

## Troubleshooting for the VermontLaw wireless network connection

If you are having difficulty accessing the Internet on the VLS campus, please take the following few troubleshooting steps:

1. **Verify** that your wireless card is connected to the network called 'VermontLaw'
2. If you have not yet connected to VermontLaw, **follow the setup instructions** at <http://www.vermontlaw.edu/it/x7934.xml>
3. Once you have successfully connected to VermontLaw, **clear your browser cache** (see instructions for your browser at <http://www.wikihow.com/Clear-Your-Browser%27s-Cache>)
4. **Try closing your browser and opening it without addons.**
  - a. Internet Explorer:
    - i. Go to START | RUN and type:  
`iexplore.exe -extoff` and click OK
  - b. Firefox:
    - i. Go to START | RUN and type:  
`firefox -safe-mode` and click OK
5. If you continue to have difficulties accessing the web, please:
  - a. Complete the Wireless troubleshooting worksheet and leave it with the circ desk staff.
  - b. Send an email to [helpdesk@vermontlaw.edu](mailto:helpdesk@vermontlaw.edu) reporting your wireless problem, and someone will contact you to schedule a time to meet with you.



**REMINDER:** *VermontLaw* is provided as a secure high-speed wireless connection for VLS students, and is the preferred network for you to use. *VLS-Public* is an open network available to anyone physically on the VLS campus, and requires no log-in.