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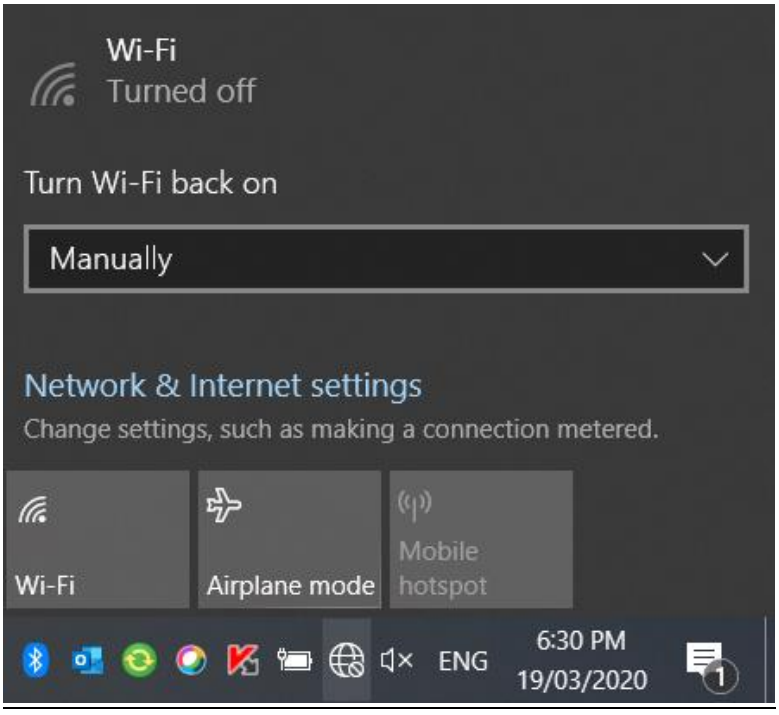
# CCL Network Troubleshooting Cheat Sheet

## Wireless Connections in Chambers – Windows

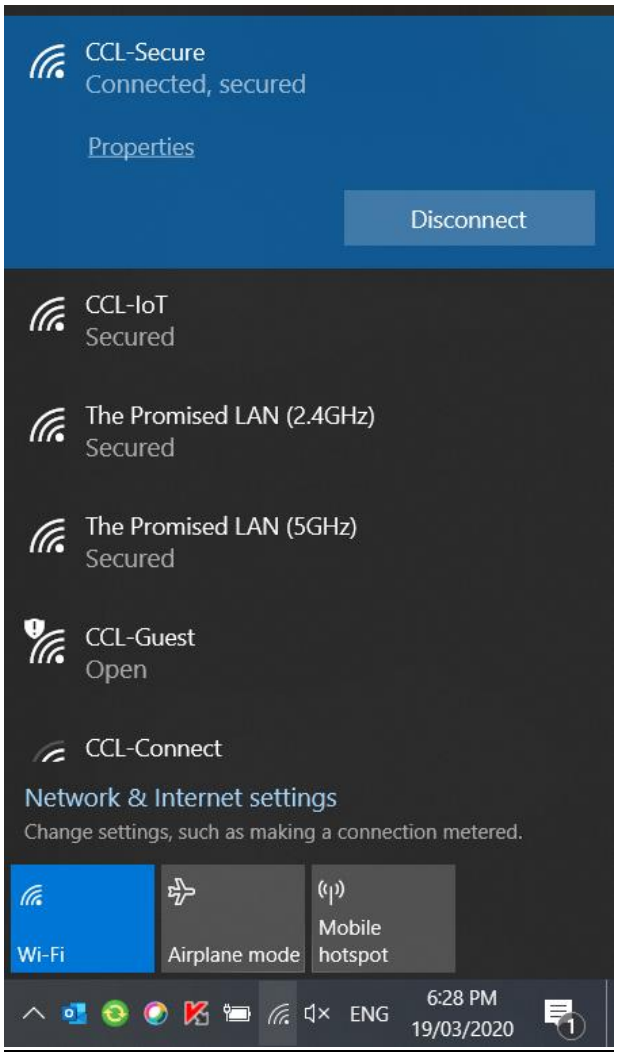
Please follow these steps if your Windows device is using the wireless network & you are having issues connecting to the CCL Network.

