



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

If you see a yellow exclamation mark  notification next to a Wi-Fi icon , 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).

Figure A

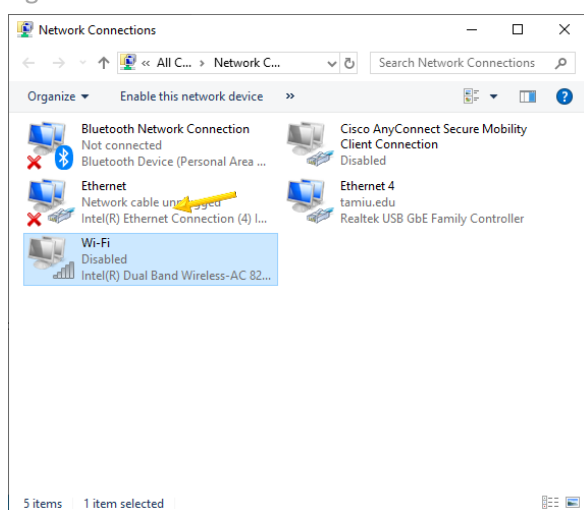
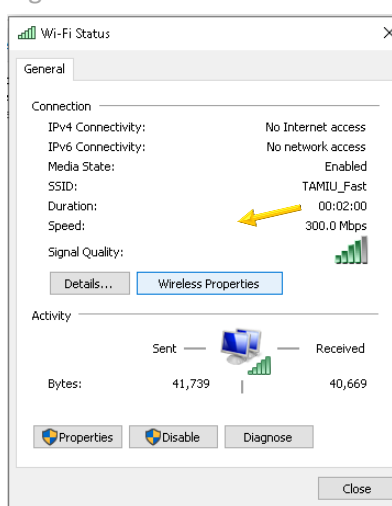


Figure B



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.

Figure C

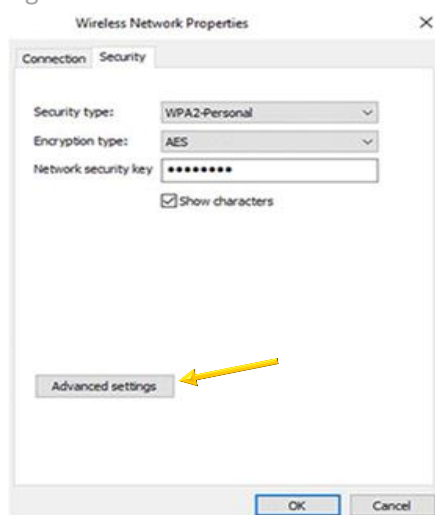
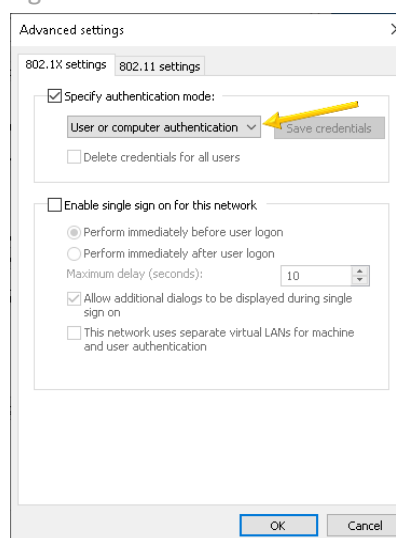


Figure D



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.