

Connecting to the Internet: Learn how to connect your device including your desktop/laptop or your tablet/smartphone to the Internet.

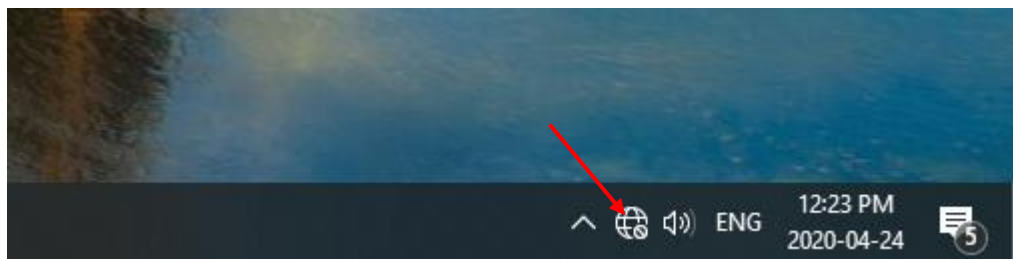
Before You Begin:

In order to have access to the internet on your device, you will need an accessible signal in your location, either through an internet service provider like Rogers or Bell, or through free Wi-Fi in public spaces like libraries.

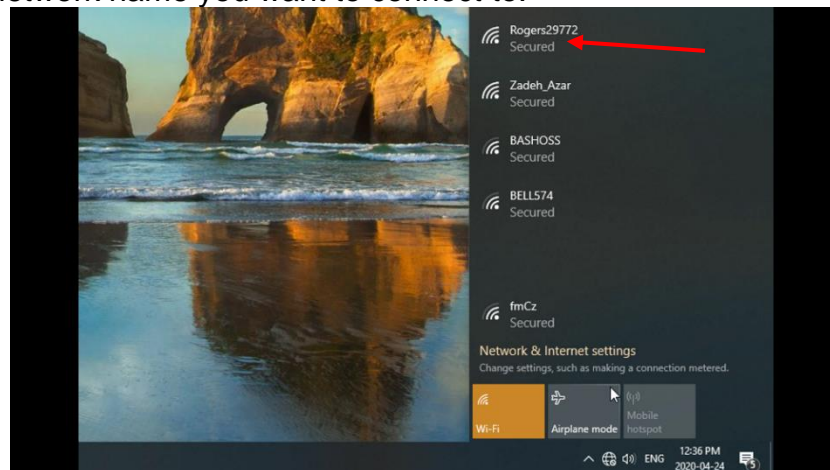
If you want to connect your desktop to the Internet (wirelessly) through Wi-Fi, your computer must have that capability. You can easily find that information in your computer *User Manual*.

How to Connect your Desktop or Laptop to the Internet:

1. Click on the *network icon*. Desktop computers usually show the network icon on a menu bar at the bottom of the screen.



