No connection available - What to do?

Is different PC able to connect?

Yes → **Is the PC connected to the Internet?**

No → **Is the server PC running and logged in?**

The Wifi is connected, if you find this symbol somewhere on the screen

Is the PC connected to the Internet? — No → **Try to reconnect to the Wifi**

The Wifi you should select is called "clinic-wifi" and its pasword is "firstaid".

Try to reconnect to the Wifi → **Is the connection problem solved?**

Is the connection problem solved? — No → **Restart the PC**

Is the connection problem solved? — Yes ↓

Is the PC connected to the Internet? — Yes ↓

No → **Restart server PC and log in, if necessary**

The server password is "firstaid-server"

The router is the small, black box labelled with "ROUTER". It provides the network which is used to connect the computers with each other.

Is the server PC running and logged in? — Yes → **Is the Wifi-LED on the router on?**

Is the Wifi-LED on the router on? — No → **Replug the router's charger to the server PC and wait for the Wifi-LED**

Is the Wifi-LED on the router on? — Yes →

Is the connection problem solved?

No, and all PCs are affected → **There seems to be a bigger problem with the entire network, try to collect all data manually for now.**

Is the connection problem solved? — Yes → **Back to business ;)**

No, but only my PC is affected → **There seems to be an issue with your PC, use another one and try again**

Please inform the person you believe to be the IT specialist or contact Jojo!

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