If you are trying to connect to the internet, but you are experiencing issues connecting to the internet, there are some simple troubleshooting methods you can try to get yourself reconnected to the Internet.

Method 1: Disconnect and Reconnect

- Under the network titled "Catawba" click the "disconnect" button.

- After the button changes from "disconnect" to "reconnect"
- If this works, the network should change and say "Connected, Secured."
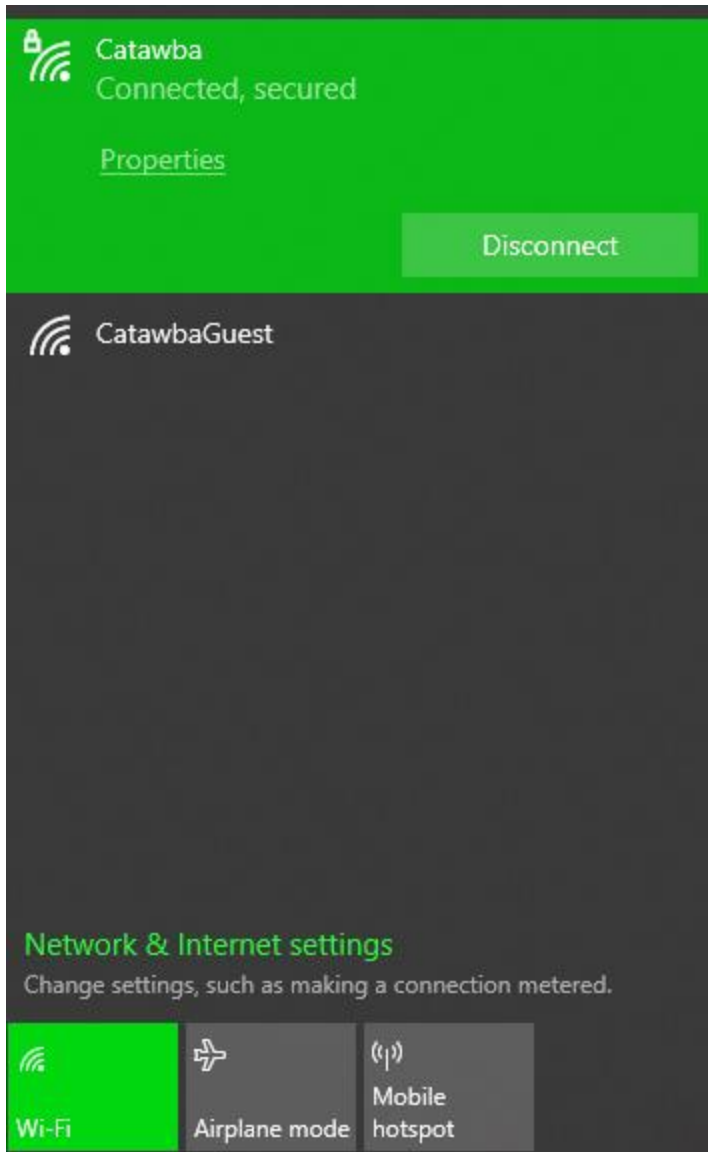
- If it does not say this, move to Method 2.

Method 2: Forget the Network

- To forget the network, disconnect from the network.
- After you have disconnected, right click the internet, and you should get a small drop-down menu with three choices, "Connect," "Properties" and "Forget."
- Choose the "Forget" option
- After you choose "Forget" you can click "Connect"
  - Sometimes, it will automatically reconnect you or it will have you re-enter a user and password. The user and password will be your Catlink user and password.

