

# 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.
  - 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](mailto:jog@eis.utoronto.ca) for reports of no/bad Wi-Fi access. cc Albert and Dave 🚨




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

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