

# How to fix the “This site / webpage can’t be reached” error



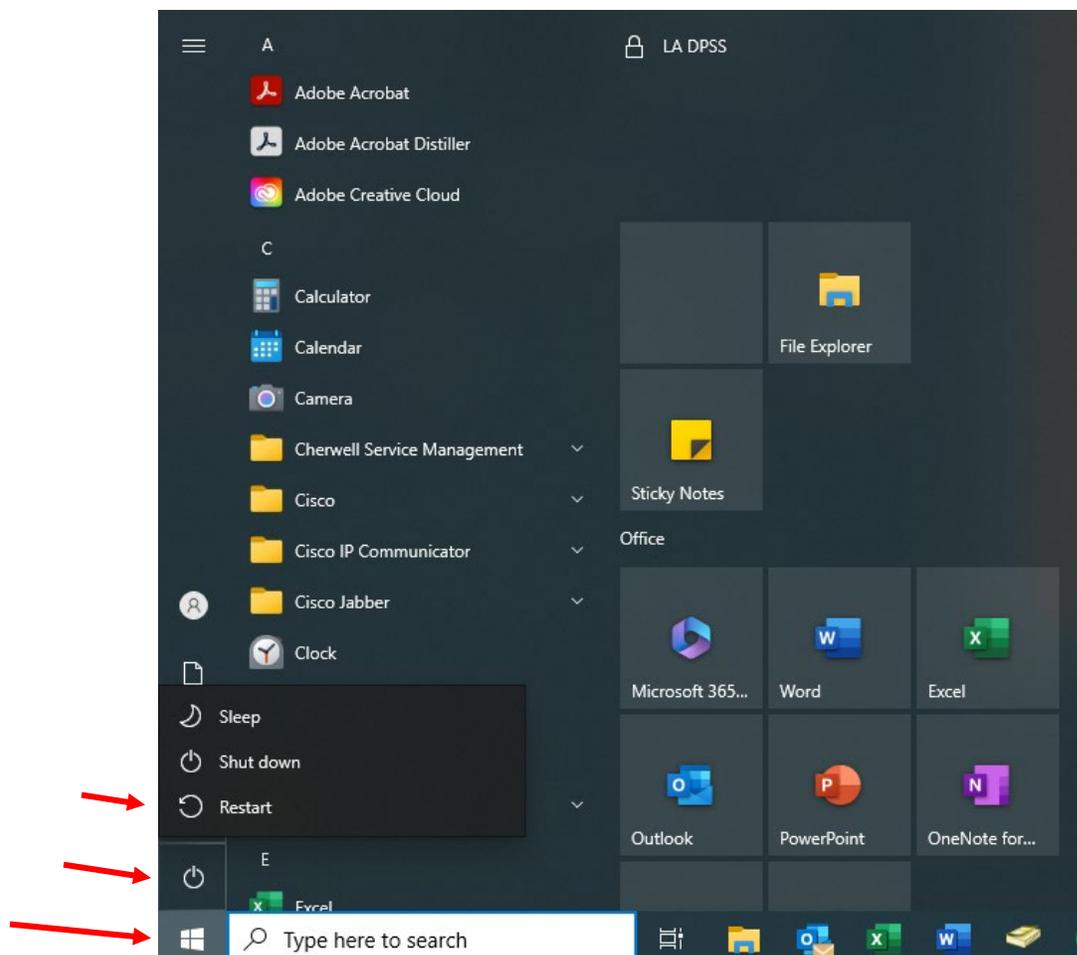
## This site can't be reached

www.google.com took too long to respond.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)
- [Running Windows Network Diagnostics](#)

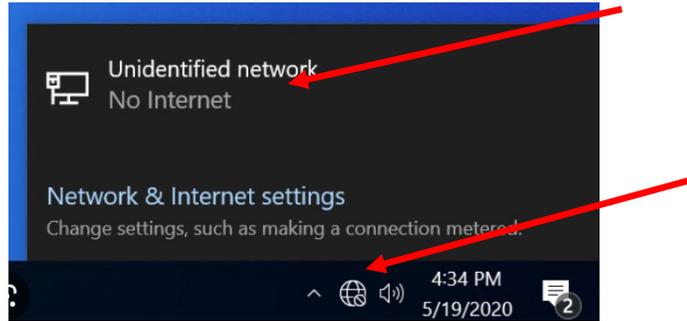
1. Start by Restarting your laptop to clear any internet connection issues. This will also clear the laptop memory and speed up performance.



