



# TECH TROUBLESHOOTER

## 6 QUICK FIXES

### FOR INTERNET CONNECTIVITY & ZOOM ISSUES

- 1 UPDATE ZOOM** → Go to [this site](#) and download the latest version of Zoom for your device and operating system.
- 2 RESTART WIFI** → This forces your computer to establish a new connection to your router/ or network.
- 3 RESTART THE COMPUTER** → Shut down the computer and let it remain off for ten seconds, then power it back on.
- 4 MOVE CLOSER TO ROUTER** → Try moving into the same room as your router to see if it improves the connection.
- 5 RESTART ROUTER** → Find the power cord and unplug the router for 10 seconds. Then plug it back in. Be patient: it may take a few minutes for the network to come back online.
- 6 UPDATE YOUR COMPUTER** → [Check here](#) for instructions based on your device and operating system type.

After you've tried all of these steps, if you're still having issues with Zoom, please fill out [this survey](#) so that we can escalate your case to the next level. Someone will reach out to you in the next few days with further assistance.