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Q: I cannot get on the Internet at all. What do I do? (Web page cannot be displayed)

- A:
- Check all power cables to make sure all equipment has power
 - Check all network cables and make sure they are connected
 - Unplug power cable from router for 10sec, plug back in, wait 2min and try again
 - Restart your computer

Q: I can go to some websites but not others. What do I do?

- A:
- Unplug power cable from router for 10sec, plug back in, wait 2min and try again

Q: My Internet is extremely slow. What do I do?

- A:
- Unplug power cable from router for 10sec, plug back in, wait 2min and try again
 - Restart your computer
 - Make sure anti-virus is up-to-date (If Applicable)
 - Perform computer maintenance (e.g. Remove Cookies, Run Disk Clean Up, Defragment Drive)