2. Click on the network name you want to connect to.

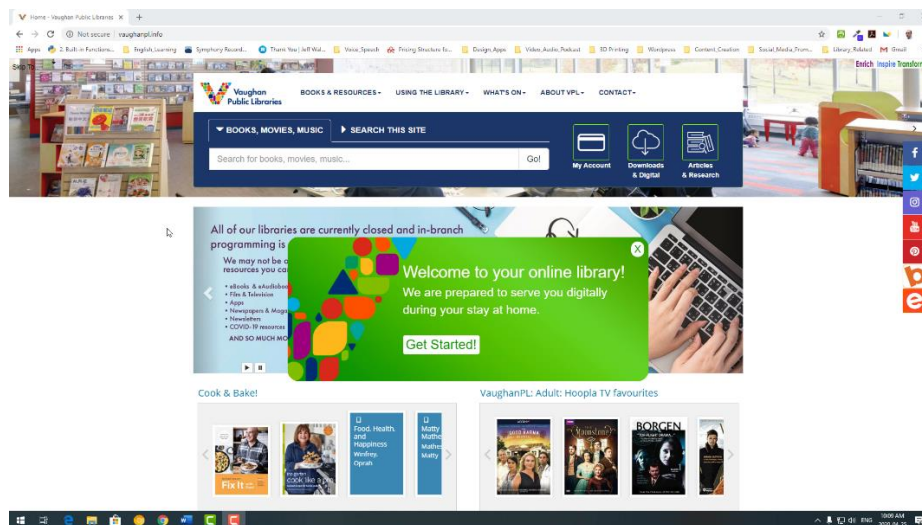


3. Add the Security Key (your network password) and click *Next*.



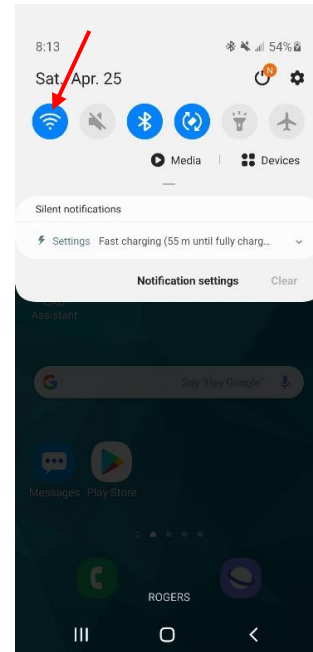
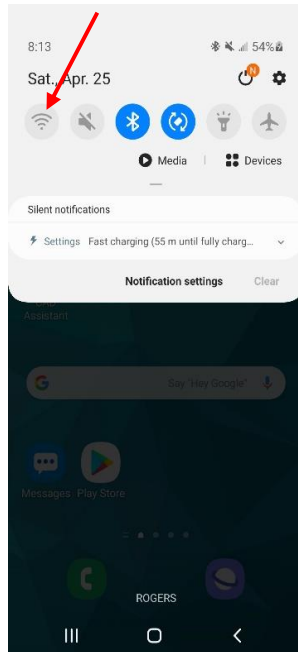
For your home Internet connection, it is recommended that you choose a strong password with numbers, letters, upper and lower-case letters.

4. Open your browser (Chrome, Internet Explorer, Safari) and enter a new website or search term into Google to make sure you are actively connected. Sometimes there is an extra step when connecting to public Wi-Fi. For example, when connecting at Vaughan Public Libraries, you must click on *I Agree* in a pop-up browser window for *Terms and Conditions*.

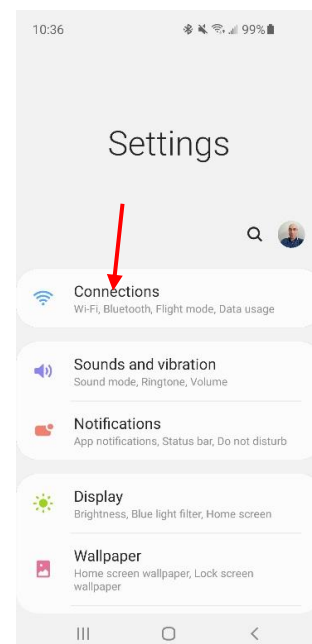
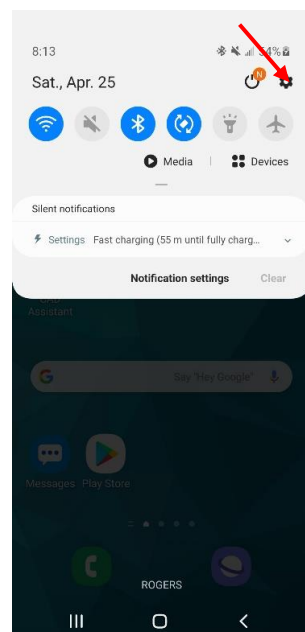


How to Connect Your Tablet or Smartphone to the Internet:

