|  |
| --- |
| **it SUPPORT INSTRUCTION** |

**network connection FIX**

VERSION 1.0

INTRODUCTORY PROVISIONS

GOALS

This instruction defines the procedure for an employee to follow providing advice on fixing network connection.

TASKS

The main objectives of the instruction are:

* description of the steps to take when PC has no network connection.

PERIOD OF VALIDITY AND PROCEDURE FOR MAKING CHANGES

Changes to the instruction are made when new settings appear in the SOFTWARE, as well as when information on current settings is updated.

**CHECKING PARAMETERS**

* Make sure Wi-Fi is on. Select **Start** > **Settings** > **Network & internet**, then turn on **Wi-Fi**. Next, select **More options** (**>**) next to Wi-Fi, then select **Show available networks**. If a network you expect to see appears in the list, select it, then select **Connect**. Open Wi-Fi settings
* See if you can use the Wi-Fi network to get to websites from a different device. If you can’t, restart your modem, router, and device, and re-connect to the Wi-Fi.
* Try turning Wi-Fi on and off. This can solve issues by restarting your connection.
* If your Surface still isn't connecting, try the steps on Surface can't find my wireless network.