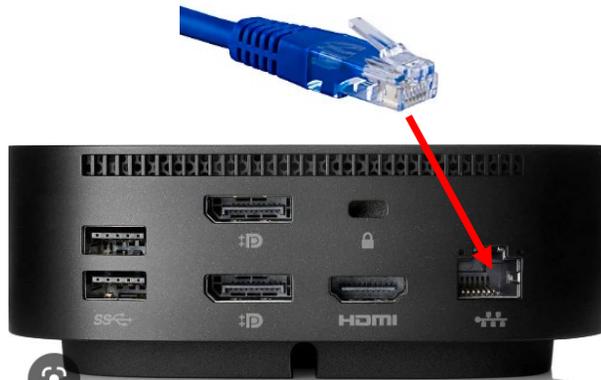
2. If webpage still doesn't load, verify that your laptop is connected to your home's internet either via WIFI or ethernet cable.

## How to verify network connectivity on laptop

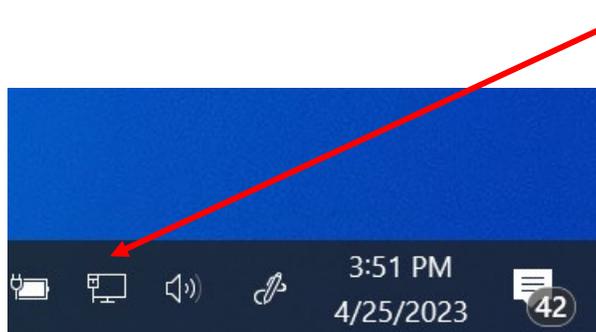
If laptop has **NO** connectivity, you will see the following on the bottom right corner of screen:



If connecting via Ethernet cable, please make sure ethernet cable is connected to docking station:



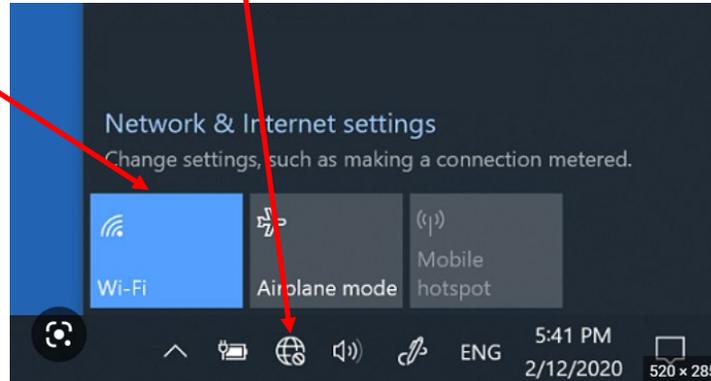
Once ethernet cable is connected you should see the following on the bottom right corner:



