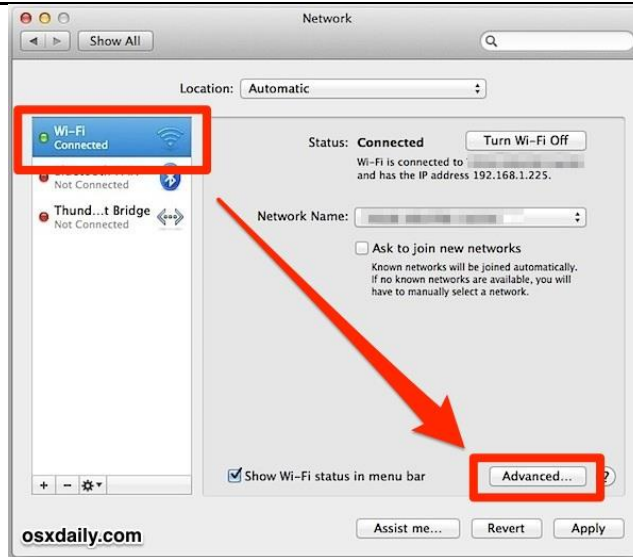
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How to Forget the Wireless Network (Apple iPad/iPhone):

The following steps show how to forget the wireless network using an Apple iPad/iPhone.

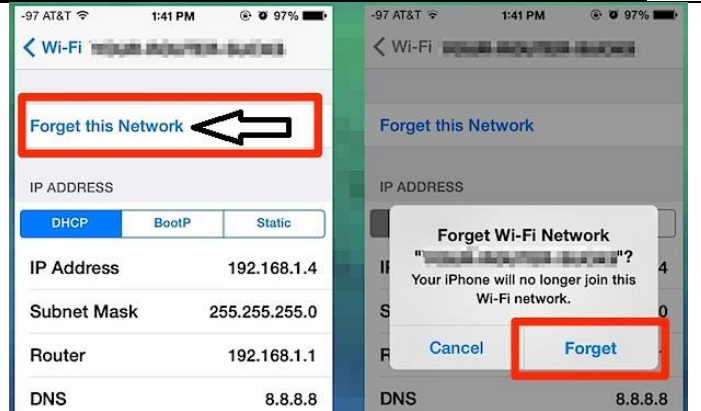| Forgetting an SSID on an iPad/iPhone/iPod	
Step 1: Launch the settings menu on your iPhone.	
Step 2: Tap on the Wi-Fi icon. (Now you can view all the networks available to join)	
Step 3: Tap on the info button next to the networks name.	

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Step 4. Press "Forget this network"	
Step 5: Your device has now forgotten the network SSID. You can now rejoin the network by typing in the required password (if needed).	

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How to Forget the Wireless Network (Android Device):

The following steps show how to forget the wireless network using an Android Device.

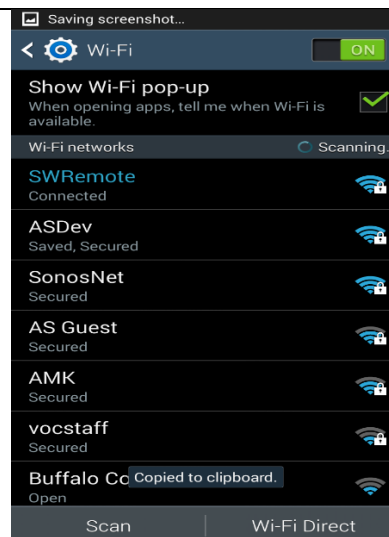| How to Forget an SSID on an Android	
Step 1: Open the settings menu on your device	
Step 2: Click on the "Wi-Fi" tab to access the menu	
Step 3: Long click on the network you would like to forget.	

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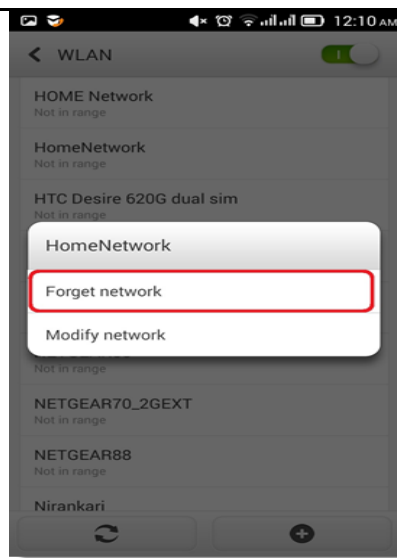
Step 4: Press 'Forget Network' and now you have now forgotten the network SSID.	
Step 5: Reconnect to the network by selecting it and typing in the password (if required)	