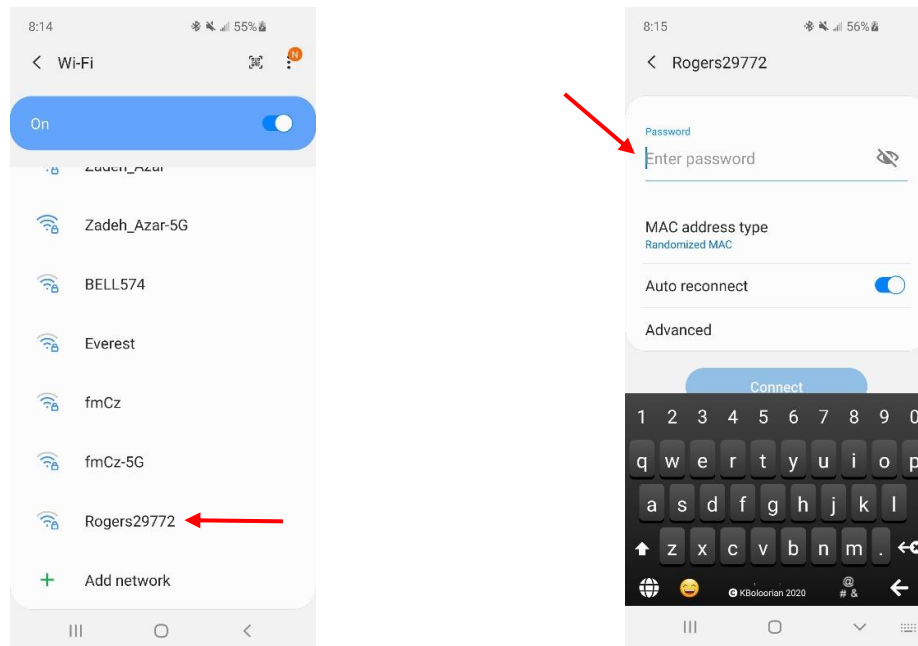
1. Tap on the Wi-Fi connection icon. Usually you can see the Wi-Fi icon on the top of your device, or in your device *Settings*. If this is a network your device has connected to before, simply tap on the Wi-Fi connection icon and you will be connected.



2. If you are connecting to a new network, go into your device's *Settings*, click on *Connections* and tap on the network you'd like to connect to.



3. Enter the password (if necessary) and tap on *Connect*.



4. Open your browser (Chrome, Internet Explorer, Safari) and enter a new website or search term into Google to make sure you are actively connected. Sometimes there is an extra step when connecting to public Wi-Fi. For example, when connecting at Vaughan Public Libraries, you must click on *I Agree* in a pop-up browser window for *Terms and Conditions*.



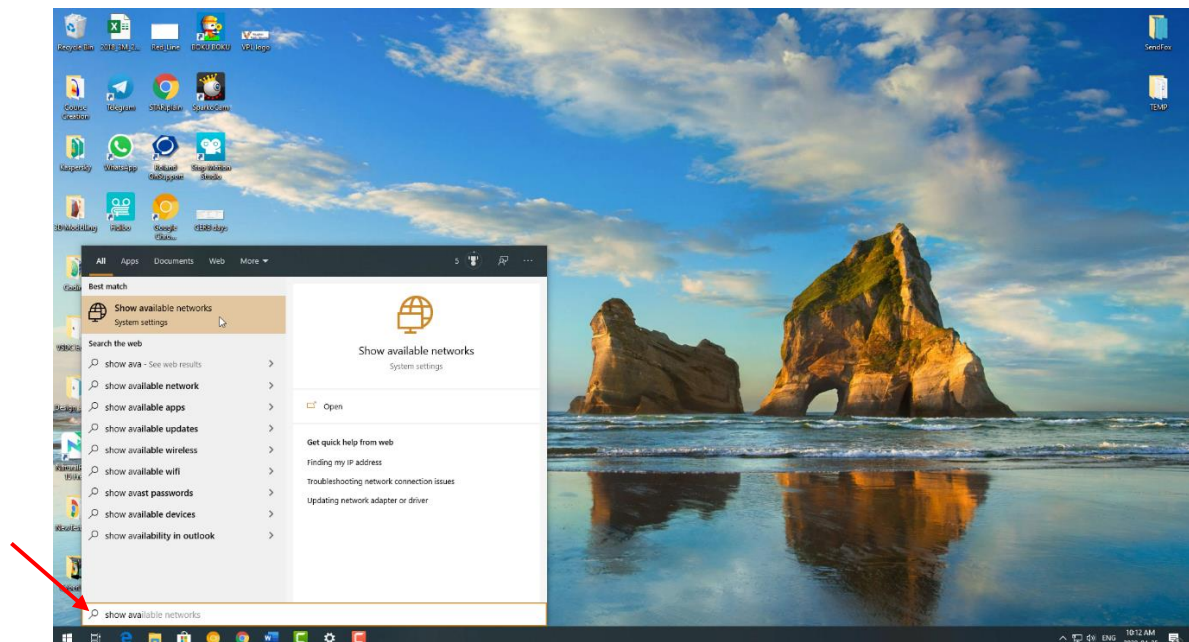
Troubleshooting for Common Problems:

