# Internet issues

No Internet access / Poor internet access

The number 1 cause of slow internet or no internet connection is normally due to problems with your Internet Service Provider (ISP). Call or visit your ISP's help line to see if there is an outage in your area. Sometimes outages are not immediately reported, so before commencing troubleshooting either confirm the internet is connected using another device such as your mobile connected to your Wi-Fi, or if unable to do so, wait a couple of hours and check connectivity again. If accessible check your routers status lights to ensure that it is online and activity lights are on and generally solid.

For example here is the status lights of Virgins super hub
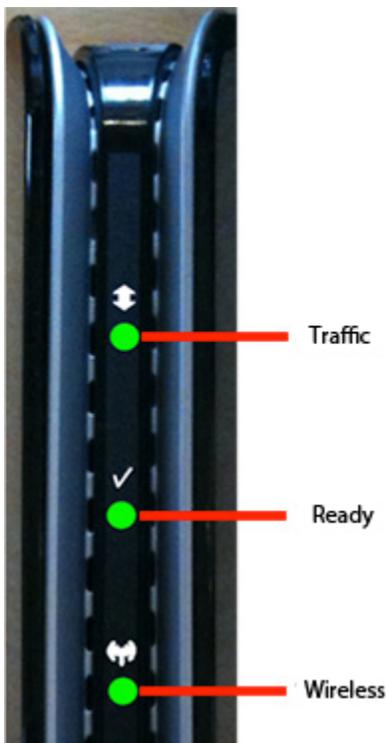
The 'traffic' light will flicker if there is activity on your network

The 'Ready' light is on and green when a connection is established between the router and Virgins network.

'Wireless' light being green signifies that Wi-Fi is working properly.

If any of these lights are not on, amber or red, this generally signifies problems with your ISP or router.

If internet connectivity is confirmed

If you have been able to confirm that your internet is ok, by confirming with your ISP or connecting another device to your network, troubleshoot as follows.

- Restart your internet router. This can be done by pulling the power connection out, waiting a few seconds then putting it back in. The router will take a couple of minutes to fully boot up. Recheck connectivity is still live on another device and that the status lights are all green on the router.

Wired device
- Ensure the Ethernet cable is plugged securely into your router.
- Ensure the other side of the Ethernet cable is plugged securely into your PC/laptop.
- Restart your PC/laptop and login to windows.
- After a moment or 2 check the bottom right of the screen on the taskbar for the network connectivity icon. If it is as follows then your internet connection is established.

- If there is a cross on the icon, it's due generally to the cable not being detected. Ensure the cable is plugged in again and replace cable and retest if necessary.
- If there is an exclamation mark, this usually means you are connected to your network, but there is an issue with internet connectivity. This most likely is down to your ISP. Contact your ISP to see if faults have been reported in the area. Try again an hour or so later by returning to the steps at the start of this section of the troubleshooter and retrying.

Wireless Device

- Ensure wireless is switched on. This depending on the laptop can be a switch or combination of keys, and there should be a status light to show connection.
- If wireless is on a PC and connected by a wireless USB device, ensure that this is plugged in properly to a USB slot and a status light shows it is connected on the wireless usb device.
- Restart your computer and login
- By left clicking the wireless icon in the bottom right of the screen next to the clock, you will be presented with a list of available wireless networks and whether you are connected or not.
- This symbol shows that you are connected to a network

- This symbol shows that you are not connected to a network, but there is networks available.

- If these symbols are visible there is nothing wrong with your device.
- A further troubleshooting step to try if there is still no network access after trying this is to remove the stored Wi-Fi networks and re-establish them.
- Next to the windows button there is a search box, start typing, "Change Wi-Fi settings"
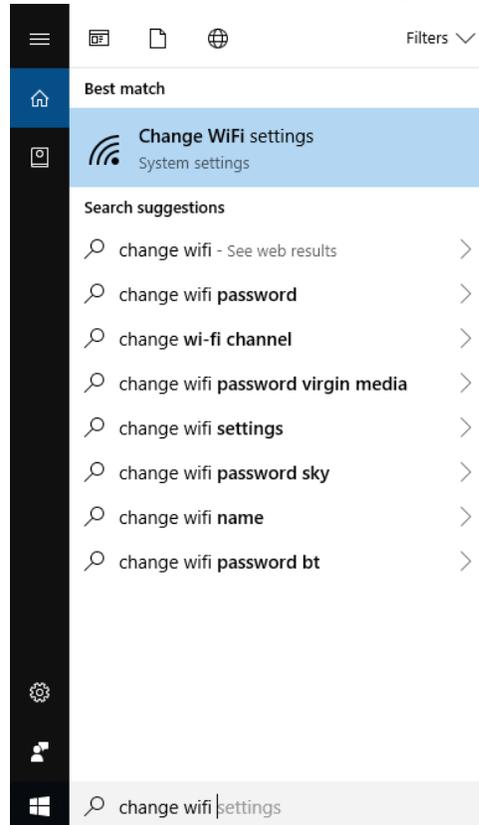
- Click on the "Change Wi-Fi settings" section that is highlighted.
- Click on manage known networks

WiFi

WiFi

⬤ On

TECHWIFI
Connected, secured

Show available networks

Hardware properties

Manage known networks

- Select the network that you wish the computer to remove and click forget.

⌂ WiFi

Manage known networks

+ Add a new network

Search this list

Sort by: Preference ⌄   Filter by: All ⌄

TECHWIFI

Properties   Forget

- Now left click the wireless icon

- Select your network from the list and input your wireless password. The identifier for your network called SSID and wireless password can be commonly found on your router at the back or underneath it.