

Try these troubleshooting steps if you're having network connection issues with a desktop computer. If they don't solve the problem, contact [Student Computing Services](#) or the [Faculty/Staff Help Center](#) at 410-704-5151.

Test your Browser

Go to www.towson.edu. If the page loads, then try a non-TU site. If that site doesn't load, reboot your computer. Here's how to restart:

- Windows: **Start** menu > **Shut Down** > **Restart your computer** > **OK**.
- Macintosh: **Special** menu > **Shut Down**.

Once you've restarted, open Outlook. If you're getting mail but still can't load websites, contact the appropriate Help Center.

If working remotely and unable to access the TU or non-TU website, this could mean there's an outage with your Internet Service Provider. Contact your provider direct to verify you do not have an outage.

Check Equipment

Physical Connection. Locate the cable that connects your computer to the network- it's usually blue or gray with ends resembling those of a phone wire, but with larger connectors. Make sure it's securely connected to the back of your computer near two small lights, and to the wallport.

Lights. See if any of the lights are lit on the back of the computer (next to network cable plug). One might be solid, one blinking.

- If nothing is lit, disconnect the cable from the computer, then re-connect it (make sure you hear a small click when the cable is reinserted). Do the same with the cable at the wallport end.
- If the lights weren't on but are now, restart your computer and see if you now have a network connection. If the lights are still out, contact the appropriate Help Center.

Please have this info when contacting the Help Center

- The operating system your machine is running (i.e., Windows 2000, Windows 98, Macintosh OS 9)
- The make and model of your computer (i.e., Dell Optiplex GX150, Dell Optiplex GXa, PowerMac G4)
- Your building and room information and wallport number (i.e., Smith Hall 222, Port 222A)