# What do I do if the Wi-Fi isn't working?

Turn the computer around and look at the back. There should be two green lights on below the antenna from the Wi-Fi card. If they are lit it means the card should be working.
There is also a thin cable screwed in above the two lights. Check to make sure this is in place and screwed in tightly. (This cable connects to the antenna that sits on the computer desk and is necessary for the card to work.

If the lights are not lit (or even if they are), you will next want to turn off the PC and unplug the power supply cord from the back. (It's important that you do this.)
Open the PC case. This is done by squeezing the indentation on the back of each side and pulling up. The case should lift up fairly easily. (This is a whole lot simpler than the old style cases you had to unscrew first.)
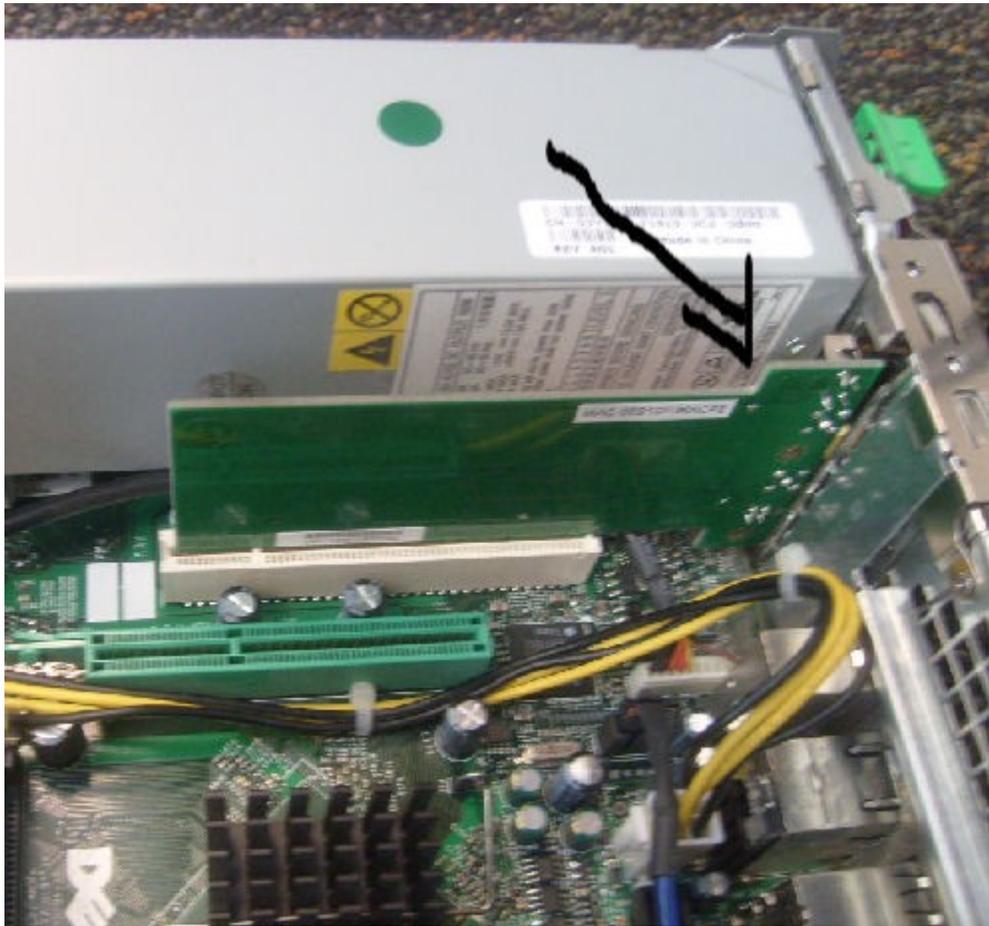
Check to be sure the Wi-Fi card is firmly seated in the slot and reseat it if necessary. (They do come loose occasionally. Especially if you have recently moved the PC.) Close the case and reattach the power cord, then boot up and try to connect to the Internet.

1.If the card isn't the problem the next thing you should do is hover the mouse pointer over the network icon in the system tray on the right side of the screen. It will show the network you are connected to (usually 'Seal' here) and how strong the connection is. In the photo below it shows no connection because the screencap was taken in a place that was not a Wi-Fi hotspot. The network icon is the one that looks like a flight of stairs. It has a red X on it if there is no connectivity,
See below for a picture of the system tray and that icon.

