



**St. John's Institute**  
ІНСТИТУТ СВ. ІВАНА

## INTERNET TROUBLESHOOTING AND SUPPORT

### **Prior to Contacting Support**

Follow these troubleshooting steps to determine where the issue arises:

1. Borrow the test network cable from the office (or use someone else's cable from a working connection) and plug it into your network port. If it works, there's an issue with the cable and it should be replaced - contact the office.
2. Plug your computer into another port in the suite. If the internet works in the other port, there may be an issue with your network port - contact support.
3. Plug your computer into the test port in the office. If the internet works, there may be an issue with your suite's network - contact support. If the internet does not work using the test port, the issue lies with your device.
4. Plug someone else's computer into your network port. If the internet works on their device, the issue lies with your computer.

### **Contacting Support**

IF YOU HAVE ATTEMPTED THE TROUBLESHOOTING STEPS ABOVE AND STILL CANNOT DETERMINE THE PROBLEM, fill out the online **IT Support Form** (found on our website under Accommodation – Guidelines, Policies, and Procedures) to report an issue with your suite's internet connection.

Be advised that the time to repair varies based on the severity of the issue.

SJI's IT Department monitors connections constantly and will be aware of outages immediately.

**NOTE:** Issues stemming from end-user computers/devices and not the SJI infrastructure as well as a non-cancelled call out will be subject to a \$50 service fee.