# I can't connect to internet or webpage isn't loading?

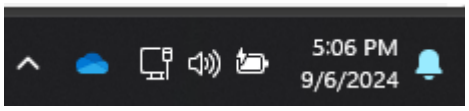
There is many reasons why this can happen, let go over a few things to check. If at any point you don't feel comfortable doing these steps or would like assistance, feel free to give us a call 1 (855) 994-2900 or Email support@precision-computer.com

**1. Is this only an issue on one device or multiple.**

a. If all computers don't have internet (try multiple different websites), then try restarting your modem or whole network.

b. If just your computer, you may try restarting your computer to see if it clear it up.

I. If still an issue, try to figure out if your connected to the internet and how... Wired or Wireless (WIFI)




In bottom corner of your screen you can see the icon computer with cable of Wifi, make sure you are connected and on the correct network.

**2. Is it just a single program or website, or is it all websites you try, (try at least 3 different websites)**

a. If just single website, it could mean that site is down, you may give it time or try to reach out to find out what's going out (if its something that is on your own company server, you may reach out to support right away).

b. if its multiple different websites, reach out to support to see what may be causing it.

c. If its all websites, anything you try, then try restarting your internet modem or even your whole network.

If there is any ongoing issues, seems that you constantly have the same issue more than once every month, reach out to support, to see if there is something causing it.

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