

Task Title: Re-establish Internet Connection

# OALCF Cover Sheet – Practitioner Copy

**Learner Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Started: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date Completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

|  |  |  |
| --- | --- | --- |
| **Goal Path:** | Employment | Apprenticeship |
| Secondary School | Post Secondary | Independence |

**Successful Completion:**  Yes No

**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*.

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):

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