

Mac & Chromebook | Easy | 2 min read

Chromebook: Wi-Fi problems and how to fix them

When the internet fails on a Chromebook, the cause is often the router or a simple setting. Follow these steps to narrow it down.

Check other devices

See whether your phone or another device can use the same Wi-Fi. If not, restart your router. Switch it off, wait 30 seconds, switch it on and wait five minutes.

Check Wi-Fi is on

Click the **time** in the bottom right corner to open the quick settings panel. Click the **Wi-Fi** button and make sure it is on. Choose your network name.

Basic steps

1. Switch Wi-Fi off and on again.
2. Restart your Chromebook.
3. Move nearer to the router.
4. If it asks for a password, type it carefully. It is case sensitive.

Forget and reconnect

1. Open **Settings**, then **Network**.
2. Click **Wi-Fi**, then click your network name.
3. Choose **Forget** if it is offered, then connect again and re-enter the password.

Only do this if you know the password, as you will need it again.

Connected but no internet

- You may be on a public Wi-Fi that needs a sign-in page. Open a new tab and try visiting a website.
- Try the **Chrome browser** in a new window.
- Check the date and time are correct in **Settings**, then **System preferences**, then **Date and time**.

Update

Go to **Settings**, then **About ChromeOS**, and choose **Check for updates**. This sometimes fixes network faults.

Managed devices

If your Chromebook is from school or work, some Wi-Fi settings may be locked by the organisation. You may need to ask their IT team.

When to get more help

Contact us if the Chromebook cannot see any networks, if it drops the connection often while other devices are fine, or if you see a message such as a certificate error. We can help check your router and Chromebook settings.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.