

CRAIG'S LAW:

"A restart fixes 85% of all IT related problems."

This applies to your computer, printer, phone, router, email and more.
It sounds obvious — but more than likely, it will work!

KEEP THIS PAGE NEAR YOUR COMPUTER

Print it out, or photograph it with your phone — so you always have it handy.

Problem	Try first	If that doesn't work
No internet	Restart computer AND modem (30 sec off)	Check modem lights — Chapter 3
Slow internet	Restart modem, close other devices	Move closer to modem; call provider
Wi-Fi won't connect	Turn Wi-Fi off and on; re-enter password	Forget network and reconnect
Connected but no internet	Restart modem	Check provider's outage page
Password not working	Check Caps Lock; check modem sticker	Call Craig — 0411 147 909
Pages loading strangely	Try a different browser	Clear browser cache (Ctrl+Shift+Del)
Nothing works	Run Windows Troubleshooter	Call provider or Craig

Need more help? Call Craig on 0411 147 909 | seniorsguide.net.au

Get the full Internet Troubleshooting eBook for \$14.95 at seniorsguide.net.au