

WiFi Troubleshooting

Having trouble connecting to the school WiFi? This guide covers the most common issues and fixes.

Connecting to WiFi

Windows

1. Click the **WiFi icon** in the taskbar (bottom-right corner)
2. Select your school's WiFi network
3. Click **Connect**
4. Enter your credentials if prompted

Chromebook

1. Click the **clock/battery area** in the bottom-right corner
2. Click the **WiFi icon**
3. Make sure WiFi is turned **on**
4. Select your school's WiFi network

Mobile Devices (Phones, Tablets)

1. Go to **Settings > WiFi**
2. Select your school's WiFi network
3. Enter your credentials if prompted

Common WiFi Problems

WiFi Won't Connect

1. Make sure WiFi is **turned on** on your device
2. Make sure you're selecting the correct network

3. Restart your device and try again
4. Move closer to a wireless access point — thick walls and distance can weaken the signal
5. If other people nearby are connected fine, the issue is likely with your device — restart it

Connected but No Internet

1. Try opening a different website — the site you're visiting may be down
2. Restart your device
3. Disconnect from WiFi and reconnect
4. If multiple people are experiencing the same issue, it may be a network-wide problem — contact IT

WiFi Keeps Disconnecting

1. Check if the issue happens in a specific location — you may be at the edge of the WiFi range
2. Restart your device
3. If the problem continues, contact IT — there may be an issue with the access point in your area

Device Says "Unable to Connect" or "Authentication Failed"

- Double-check that you're entering the correct password or credentials
- Your account may need to be re-authenticated — try "forgetting" the network and reconnecting:
 - **Windows:** Click the WiFi icon > right-click the network > **Forget** > reconnect
 - **Chromebook:** Click WiFi icon > click the network name > **Forget** > reconnect

Personal Devices

Personal devices may have limited or no access to the school network depending on your school's configuration. If you need to connect a personal device for work purposes, contact IT.

Contact IT

If you've tried the steps above and still can't connect:

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your **school and room/area**
- The **type of device** you're trying to connect
- What's happening (error messages, symptoms)
- Whether the issue affects just you or multiple people

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