

# Tech Medics Tech Notes

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## I can't get on the Internet!

One of the most common computer problems is not being able to get on the internet. Here are a few simple things you can try that may just help you get back online and surfing the web.

- Make sure the lights on your modem and/or router and network adapter are lit.
- Restart your computer and reset your modem and/or router.
  - To reset your modem and/or router, simply unplug it for a few seconds and plug it back in.
- Do a "repair" to your internet connection. It is an automated process and corrects many common connectivity issues.
  - *Windows XP* – On your task bar, next to the clock, locate your network icon. It will look like either a single monitor with waves coming off of it (wireless) or two monitors (wired). Right-click on the icon, then left-click on "Repair"
  - *Windows Vista* – On your task bar, next to the clock, locate your network icon. It will look like two monitors. Right-click on the icon, then left-click on "Diagnose & Repair"
  - *Windows 7* – On your task bar, next to the clock, locate your network icon. It will look like either a single monitor or 5 ascending bars. Right-click on the icon, then left-click on "Troubleshoot problems"
- Temporarily disable your antivirus software.
  - Some antivirus programs interfere with connecting to the internet. Even if you have not installed a new antivirus program, an update may have changed its settings. If this fixes your problem, you will have to adjust your antivirus settings to allow for you to connect to the internet.

Want more information or have questions? Contact [TechMedics@socen.com](mailto:TechMedics@socen.com) or call (888) 826-4211