



### **WiFi Connection Troubleshooting**

The WiFi is a shared service and depending on usage levels at a particular access point, it could be slow or occasionally drop a connection. If you are having issues connecting, we suggest you try some basic troubleshooting:

**Step 1:** Check that you are connected correctly:

- Check your username
- Confirm you're using the correct password (especially if you have recently changed your password)

**Step 2:** Remove or Forget the WiFi network than reconnect to it and if prompted accept the certificate

**Step 3:** Restart your device

**Step 4:** Check your device and systems are up to date (confirm you are running the latest version of an operating system)

**Step 5:** Visit or contact [IT Support](#)

### **Other things to consider:**

- The number of people around you can affect your connectivity. Access points (AP) support a fixed number of users. As more people start using WiFi on the same AP as you, the weaker the signal will become as it is shared between more people. For better access, move to a less crowded area
- The use of personal hotspots, range extenders or virtual router apps can disrupt Wi-Fi signals and we discourage use
- Disable power savings mode. Some devices may slow down WiFi to conserve battery power.
- If a sustained high speed connectivity is required, a wired connection is recommended.