


Try the following common solutions to solve your connection problem:

1. Refresh the page by pressing F5 or  at the top of the screen.
2. Visit various websites to determine if the problem is specific to one website.
3. Try a different web browser.
4. Check all cables and cords to ensure they are securely in place.
5. Restart your computer or device.
6. Try restarting your Gateway or High Speed Modem by unplugging the power cord, waiting 30 seconds, and then plugging it back in.
7. If you are using Wi-Fi, ensure Wi-Fi is enabled on your computer or device, and that your Wireless Network name is listed.
8. Ensure your computer or device software is updated as updates become available (i.e. Windows, iOS, Android, etc.).