TROUBLESHOOTING GUIDE

Internet or Wi-Fi not working

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Room PC Internet not working ©

- Have them reboot the PC by holding down the power button on the room PC.
 - o It should restart automatically there is no need to press the power button twice.
- If the internet doesn't work after rebooting the PC, send a co-pilot
 - The co-pilot will have to troubleshoot the issue at both ends of the Ethernet cable.

Wired Ethernet connection not working (Full-size Teaching Stations)

- The user **must be logged in to the Teaching Station** for the wired Ethernet connection to work.
- Laptops can sometimes get confused when they're connected to both Wi-Fi and a wired Ethernet connection at the same time.
 - So if the Ethernet cable is plugged in, make sure that Wi-Fi is turned off.

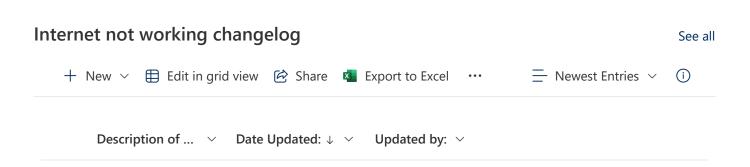
Wired Ethernet not working (Jr. stations)

- In order for the wired Ethernet connection to work on Jr. stations, the station *must* have been enabled via authentication with the same Ethernet cable, beginning from a disabled state.
- We don't support this use case very frequently any more, and we don't have good instructions for it. So your best bet is to ask Marc or Albert for help they may have to visit the room to help the user in person

Wi-Fi not working

- We are **not responsible for supporting the on-campus Wi-Fi network**, but we try to help when we can.
 - The helpline for Wi-Fi issues is the Info Commons help desk at (416) 978-4357.
- Users must log in to the UofT network with their UTORid credentials and accept the security certificate to access Wi-Fi.
 - If they did this, but they're not getting Wi-Fi, have them **forget the UofT network** and try connecting again.
- UofT members can also try using the eduroam network by connecting with their UTORid credentials.
- If neither network provides internet access, have a co-pilot investigate whether they are able to access internet via Wi-Fi in the area of the classroom
 - If the co-pilot isn't getting Wi-Fi either, submit a ticket to jog@eis.utoronto.ca for reports of no/bad Wi-Fi access. cc Albert and Dave

Keywords: #wireless #wifi #iPhone #Android #Google #net



Add instructions fo	3/16/2023	lan Swain
Added the line up t	2/16/2023	lan Swain
Built beta version o	12/5/2022	Joshua Chau

Properties

Verify after:

April 14

Page owner(s)



Joshua Chau