**Reset Internet Connection**

1. Navigate to the desktop. (From Home, tap or click the Desktop tile).
2. Right-click the **Start** button (the Windows logo in the lower-left).
3. Choose **Command Prompt (Admin)**.
4. When asked whether to allow Command Prompt to make changes to your computer, select **Yes**.  
     
   **Note:** If you are asked for an administrative login, you will need to contact your system administrator.
5. Type "ipconfig /flushdns" and press Enter.
6. Type "ipconfig /registerdns" and press Enter.
7. Type "ipconfig /release" and press Enter.
8. Type "ipconfig /renew" and press Enter.
9. Type "netsh winsock reset" and press Enter.
10. Restart the computer.