**Basic Network issues**

As 90% of the requests received are about network and Internet issues, the following common instructions, drawn from our IT personnel’s experience, may assist. These include:

1. Restart client computer: A simple reset will clear out bad settings which could be causing connectivity issues, and if it doesn't help, it only took a minute.
2. If using a laptop, ensure the laptop's wireless adapter is enabled for laptop users.
3. Clear the computer's DNS cache.
4. Restart the Internet modem and router for a client working from home.
5. Perform a soft reset on the network: A soft reset causes the router and modem to clear their respective caches and refresh.
6. Perform a hard reset on the network (if possible). A hard reset causes the router and modem to forget all the settings, restores the network to its factory settings (including the factory network name and password).

**Advanced Network troubleshooting**

1. Clear the computer's DNS cache.
2. Clear the browser's cache.
3. Try a different website or program: Try another website or online program to see if these can connect.
4. Repair connection. There could be a software problem on client computer causing the connectivity problem. Both Windows and Mac computers have built-in repair tools that you can use to try to fix the issue:

Windows - Press Win+R > ncpa.cpl > click OK > right-click your network adapter > click Diagnose > follow any on-screen prompts.