



**In case of the following issues, please perform these steps to troubleshoot;**

**1. External Monitor Not Working**

- Undock & re-dock your computer
- Turn the monitor off, then back on
- Perform a hard reset on the monitor(s)
- Review/ Change/ Update settings for displays in Settings/ System Preferences

**2. Internet Slow/ Sluggish**

- Check current network connection is available and connected
- Check internet speed via [Google](#)
- Disable your wireless connection to force your computer onto the hardwired connection
- Try connecting to an alternate network connection, i.e. "Ablenet\_Guest"

**3. Internet Browser not loading all information on webpage**

- Ensure you have an internet connection
- Clear cache & cookies for web browser
- Ensure URL for webpage is correct/ current
- Check that optional browser extensions are not interfering with webpage loading

**4. Unable to access network folder (T: Drive)**

- Check that you are currently connected to "Ablenet" wireless network
- Remote Staff: ensure you have an active VPN connection
- Restart your computer

If your issue is not listed or these steps do not resolve your issue, please report it to IT Support team for further assistance.