

# Wireless Troubleshooting

You can try one by one these steps; if step no 1 does not solve your issue, go to step 2 and so on:

## Windows

1. Try clearing your web browser history by clearing the cache and ALL the history.
2. Install other browser such as Internet Explorer(IE) or Mozilla Firefox and use it to login instead of Google Chrome/ Microsoft Edge.
3. Removing network adapter then installing it back(but remember do not uninstall the driver when asked to) : <https://kb.wisc.edu/page.php?id=58029>
4. If that does not work, then try installing malware cleaner, then run full scan. : <https://www.malwarebytes.com/adwcleaner/>
5. If all fails, please bring your device to ITD ICT Services Help Desk at your respective campus during office hours.

## Android

1. Try clearing your web browser history by clearing the cache and ALL the history.
2. Install other browser such as UC Browser or Mozilla Firefox and use it to login instead of Google Chrome or default android browser.
3. If all fails, please bring your device to ITD ICT Services Help Desk at your respective campus during office hours.

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