Date: _____   Device Name: _____   Tech Name: _____

Yes	No	Troubleshooting Steps	Notes
		Verify more than one website domain is not responding, not just a single website (if just one website, verify it is not being blocked by a content filter or firewall and try it again later)	
		Check to see if local network resources can be reached (onsite email, file shares)	
		If on a wireless device, try accessing websites on a wired device	
		If on a wireless device, verify the wireless did not accidentally get physically disabled (physical buttons located on device case and keyboard buttons are common)	
		If on a wired device, verify the network cable did not get disconnected on either end (if no one else affected try another cable)	
		Try opening websites with a secondary web browser	
		Verify the device has a valid IP address	
		Ping an external website IP address	
		Ping an external website URL address	
		Check the incoming Internet connection for connectivity	
		Try opening websites on a secondary device / computer	