Whitworth Student Computer Network Connections: Frequently Asked Questions

1. My computer says Network Cable Unplugged
   a. Check the network cable and make sure it is plugged in completely in both the wall and your computer. (Note: Make sure that you are using a network cable and not a phone cable).
   b. Try using your roommate's network cable. If it works with their cable then most likely you need a new cable.
   c. Try using your roommate's network port. If it works then please contact the Whitworth help desk at 509.777.3911.

2. My computer says Limited or No Network Connectivity
   a. Most likely this is caused by spyware. Please run an antispyware program such as Microsoft Antispyware.
   b. Bring your computer to the Whitworth Help Desk and we will attempt to diagnose the problem further.

3. My computer is running slow and I get a lot of popup windows when I am online.
   a. Most likely this is caused by spyware. Please run an antispyware program such as Microsoft Antispyware.

4. I think I have a virus
   a. Please run a full scan with your antivirus program. If viruses are found but are unable to be cleaned/quarantined, please run your antivirus program from Safe Mode.