

NETWORK

VPN won't connect from home or on the road

The three usual causes and their quick checks before you hand it to us.

1. **Internet first.** The VPN needs a working connection underneath — open a website. Hotel or café Wi-Fi often needs you to accept terms in a browser page before *anything* works.
2. **One retry, one restart.** Disconnect/reconnect once; if not, restart the VPN app. Half of transient failures end here.
3. **Time and date.** A laptop with a wrong clock can fail secure connections — check the taskbar clock is right.

Hand it to us with details

If it still won't connect, open a ticket with: the exact error message (screenshot is perfect), where you are (home / hotel / mobile hotspot), and when it last worked. We'll check the VPN service and your account from our side and remote-in if needed — please leave the laptop on and online.