

If you are having Wi-Fi connection issues at home, please try the following steps:

1. Restart your laptop (do not push the power button). If there is still no connection, try another restart. If that still doesn't work:
 - If you have access to an ethernet cord, plug your laptop into it. Click on the Wi-Fi icon, select your home network and click "Connect".

If there is still an issue with connecting to home Wi-Fi, the following steps will need to be taken:

1. From an LWSD location (parking lots close to the buildings work great), restart your device.
2. Wait as long as you can, but at least 10 minutes and then shut the laptop down using the Start menu (not the power button).
3. At home, start laptop and connect to home Wi-Fi. Allow 5-10 minutes for DirectAccess to connect.