DIFFICULTIES IN CONNECTING? Things to check...

1/ Set your DNS & IP Address to auto negotiate

Windows Operating System

Windows 7/8/Vista
- On Windows 7/Vista, click on the Windows flag start button in the bottom left-hand corner of the desktop.
- Click the Control Panel on the right-hand side of the Start Menu.
- On Windows 8, hover over the Start Menu, right click and select Control Panel.
- Click Network and Internet.
- Click Network and Sharing Centre.
- Double click on the local area connection icon (or Wireless Network connection for Wi-Fi connections).
- Click the properties button.
- Scroll down to IPv4 (Internet Protocol Version 4) and highlight it, so it becomes blue, then click the properties button below the tick box.
- Once you have clicked the properties button, you will be taken to another screen.
- Make sure you tick Obtain an IP address automatically and Obtain DNS server address automatically.

Apple Mac
- Please click the Apple Sign in the top left corner of your screen.
- Select System Preferences.
- Click on Network.
- Make sure the appropriate connection is selected on the left hand menu. For wired connection choose Ethernet and for Wireless select Airport or Wi-Fi.
- Select configure IPv4 to Using DHCP
- Click Apply to save the settings.

2/ Clear the cache

Windows 7/8/Vista
- On Windows 7/Vista, click on the Start Menu and then click on Control Panel.
- On Windows 8, hover over the Start Menu, right click and select Control Panel.
- Then click on Network and Internet Connections.
- Then click on Internet Options.
- Click Delete under the Browsing History.
- This should open up a window.

Apple Mac
- Please click the Apple Sign in the top left corner of your screen.
- Select System Preferences.
- Click onto the General tab.
- The homepage saved will be shown in the rectangle box next to Home Page.

3/ Check your homepage is set

Windows 7/8/Vista
- On Windows 7/Vista, click on the Start Menu and then click on Control Panel.
- On Windows 8, hover over the Start Menu, right click and select Control Panel.
- Then click on Network and Internet.
- Then click on Network and Internet.
- Then click on Network and Internet.
- Then click on Network and Internet.
- Then click on Network and Internet.
- The homepage saved will be shown at the top of the page in a rectangle box.

Apple Mac
- Open up Safari.
- Click on Safari at the top left of the page.
- Then click Preferences.
- Click onto the General tab.
- The homepage saved will be shown in the rectangle box next to Home Page.

4/ Turn off Window’s firewall

Windows 7/8/Vista
- On Windows 7/Vista, click on the Start Menu and then click on Control Panel.
- On Windows 8, hover over the Start Menu, right click and select Control Panel.
- Depending on your view of Control Panel you will either need to click on System and Security or Windows Firewall. Then in the top left-hand corner select the option Turn off Windows Firewall (not recommended).
- Select Off.

Apple Mac
- Please click the Start Menu.
- Select System Preferences.
- Click on Network.
- Click on Security.
- Then select Firewall.
- Select the Firewall to Off.

BEFORE YOU CONTACT US

1/ How to find your computer's connection information

Windows 7/8/Vista
- On Windows 7/Vista, click on the Start Menu and then click on Control Panel.
- On Windows 8, hover over the Start Menu, right click and select Control Panel.
- Then click Network and Internet.
- Then click Network and Sharing Centre.
- Double click on the local area connection icon.
- Click the Details button.
- Make a note of your IPv4 address and your computers physical address and DNS addresses (x2).

Apple Mac
- Open up Safari.
- Click on Safari at the top left of the page.
- Then click Preferences.
- Click onto the General tab.
- The homepage saved will be shown in the rectangle box next to Home Page.

T: 0333 123 1191
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Support: Monday - Sunday
24 hours a day, 365 days a year
How to get connected ...

If you are experiencing any problems getting online, please contact our Service Desk:

Tel: 0333 123 1191 • Email: solent@studentcom.co.uk

Service Desk Hours: Monday - Sunday
24 hours a day, 365 days a year

@StudentComHelp