

NETWORK

Internet down? A 3-minute checklist

Rule out the simple stuff, then we take over — including chasing your provider.

1. **Is it one device or everyone?** If your phone (on Wi-Fi) works but the laptop doesn't, it's the device — skip to step 3.
2. **Whole office down?** Check the modem/router lights. A steady red or no "internet" light usually means a provider outage. **Power-cycle once:** unplug the modem and router, wait 30 seconds, plug the modem in first, wait for its lights, then the router.
3. **One device only?** Toggle Wi-Fi off/on, or forget and rejoin the network. On a wired desk, check the cable is clicked in at both ends.

Then let us take it

If it's still down after one power-cycle, open a ticket (from your phone if needed!) or call us. Tell us: whole office or one device, and any lights that look unusual. **We'll take it from there — including opening and chasing the ticket with your internet provider**, which is our job, not yours.