



Why Can't I Connect to Internet?



Either at home or at school there can be a couple of reasons why you are unable to connect to the Internet wirelessly from your laptop.

1. **Airport Symbol:** This is on your Menu Bar and will tell you if you are receiving a radio signal from an airport device. The more bars that are lit up the better your signal and therefore the better the Internet connection.
 - a. Click on it and choose your wireless network name.
 - b. Make sure that you choose YOUR Airport. If your Airport name does not appear check to make sure it is powered ON.
 - c. Click on your Airport name. If you have a "locked" network then it will ask you for your password.
 - d. Once you are connected to your wireless network, the bars on this symbol should be black. If they are not then move to a different part of your home to get a stronger signal.
 - e. When you are in the middle school you should always choose **MS Air**. If you choose a different network you will not be able to access printers and servers in our building.
2. **Location:** You will find this under the blue or grey apple on your Menu Bar. This is where the different configurations are for connecting to the Internet.
 - a. **MS:** This location should be chosen whenever you are in the middle school.
 - b. **DHCP:** This location should be chosen whenever you are outside the middle school such as at home, the public library etc. This setting will also work in the middle school and should be switched to if your **MS** setting is not working.
3. Always check more than one Internet site when determining if your Internet is working. Sometimes certain sites are "down" and will give you a faulty diagnosis.
4. Check other computers in your household to see if they are connecting.
5. **RESTART:** If you are still unable to connect you should restart your computer. This is especially true if you move to different locations (ex: home to school).

