Task Title: Re-establish Internet Connection

OALCF Cover Sheet – Practitioner Copy

Learner Name: _____

Date Started: _____

Date Completed: _____

Successful Completion: Yes ☐   No ☐

Goal Path: Employment ☐   Apprenticeship ☐

Secondary School ☐   Post Secondary ☐   Independence ☐

Task Description: The learner will read information online to gain understanding on how to troubleshoot and re-establish an internet connection.

Main Competency/Task Group/Level Indicator:

- Find and Use Information/Read continuous text/A1.2
- Use Digital Technology/D.2

Materials Required:

- Pen/pencil and paper
- Computer

Learner Information

Occasionally, routers and modems lose their internet connection. Most people use the internet for work, learning and/or in their daily lives, so it is important to learn how to identify problems and determine solutions.

Open the web browser of the computer and copy and paste the following address: https://www.hellotech.com/blog/things-to-do-when-wifi-is-not-working

Work Sheet

Task 1: Read the instructions under the heading "Make Sure your WiFi is Turned On". Check the computer you are using.

Is your WiFi on or off? How do you know for sure?

Answer:

_____

Task 2: Read the instructions under the heading "Check your Router's Lights". How could the lights indicate that there is something wrong with the router?

Answer:

_____

Task 3: How can you check for internet outages in your area?

Answer:

_____

Task 4: How could a virus be affecting your Wi-Fi?

Answer:

_____

Task 5: How can you make sure Wi-Fi is enabled on your device?

Answer:

_____

Answers

Task 1: Read the instructions under the heading "Make Sure your WiFi is Turned On". Check the computer you are using.
Is your WiFi on or off? How do you know for sure?

Answer: Answer should be "on" presuming the learner has successfully been able to log on to the website referenced in the Learner Information.

If learner answers "on" then they should also indicate that they see the WiFi status symbol (or fan shaped icon) on their screen. If learner answers "off" then they would indicate that they don't see the WiFi status symbol/fan shaped icon, or that they see a globe-like icon with a slash through it.

Task 2: Read the instructions under the heading "Check your Router's Lights". How could the lights indicate that there is something wrong with the router?

Answer: Orange, red or flashing lights often mean there is something wrong with the router.

Task 3: How can you check for internet outages in your area?

Answer: Using a different device (such as a cell phone with data), you can search for "outage map" with the name of your Internet Service Provider (ISP) to determine if there are any local outages.

Task 4: How could a virus be affecting your WiFi?

Answer: Some viruses can infect your devices and block them from connecting to WiFi networks. Try scanning your computer with antivirus programs to remove any viruses.

Task 5: How can you make sure Wi-Fi is enabled on your device?

Answer: There's a chance that your WiFi is not working because it has been disabled on your computer. To enable WiFi on a Windows computer, press the *Windows + I* keys on your keyboard and select *Network & Internet*. Then go to *Status* in the left sidebar, scroll down, and select *Change adapter options*. Finally, right-click your WiFi connection and select *Enable*.

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Performance Descriptors

Levels	Performance Descriptors	Needs Work	Completes task with support from practitioner	Completes task independently
A1.2	makes connections between sentences and between paragraphs in a single text			
	scans text to locate information			
	reads more complex texts to locate a single piece of information			
	makes low-level inferences			
D.2	selects and follows appropriate steps to complete tasks			
	locates and recognizes functions and commands			
	makes low-level inferences to interpret icons and text			
	begins to identify sources and evaluate information			
	performs simple searches using keywords (e.g. internet, software help menu)			

This task: Was successfully completed ☐ Needs to be tried again ☐

Learner Comments:

Instructor (print):   Learner (print):

_____   _____