



Quick Reference Guide

Network Connectivity

Overview

When you can't connect to the FWISD network, these troubleshooting tips may help you reconnect without further assistance.

Getting Started

Many computer issues can be resolved by restarting your computer. This should always be one of your first steps when troubleshooting an issue with your computer or an application.

It is always a good idea to check with those around you to see if they are experiencing problems with their connection. This helps you to determine if it is a network or computer issue.

FWISD Network Options

In Fort Worth ISD, we have four different network options.

- **FWISD.LOCAL:** Wired network connection. This requires the computer to be hardwired to the network using an Ethernet cable connected to a drop in the wall.
- **FWISD:** District Wi-Fi Network used by teachers and staff. Automatically connects when users log-in to their district laptop. If asked for a username and password, use `firstname.lastname` without `@fwisd.org` and your AD password.
Do not use:
 - `FWISD\firstname.lastname`
 - `firstname.lastname@fwisd.org`
- **FWISDMDN:** Mobile Device Network used by district issued student devices to connect to the Internet. District managed student

devices will automatically connect to this network.

- **FWISD-GUEST:** Network available to guests as well as students and staff using personal devices. Additional filters may be applied to the guest network.

Check Your Connection-Wired

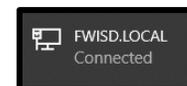
1. Locate the System Tray in the lower right.



2. Click on the Network icon. This could be an image of a computer monitor or the Wi-Fi symbol depending on your connection.



3. Check to see if you are connected to the network. If you are, it should say connected. If not, proceed to Step 4.



4. Check your access points:
 - a. Make sure the Ethernet cable is connected to the device/docking station and the wall port.
 - b. Try using a different port and/or wall drop.
 - c. Try using a different your Ethernet cable.
 - d. Make sure your laptop is connected to your docking station. You can verify your connection by checking to see if your laptop is charging in the System Tray.





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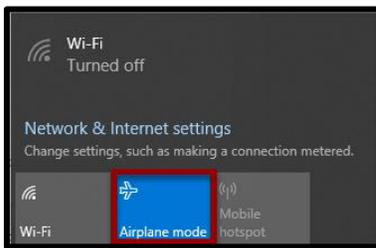
Airplane Mode

If your laptop is in Airplane mode, it will not connect to the network.

1. If you are on Airplane mode, you will see an airplane icon in the System Tray. Click on the airplane icon in the System Tray.

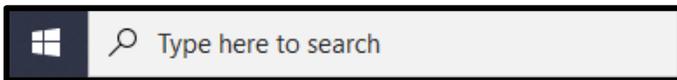


2. Click on Airplane mode. This will turn Airplane mode off and turn Wi-Fi on.

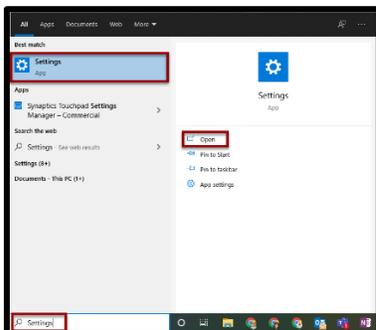


Check Your Connection-Wi-Fi

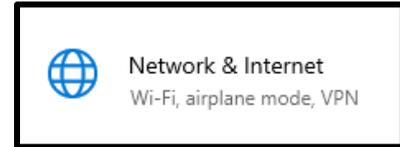
1. Check your Wi-Fi settings.
2. Type Settings into the Search box next to the Windows Launcher (lower left corner).



3. Click either Settings or Open.



4. Select Network & Internet from the Settings options.



5. Select Wi-Fi from the menu on the left.

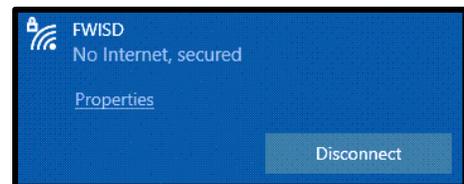


6. If the Wi-Fi is turned off, toggle the switch to the On position.



Connected to Wi-Fi, No Internet

Sometimes you may get the message saying No Internet, Secured.



1. Try restarting your computer, if you have't already.
2. If that doesn't work, click on the Wi-Fi symbol in the System Tray.





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- Click Disconnect.



- Click Connect.



Note: If asked for a username and password, use firstname.lastname without @fwisd.org and your AD password.

Check the Wi-Fi Access Point

The Wi-Fi access point is usually mounted on the ceiling in the classroom or hallway. It may look different from the one pictured.



Access point indicators:

- Solid Light: Good network connection
 - Solid Green: Good connection, but no one is using the access point
 - Solid Blue: Good connection, and people are connected to the access point.
- Blinking Light: Poor, or no, network connection

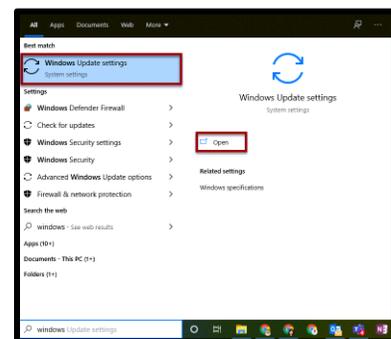
Update Windows

Make sure your computer doesn't require any Windows Updates. To check for a Windows Update:

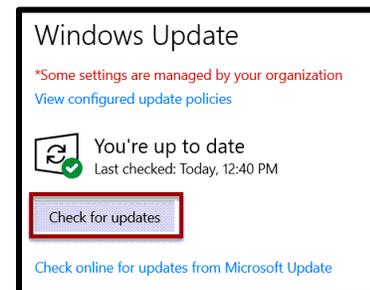
- Type Windows Update settings into the Search box next to the Windows Launcher (lower left corner).



- Click either Windows Update settings or Open.



- Click Check for updates.

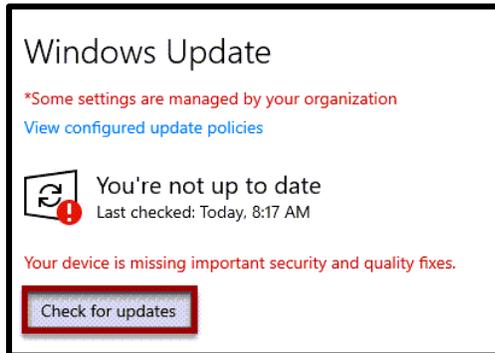


- If updates are needed, click Check online for updates from Microsoft Update. Updates will install. Some updates will require you to restart your computer.



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[Check online for updates from Microsoft Update](#)

Let's Talk Ticket

If the tips in this document did not resolve your issue, you will need to complete a Let's Talk ticket: <https://www.fwisd.org/Page/24615>.

Be sure to include the following information in your help request: computer make, model, name, and asset tag number. Be specific about connection issues, what you have tried, and if anyone else is having issues. Provide the best phone number and time to reach you.