1. I will check to see if I can load another website.
   1. If I can open it then the problem only happens with that certain website. I will clear cookies and cache. If it didn’t work it means there is a problem with the website itself.
   2. If I can’t open it then I will launch another browser and try to open the site
      1. If the site works in another browser, then the problem is with that particular browser
      2. If the site doesn't work in another browser, I will try to load it on another computer. If the problem persists I will check for the Internet connection problem