

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 antispyspyware 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 antispyspyware 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.