1. **Have you restarted your device?**
   - If not, please close any open applications, **restart the computer** & see if this resolves your issues
   - If the issue persists, please continue to Step 2

2. **Does the Windows device have wireless enabled & flight mode disabled?**
   - Please check that your device has wireless enabled & flight mode disabled
   - In Windows 10, **click on the wireless / network icon** in the bottom right of screen (as per image below)
   - If **wireless is disabled**, please enable it & allow wireless functions to start up
   - If **flight mode is enabled**, please disable it & allow wireless functions to start up
   - Please then ensure that the **connection to CCL-Secure** starts successfully
   - If the connection issue persists, please continue to Step 3

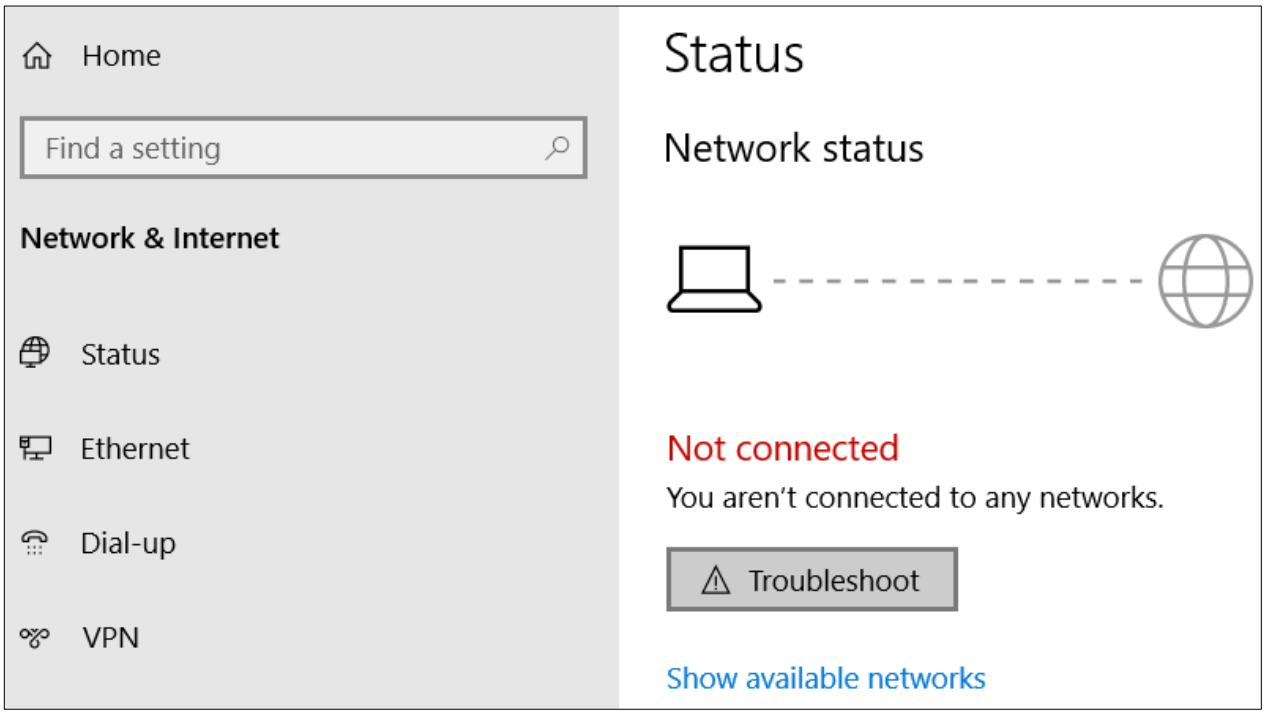


3. **Is the Windows device connected to the correct wireless network?**
   - All user devices that connect to the CCL Network should connect to the **CCL-Secure** network
   - If your **device is connected to a different network**, please select CCL-Secure from the list & **ensure that the connection switches successfully** (as per image below)
   - If you cannot see CCL-Secure on the list of available networks, please contact CCL Network Support




4. **If the issues are persisting, please complete further troubleshooting steps below:**
   - Please **open a web browser** (Firefox, Chrome etc) & try to **load an external website** (Google, Wikipedia etc)
   - An **external website loading successfully** is indicative of a working network connection
   - If the website fails to load, please proceed to Step 5

5. <u>If the issues are persisting, please complete further troubleshooting steps below:</u>
   - In Windows 10, please **open the Settings window** (click on the **Start Menu** icon & then the **Settings** cog)
   - Click on **Network & Internet** item
   - Click on **Troubleshoot** option (as per image below)
   - This will possibly take some time to complete, please allow for the process to finish
   - Once the **Network Troubleshooter** has completed, please check the status of your Internet access again

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If all of the above steps have been completed & you still are unable to connect to the CCL Network, please contact CCL Network Support for further assistance on (02) 9221 6235 or via email at support@ccl.com.au.