

# Troubleshooting Student Laptops with Home Verizon Networks.

Verizon assigns a password to your wireless router at home. It's called a WEP key. If this password is typed incorrectly it gets stored on the school laptop and students have no way to change it or even know it's wrong. This is a new bug with the laptop operating system we didn't have last year so it took awhile to troubleshoot why this was happening.

The directions below will reset the laptop's memory of any wireless network. If you have perviously entered in other wireless network's passwords, you will need to enter them in again upon reconnecting. If you are unable to connect to your Verizon wireless network after attempting this fix - don't get discouraged! Start over at step 1 and try again, as you may have inadvertently typed the password incorrectly.

Before attempting this fix - please make sure your laptop is connected to the internet. If you are home (obviously not connected to wifi) try connecting hard-wired using an ethernet cable, or connecting to a different wireless network than your own.

1. Open Self Service
  2. Log in anonymously
  3. Locate the "Student Home Wi-Fi Fix"
  4. Click "FIX IT!"
  - 5. Read the directions pop up!**
  6. Follow said directions. Enjoy internet.
- Note: If still unsuccessful please restart computer and repeat all steps - then contact Help Desk**

