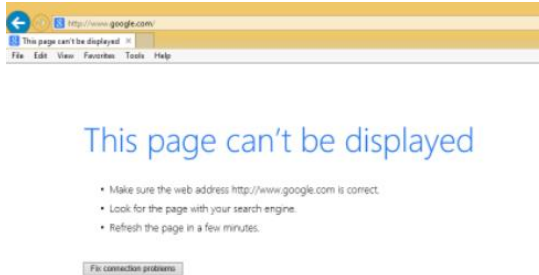


INTERNET ACCESS ERROR – WORK AROUND

1. Problem Description

- Web Site page fail to load (Page not Display)



- Applications that require internet are not working
- Network icon may show "No Internet Access" at bottom right Task bar



- Internet access intermittent

2. Possible Root Cause

- Computer network connection issue
- Network cable is loose or disconnected
- Network cable is damaged
- Temporary network interruption
- Office network equipment issue

3. Resolution

- Check the network cable connection
- Reconnect the network cable
- Restart the computer and test access internet again
- Contact IT Support if the issue persists

4. Steps of User Guide

Step 1 — Check the Network Cable

- Ensure the network cable is firmly connected to the computer.
- Check that the cable is securely connected to the wall network port.
- If the cable appears loose, unplug and reconnect it.

Step 2 — Check Network Cable Lights

- Check network port on the computer.
- Check if the network lights are blinking or illuminated.
- If there are no lights, reconnect the cable and check again.

Step 3 — Test Internet Access

- Open a web browser.
- Visit a website such as Google or any company website.
- Check whether the website loads successfully.

Step 4 — Restart the Computer

- Save your work.
- Restart the computer.
- After logging in, test the internet connection again.

Step 5 — Check Other Users Nearby

- Ask a nearby colleague if they can access the internet.
- If multiple users are affected, there may be a network outage.

5. Escalate to IT Support if still not resolved

- Internet is still unavailable after reconnecting the network cable
- Network cable lights remain off
- Multiple users in the area are affected
- User cannot access internet after restarting the computer

- Error messages related to network connection continue to appear
- Business applications and Outlook remain offline after troubleshooting