

- Locate your cable modem and remove the power cord from the back
- Wait 10-seconds and re-connect the power cord
- Before proceeding, verify that the “cable” or “DSL” and/or Internet light come on solid, if not, call your internet provider’s internet help line:
 - Comcast: 1-800-COMCAST
 - Qwest DSL: 1-800-247-7285
- Locate your (wireless) router and remove the power cord from the back (connector 4)
- Wait 10-seconds and re-connect the power cord
- On your computer, click on the start button, choose shut down, and then choose restart (green)
- Once the computer restarts, try to get on the internet again

