

If you cannot connect anywhere, please stop by the Academic Computer Center and work with the lab assistant on duty to troubleshoot your laptop configuration.

Wireless Connection Issues Report for Troubleshooting

Name _____ Date _____

GBC Email address _____

Live on-campus? Yes No

If on-campus: Apartment No. _____

Residence Hall (check one) Miller Hall Jackson Hall Leach Hall Abel Hall

Type of Device (Laptop, Desktop, Handheld, etc.) _____

Has wireless ever worked on your system? Yes No

Where are you trying to connect when wireless is not working for you? (Please be specific in identifying the location, e.g. my apartment, back bedroom, far left corner)

Do you get a connection and then lose it or never get a connection?

At this time, can you successfully connect to wireless in any of the following areas? (If you have not tried these areas, please do so prior to submitting this report.)

Yes No Outside anywhere

Yes No In a classroom

Yes No In another area of your apartment (specify area _____)

Yes No In the Jones Center

If you are completing this form using 'Preview' on a MAC OS, save the form by clicking 'file', then 'export', and then under 'format', select 'jpg.' Note 'where' the document is saved. Windows systems cannot read PDF files when completed on MAC OS systems.

Please drop the report off at the OIT Office on the ground floor of the Fulmer Center or email it to wireless@gbc.edu. Once we receive this report, we will schedule a time to test the wireless in the areas which are not working and try to determine the issue. We will email you with any updates. Please be sure to check your GBC email.