

Internet Quick Fix Checklist

If the Computer or Internet Diagnostic Matrix indicates that the problem is probably due to your internet connection, use this checklist to narrow down the possible causes.

Be systematic. Work through the possible issues one by one. Don't change multiple things at once. Clearly identify the issue and apply the right fix.

1. Check the Scope

☐ Is everything slow, or just one website/app?

☐ Try another device on the same Wi-Fi

→ One device only = device issue

→ All devices = internet or router

2. Restart Everything – Important: Wait when indicated so equipment can reset fully

☐ Turn off your device

☐ Unplug modem

☐ Unplug router

☐ Wait 60 seconds

☐ Plug modem back in (wait 2–3 minutes)

☐ Plug router back in (wait 2–3 minutes)

☐ Turn device back on

3. Check Wi-Fi Signal

☐ Move closer to router

☐ Avoid walls/metal between you and router

☐ Place router higher (not on floor)

4. Test Wi-Fi vs Internet

☐ If possible, connect with an Ethernet cable

→ Faster with cable = Wi-Fi issue

→ Still slow = internet issue

5. Reduce Load

☐ Close unused browser tabs

☐ Pause streaming/downloads

☐ Disconnect unused devices

6. Run a Speed Test

☐ Search “speed test” and run it

→ Very low speeds = likely provider or equipment

7. Check Timing

☐ Is it slower at certain times (evenings)?

→ Could be network congestion

8. If Still Slow – Call Your Internet Service Provider

Before calling, know:

☐ Modem and router information (usually on the rear or underside of the equipment)

- ☐ Speed test results
- ☐ When the issue happens
- ☐ Whether all devices are affected

Quick Reset Routine

- ☐ Restart modem and router
- ☐ Move closer to Wi-Fi
- ☐ Close extra apps/tabs
- ☐ Run a speed test