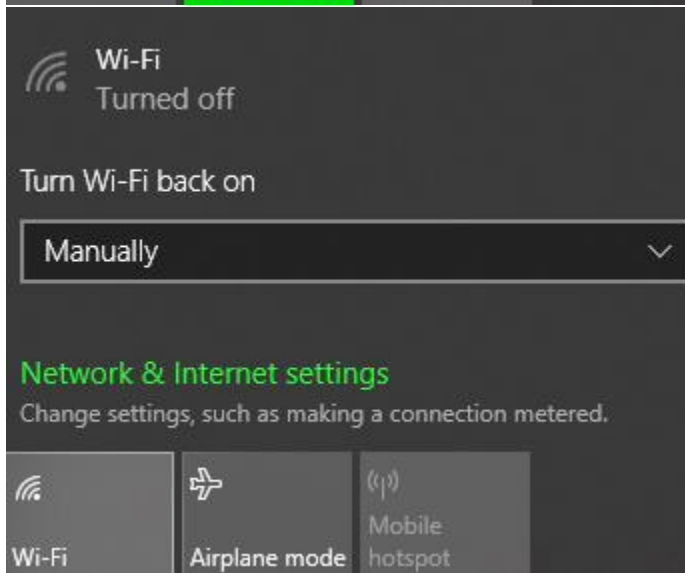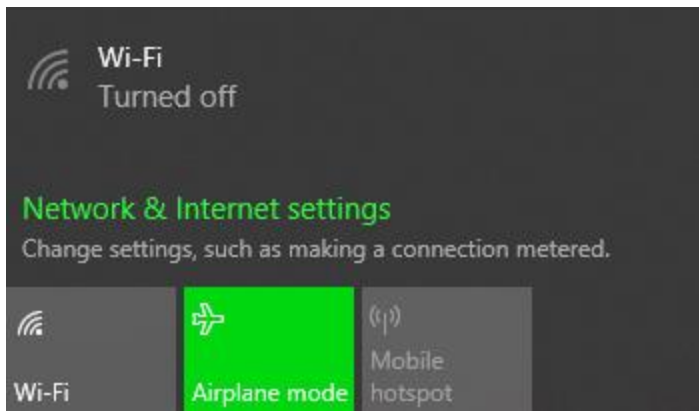- If this works, the network should change and say "Connected, Secured."
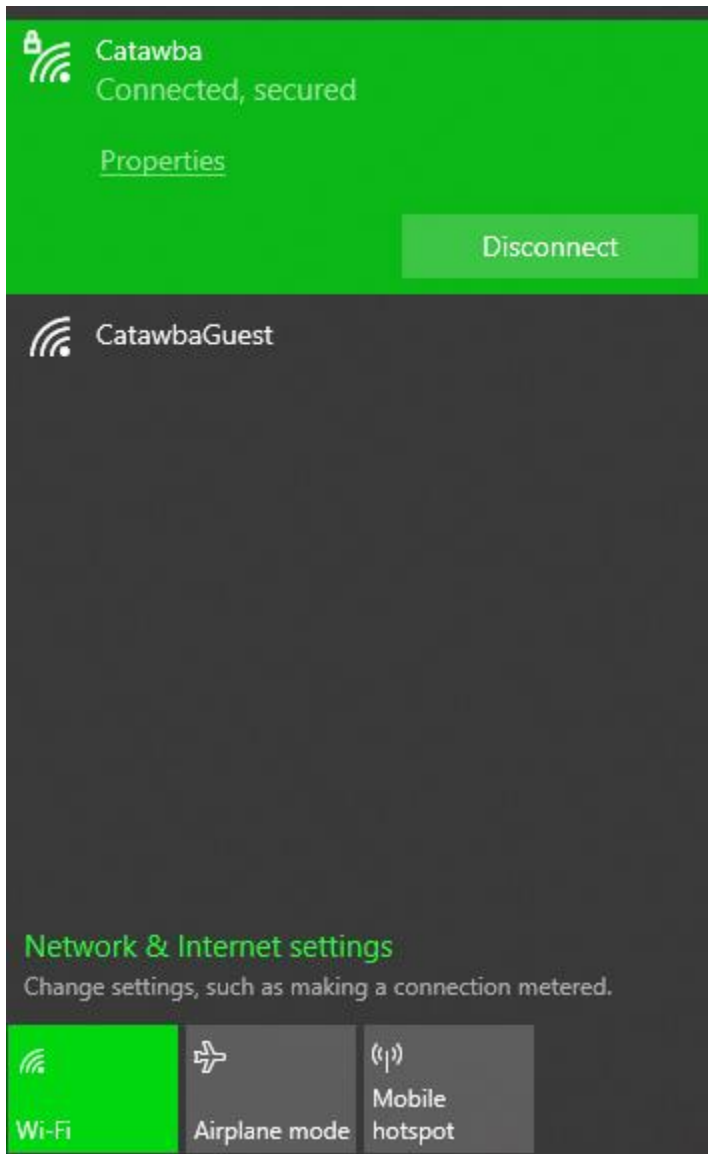