If it shows low or no connectivity you should right click on the icon and choose 'repair'.
That will reboot the network and refresh the connection and network address. That may be enough to take care of the problem.

If you are still getting low connectivity try clicking on 'view available wireless networks'. This will show you all the networks in range. You might try disconnecting from your network and reconnecting to it. This may give you more connectivity.
Note: You need to be in an administrator account to do the above.
A picture of that screen is below.
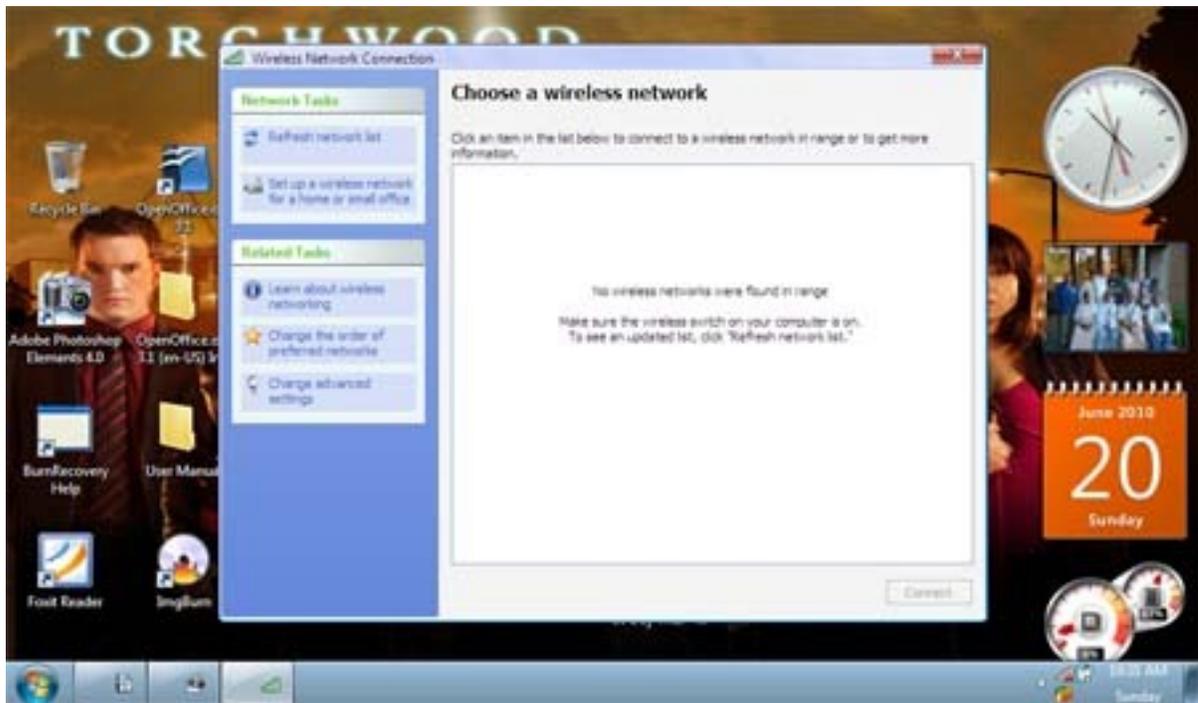
If you are still getting low connectivity check the card again to see if it is lit in back..(You don't need to open up the computer again.) If it's lit, try moving the antenna to a different location.
You also should close Firefox and reopen it. This is especially helpful if the indicator shows a connection there but you can't open any sites.
Another suggestion is to try going to a different site than the one you are having problems with. Google and Yahoo are good choices for this. Doing this will let you know if the problem is with a particular site's server or with the connection itself. (It's the latter if you can't get to any sites.)

Finally, The last thing you should do is contact the administrator. The router and modem may need to be rebooted. It would also be very helpful if you write down the text of any error messages you receive and note if you had a connection and couldn't get sites to load or didn't have a connection at all. (This information will be helpful if you need to contact the Computer Team as well as your own administrator.)