



Process for verifying that your internet access is up and running:

1. Check to see if you have an IP Address from your router
 - a. Click on **START, RUN** and type in the **CMD** and press **ENTER** (*you should be seeing a black window now*)
 - b. At the prompt C:/> type, **IPCONFIG /ALL** and press **ENTER** (*you should get a return of information with IP Addresses like 192.168.?.?*)
 - c. Verify that your IP Address scheme fits that of your router (*DCA is 192.168.X.X*)

2. Now that you have verified the IP Address we will ping a website to see if you are talking to the internet
 - a. At that same C:/> prompt type, **PING www.yahoo.com** and press **ENTER**
 - b. You should get a response 4 times from the IP Address of Yahoo.com, if you get a response of “request timed out” all 4 times please contact **Pam Brant**.
 - i. Pam will contact Intersect Technologies for follow-up.

Additional questions to answer prior to calling Intersect Technologies –

1. Is this the only user that is unable to get on the internet or are there multiple people?
2. Is this person’s network cable plugged into the back of their machine and the wall?
3. Was this person ever on the internet?
4. Has this person made any recent changes to the machine settings or upgraded anything?