



# I.T. Troubleshooting at home

The technology we use is pretty cool. We can message people across the planet in a few nanoseconds. We can play games or stream videos online. We can find the perfect photo for an assignment. It's important to remember that all that coolness is complicated. There are a lot of things that have to happen for the coolness to happen. If one of those things isn't working then things are not so cool.

Below are some basic trouble shooting tips to try if things aren't working for you but before you read them I want to remind you of that old saying, "If at first you don't succeed, try, try, again."



## INTERNET your home connection

Do you have an internet connection? Open a web browser and see if you can connect to more than one website.

### **Restart you WIFI router.**

Sometimes this can help get your internet working again. Before restarting your router, check with whoever "manages" your internet connection at home. Make sure it's okay to restart it. You don't want to restart your WIFI router right in the middle of your brother or sister uploading their homework assignment! Do the pages you are trying to connect to load very slowly?

Is someone else in the house playing online games, streaming movies or music? In other words, are they hogging all the bandwidth? If so, **ask them to pause what they're doing and see if it helps.** You may need to decide as a family to limit all non-essential internet use during the times when people are working. This includes watching netflix, and other online videos.



## DEVICE your machine

If you're on an iPad check how much free storage space you have. If your iPad is almost full it won't run well. Freeing up space can make your iPad run like it's brand new! It may be time for a clean up. Delete old unneeded files and move ones you might want later to your OneDrive. The same holds true for those using a MacBook.

On a MacBook, quit unnecessary programs and close unnecessary apps. If you're on a laptop and you have 800+ tabs open you're not helping yourself. Open tabs are probably using your bandwidth even when you aren't using them. If you're in the habit of keeping a bunch of tabs open you might consider using a browser add-in like OneTab. (OneTab works in Chrome or Firefox.)

Restart your device. As we move around from school, to home or to restaurants, our devices get "clogged up" with all the network settings. Restarting your device can help. It gives your iPad/MacBook a fresh start.



## SYSTEM you are connecting to

This applies to any website or online system you are connecting to.

Sometimes the systems you are connecting to have problems. It could be that the machines they are running from are disconnected from the web, or that they are applying an upgrade and hence temporarily unavailable.

In that case wait for 10 minutes and try again.