

Mac & Chromebook | Easy | 1 min read

Mac: Wi-Fi keeps dropping or will not connect

When the Wi-Fi on your Mac stops working, the fault is often with the router or the connection, not the Mac itself. These steps help you find out which.

Check other devices

Does your phone connect to the same Wi-Fi and load web pages? If not, the problem is the router or your broadband. Switch the router off, wait 30 seconds, then switch it on again and wait five minutes.

Check Wi-Fi is on

Click the **Wi-Fi symbol** at the top right of your screen. Make sure the switch is on and your network name is selected. If there is no Wi-Fi symbol, open **System Settings** and choose **Wi-Fi**.

Try these steps in order

1. Switch Wi-Fi off, wait 10 seconds, then switch it on again.
2. Restart your Mac.
3. Move closer to the router. Thick walls and distance weaken the signal.
4. If it says the password is wrong, open **System Settings**, then **Wi-Fi**, click **Details** next to your network, and choose **Forget This Network**. Then pick it again and re-enter the password carefully.

Only forget a network if you know the password. It is on the sticker on most routers.

Check for updates

Go to **System Settings**, **General**, then **Software Update**. Updates sometimes fix Wi-Fi bugs.

Use the built-in checker

Hold down the **Option** key and click the Wi-Fi symbol. Choose **Open Wireless Diagnostics** and follow the on-screen steps. This gives a report you can show us.

When to get more help

Contact us if only your Mac has the problem while other devices work fine, if the Wi-Fi drops many times a day, or if the router needs frequent restarts. Our team can check your router, your settings and your Mac to find the cause.

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.