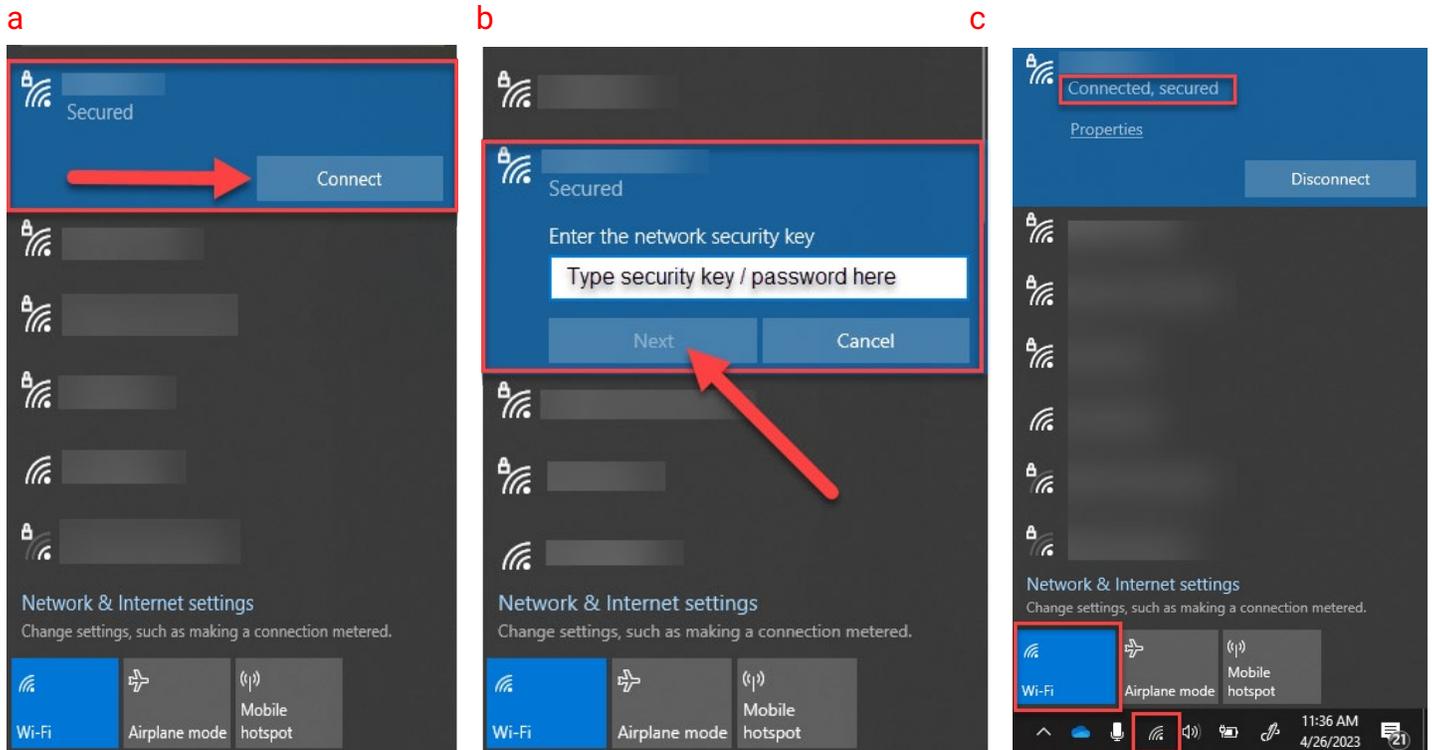
At this point, you should be connected to your home network. Try loading the website again.

**If connecting via Wi-Fi, please follow steps below:**

1. Select the Network or Wi-Fi icon in the notification area.
2. Click on Wi-Fi box to enable.



- a. In the list of networks, choose the network that you want to connect to, and then select Connect.
- b. Type the security key (often called the password) and click “Next” to connect.
- c. Once connected, you will see Wi-Fi signal icon bottom right corner.



If the problem persists, the next step is resetting your internet browser cache and history. Please refer to guide “How to fix webpage not displaying correctly”.

4. The final step in resolving this issue would require powering down your internet's home router/modem.
  - a. Locate your home's internet router/modem.
  - b. Unplug the power cable from the router/modem.
  - c. Leave device unplugged for approximately 3 minutes.
  - d. Plug power cable back to device and allow 5 minutes for device to fully power back on.
  - e. Restart your laptop device.

**If you require further assistance, please reach out to your local tech support or the ITD Help Desk at (562) 345-9955.**