- If this also does not work, move to Method 3.
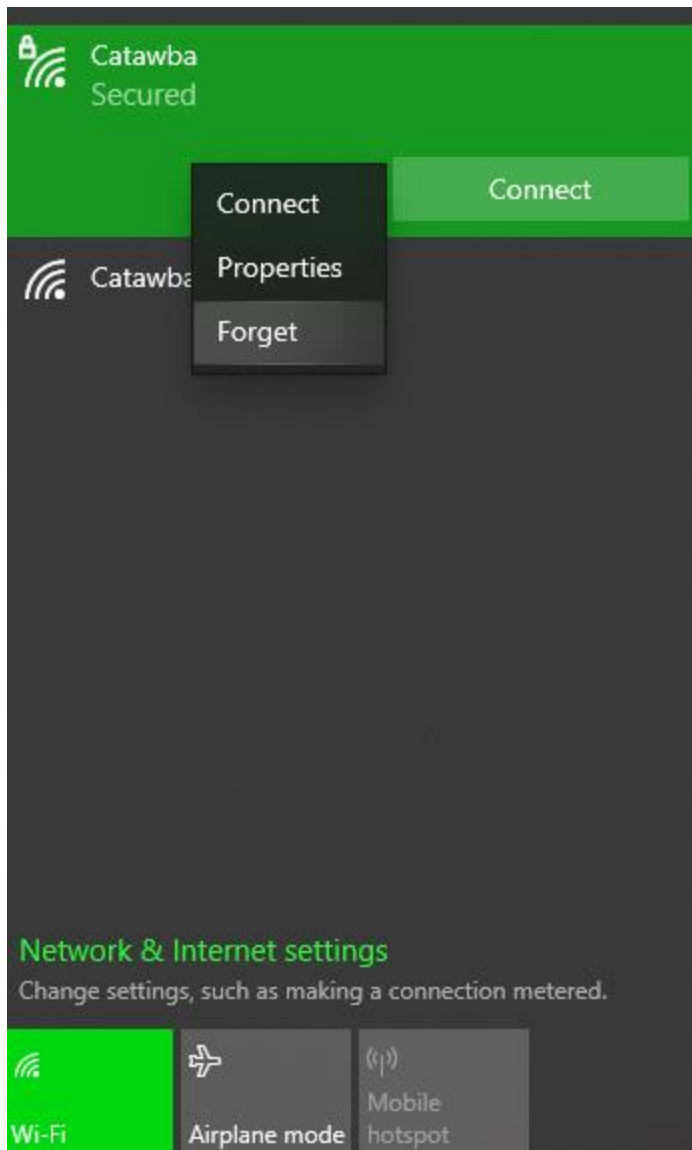
Method 3: Disabling and Enabling your Network

- To disable your network, either turn your Wi-Fi off, or turn on Airplane Mode.

- After you have done this, turn on your Wi-Fi, or turn off Airplane Mode.
- Once you do this, networks should become visible again. Re-attempt to connect to the "Catawba" Wi-Fi.
- If this works, the network should change and say "Connected, Secured."
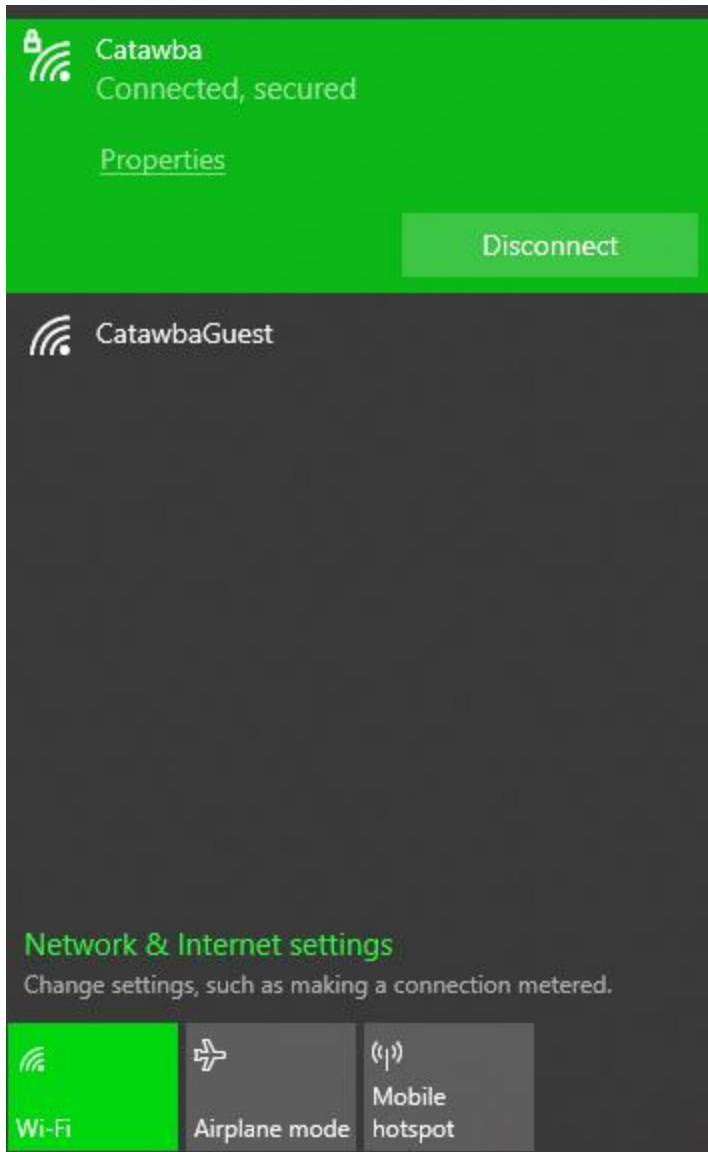
- If this does not work, I would contact the IT Help Desk via ticket or a visit to the Student Center on campus.
  - You can send a ticket by emailing ithelp@catawba.edu for further help.