

VSB Wifi Connection

If you are having trouble getting on to the VSB network or feel like the wi-fi isn't working properly, try the following:

1. **Switch to the Secure Network:** The Visitor's network isn't as powerful as the Secure network, so you may experience a lot of lag and activities that require a lot of bandwidth (e.g. watching a YouTube video) may not be possible.
2. **Stop using your VPN:** If you use a VPN, you could have issues connecting to VSB wi-fi because it may make your device appear as if it is in another geographic location, which may prevent you from logging into the VSB network and/or your Office 365 account due to VSB security settings and FIPPA regulations. You should also know that use of VPNs is a violation of district policy, so you should not use them on district-issued devices.
3. **Go to a location with a wireless access point:** If you are in a room without a wireless access point, try to access the wi-fi from a location with a stronger signal to help isolate the problem.
4. **Use wired access:** If you have access to a computer with wired access to the district network (e.g. in the school library or computer lab), try logging in on one of those machines. This can also help to isolate the problem.
5. **Clear your cache:** There are different instructions for clearing your cache depending on your web browser. [Follow these instructions if you use Chrome.](#) [Follow these instructions if you use Microsoft Edge.](#) [Follow these instructions if you use Safari.](#) If you are using another browser, the issue may be with the browser itself and not the wi-fi. Office 365 works best on Chrome, Edge and Safari.
6. **Reset your wi-fi:** Close all your apps then turn off your wi-fi for at least 10 seconds. Then turn your wi-fi back on. [These instructions explain how to disable and enable wi-fi on a variety of devices.](#)
7. **Forget the wi-fi network and then log back on:** If you have recently changed your password, the wi-fi network and your VSB account are out of sync. You will need to get your device to forget the VSB network and then sign back in to correct this problem. [These instructions explain how to forget a network on different devices.](#)

Source of Information:

<https://vsbworld.sharepoint.com/sites/LearningInformationTechnology/SitePages/Troubleshooting-Technical-Difficulties.aspx>