

PRINTABLE GUIDE

Work through a home Wi-Fi problem

Wi-Fi connects your device to a local network; internet access comes through its router and provider. A connected Wi-Fi symbol does not prove websites will work.

Phone, tablet or computer | 2 min read | 5 steps

Before you start

- ☐ Your own network name and password
- ☐ Access to the router and, ideally, another device

1. Check the device connection

Open Wi-Fi settings, turn Wi-Fi on and choose your home network. Confirm airplane mode is not preventing the connection. Move nearer the router and enter the password carefully; capital letters matter.

- ☐ Done this step

2. Test more than one website

Open two familiar websites. If only one fails, the website may be the problem. On public Wi-Fi, a sign-in page may be required; use the venue's instructions and avoid sensitive work until you understand the network.

- ☐ Done this step

3. Compare a second device

Connect another phone or computer to the same network. If it works, restart the affected device and retry. If both fail, focus on the router or provider rather than deleting apps on your device.

- ☐ Done this step

4. Restart the router carefully

Check your provider's instructions. Restart using its power control or the documented power procedure, then wait for normal lights and reconnection. This interrupts other household internet uses. Do not press a factory-reset button.

☐ Done this step

5. Record and get help

Write down the network name, router lights, time and any error. Check the provider's service status using another connection if available. If only one device still fails, use its official network troubleshooter.

☐ Done this step

Try it for yourself

Tick each check on paper and note whether another device connects.

☐ I tried the task.

My notes

Does a strong Wi-Fi symbol prove the internet works?

No. It shows the local wireless connection, which can remain active during an internet outage.

Official help and the online guide

Troubleshoot Wi-Fi in Windows - <https://support.microsoft.com/en-us/windows/experience/connectivity-networking/fix-wi-fi-connection-issues-in-windows>

Read online: <https://plaintech-guides.pages.dev/guides/check-home-wifi/>