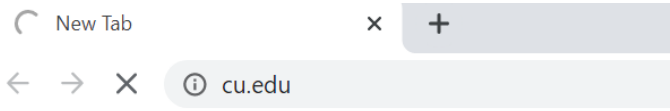
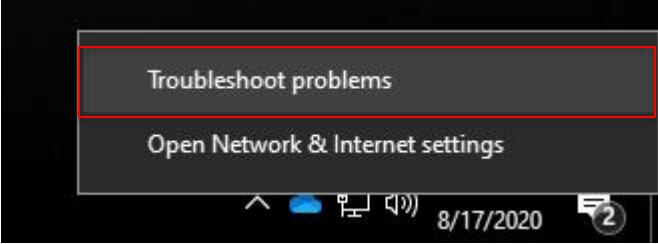


## How to Troubleshoot Home Internet Connection

<p>Verify the issue: If you're seeing lag in a website, or trying to download a file, check that you're able to access another website such as YouTube or CNN.com. If you're able to access the other site, then the issue may simply be with the slow website or file server, and not your home network or your computer.</p>	
<p>Verify if other devices on your network are having an issue: Make sure Wi-Fi is enabled and that you are connected to the proper SSID using the correct password. If you're running Windows, right-click on the network icon in your system tray and select <b>Troubleshoot Problems</b> to run the Windows Network Diagnostic routine. This can sometimes correct common issues by resetting the adapter.</p> <p>Check your network adapter settings to make sure the adapter is using the correct gateway address and other settings.</p>	
<p>Verify you're connected to the VPN: Launch the application and note if it states <b>Connected</b> or <b>Disconnected</b>. If it reads <b>Disconnected</b>, verify the VPN server, vpn01.cu.edu, and connect using your normal system credentials.</p>	