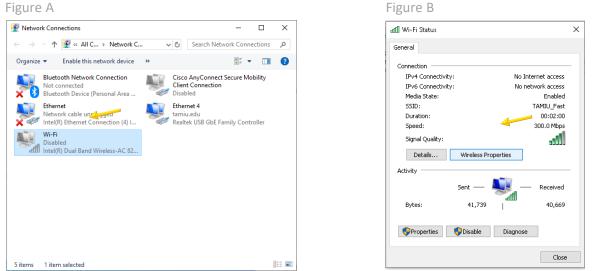


Guide on how to fix No Internet Access or Yellow Triangle Office of Information Technology

If you see a yellow exclamation \mathbb{A} notification next to a Wi-Fi Icon \mathbb{A} , we suggest trying the following steps in the order below to resolve the issue.

If you are at home:

- 1) Reset your modem by plugging it out for 1-2 minutes and plugging it again. Try browsing after modem is on again. Continue with the following steps, if you are at TAMIU or home:
- 2) Restart your computer: several issues have been resolved by restarting the device with the problem. A full shutdown, power down the device completely and power on again, may be necessary.
- 3) Repair the connection: Click on the Windows Start Icon 📫 , select Settings 🔅 . On the Windows Settings screen, select Network & Internet. On the Network Status screen, select Change adapter options. Double click on Wi-Fi Network Connection (See figure A). On the Wi-Fi Status screen, select Wireless Properties (See figure B).



On the Wireless Network Properties screen, click on *Security* tab, and select *Advanced Settings* (See Figure C). Change Authentication method to *User or Computer Authentication*. Click OK to save your settings and close network settings windows (See Figure D). Your Wi-Fi will disconnect and re-connect automatically.

THE COST NEW	work Properties	×	Advanced settings
nnection Security			802.1X settings 802.11 settings
Security type: Encryption type: Network security key	WPA2-Personal AES		Specify authentication mode: User or computer authentication Delete credentials for all users
	Show characters		Enable single sign on for this network Perform immediately before user logon Perform immediately after user logon Maximum delay (seconds): Allow additional dialogs to be displayed during single sign on This network uses separate virtual LANs for machine and user authentization
Advanced settings	4		

Note: If after 2 minutes, it does not re-connect, click on the Wi-Fi icon at the bottom right of your screen and connect to the appropriate Wi-Fi. If on campus, select TAMIU_Fast.