Problem 1: You can't find the network icon on Desktop or Laptop:

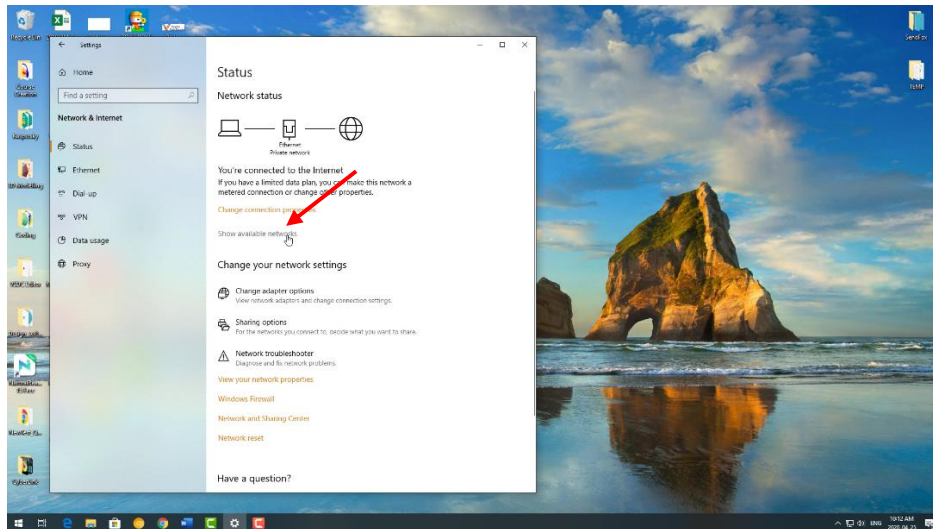
1. If using Windows, click on *Start*.



2. Search for *Show Available Networks*.



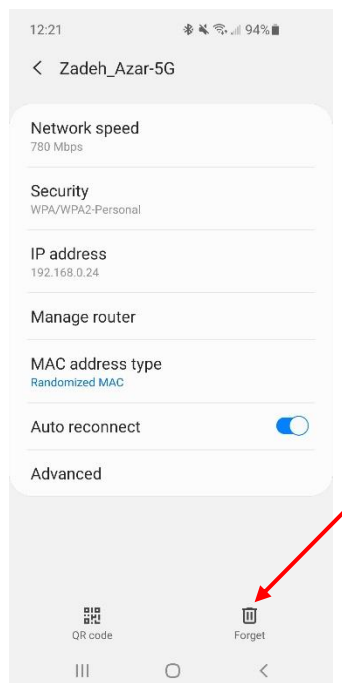
3. Click on *Show Available Networks*.



Problem 2: It looks like you are connected, but the Internet is not working.

Usually one of these, or a combination may fix the problem:

1. Reboot the modem by unplugging it and plugging it back in again.
2. Restart your device.
3. Disconnect the Wi-Fi and then reconnect it. On tablets/smartphones, it is better to disconnect it completely by going to the *Settings* (explained previously) and tapping on *Forget* the connection. Then follow the previously mentioned steps to connect.



Problem 3: You can't find the name of your home network in your list of connections.

1. Make sure no one else at your home has changed the name of the network. If yes, see if that name is available in the network list.
2. Restart your device.
3. Check other devices in your location to see if they have the same issue.
4. Make sure your modem is on and working. Try re-booting it by unplugging it and plugging it back in.
5. Reset your modem to the factory mode and start the initial set-up process. You should call your Internet service provider for assistance.