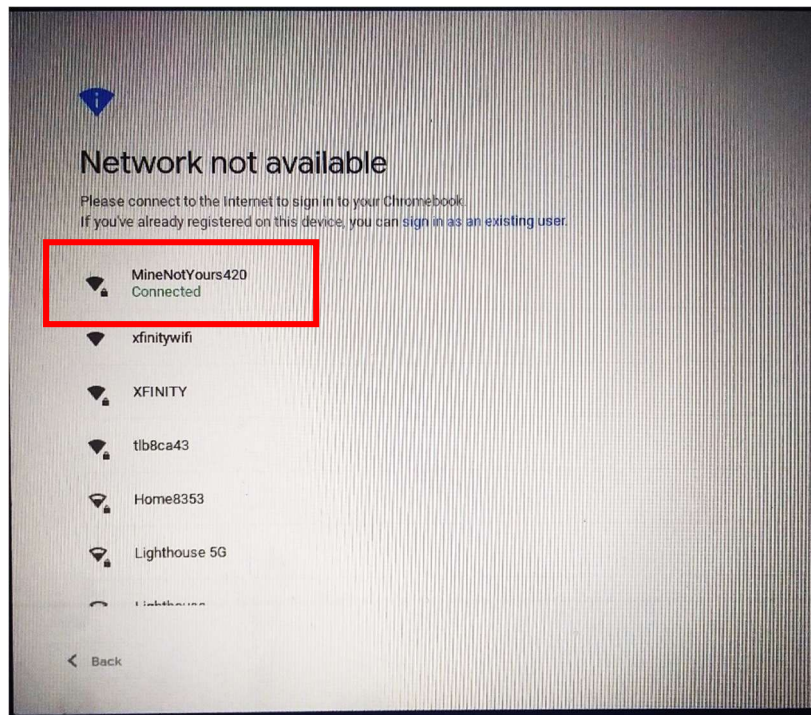


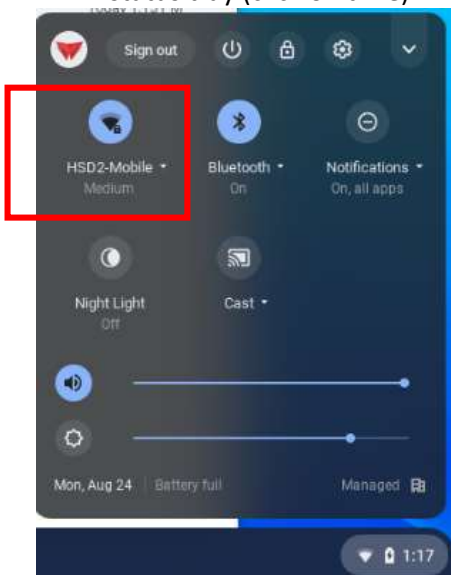
NETWORK TROUBLESHOOTING ON CHROMEBOOKS

NETWORK NOT AVAILABLE

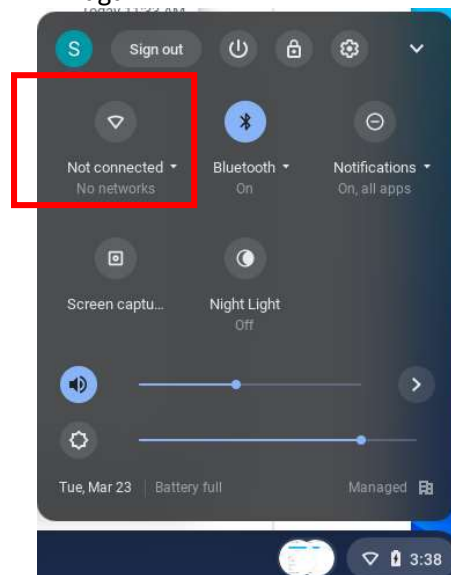
If the device **shows connected to wi-fi** and **other devices at home are working**, but Chromebook still getting no internet (**Network not available message** instead of Sign in to your Chromebook):



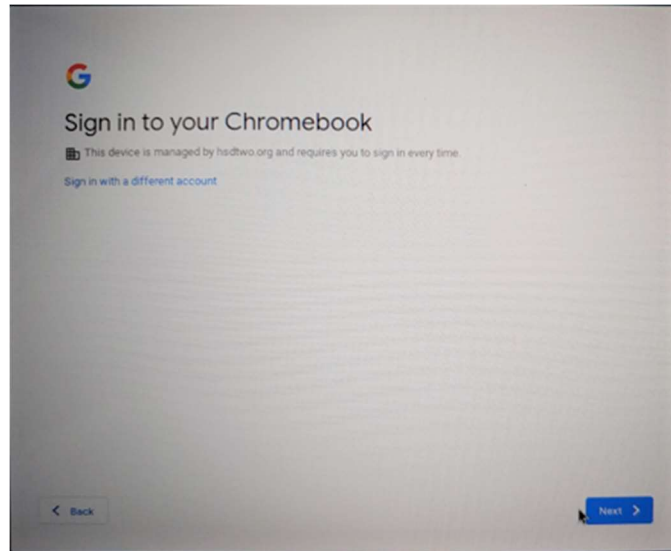
1) Disconnect from home wi-fi by clicking wi-fi icon in status tray (click on time)



2) Wait 10 seconds and rejoin by tapping wi-fi icon again



- 3) If it still doesn't show the "Sign in to your Chromebook" screen below, then restart the Chromebook and do steps 1 and 2 again



- 4) If still getting the Network not available message, power off the home wi-fi router/modem, wait for 10 seconds and then power router back on, and wait for all lights to resume normal operations
- 5) Once router/modem is restarted, restart Chromebook and try to connect to wi-fi and see if you can log in
 - a. If it doesn't connect, test device with your phone wi-fi hotspot on and connect the Chromebook to your phone hotspot
 - i. If it does not connect up to internet using the hotspot, submit a help ticket from my.hsd2.org on a phone or other device with service to get a loaner device while your device is repaired
 - ii. If it does connect to the hotspot, then contact your home internet service provider

MISCELLANEOUS ISSUES

If no devices are working at home, and restarting home router doesn't fix it; call your home internet service provider.

If no wi-fi networks show to connect, make sure wi-fi is turned on. If it is, and other devices at home see networks available, then contact school for loaner while your device is being repaired.

If pages aren't loading or are loading slowly, do a network speed test at <https://www.speedtest.net>. Also test other devices at home. If those numbers are not what you are expecting from your internet service provider, please contact them.

If your Chromebook will not connect automatically at school but does connect at home, try restarting. If that does not resolve the issue, please submit a help ticket from my.hsd2.org on a phone or other device with service to get a loaner device while your device is reconnected to the network by technicians