| Challenge 8.1: Solving Wi-Fi connection issues |
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| General Goal *Development of a simple strategy to solve basic connection related issues.* |
| Learning Objectives  * *Development of a strategy based on a simple diagnosis: observation, trial error (5.1).* * *Evaluation of a situation and recognition of personal gaps (5.1).* |
| Description This challenge tries to make the trainees understand that connection related issues are common and they should not feel frustrated if their connection is not working. In order to encourage them to be a little bit more autonomous, this task aims at giving them a strategy (some basic steps to follow) so they can identify the source of the problem in case it has a simple solution.  Two connection related issues are described for adults to face a common real problem. They are asked to come up with solutions, discuss, organize them into a ready to follow step by step list and reflect over it. As a result, they will have their own guide on Wi-Fi connection problem solving. |
| Instructions ¨You find yourself in these two situations:   1. *You have just turned on your computer and want to open your Facebook page but there is no Wi-Fi... What do you do next?* 2. *You are talking on the phone (smartphone with no data plan) with a friend and promise to send him some pictures as soon as you hang up. You finish your conversation, you should have Wi-Fi but there is no connection... What do you do next?¨*   *Basic script for the challenge:*  *-What solutions come to your mind? Discuss with your peers.*  *-Write down everything in common.*  *You can use a blackboard to write down everything the trainees suggest so you can use it later.*  *If the trainees come out with little responses you can suggest some key words to help them: p*lane mode, router, cable, distance, power, password.  *-With the help of your trainer, create an strategy to solve both situations step by step. This should serve you as a guide to help you in case you face a similar problem.*  *Use your trainees ideas to create a step by step guide for them to diagnose simple problems. This is an option:*   1. *My computer has no Wi-Fi... What should I do?* 2. Check if other devices are connected 3. Check that the Wi-Fi icon is activated 4. Check the password in case it is the first time you use that Wi-Fi (mind the upper and lower cases, difference between 0 and O, 1 and l and I) 5. Check that the router is working/ the cable is connected properly 6. Turn down the router and turn it on again 7. Turn down the computer and turn it on again 8. Still not working? Ask for help! (Some companies offer a quick response service you can call to and ask if your connexion is working properly - so you can check if it is a general problem) 9. My smartphone has no Wi-Fi… What should I do? 10. Check if other devices are connected 11. Check that the Wi-Fi icon is activated and that the Plane Mode is turned down. 12. Check the password in case it is the first time you use that Wi-Fi (mind the upper and lower cases, difference between 0 and O, 1 and l and I).   If domestic connexion:   1. Check that the router is working/the cable is connected properly. 2. Check the signal strength. Sometimes the distance between your router and your device can result in the weakening of the signal, or if another person is using the same connection for downloading heavy files it may arrive weaker to your device.   If public connexion (open free Wi-Fi):   1. Check the signal strength. Sometimes public connections (in airports, for example) require some extra information. Even though you apparently have no Wi-Fi, open your navigator and check if there are any special instructions for you to follow. 2. Still not working? Ask for help!   *\*Diagram disposal might be an option.*  *Time for self and common reflection:*  *-Have you ever had this problem? What was the source of the problem? How did you solve it? Share it with your peers and discuss if your new strategy would have been useful.* |
| Resources*Microsoft Wi-Fi support:*[*https://support.microsoft.com/en-us/windows/fix-wi-fi-connection-issues-in-windows-9424a1f7-6a3b-65a6-4d78-7f07eee84d2c*](https://support.microsoft.com/en-us/windows/fix-wi-fi-connection-issues-in-windows-9424a1f7-6a3b-65a6-4d78-7f07eee84d2c) Android Wi-Fi support:  <https://support.google.com/googleplay/answer/2651367?hl=en>  Apple Wi-Fi support:  <https://support.apple.com/en-us/HT204051>  Google Wi-Fi support:  <https://support.google.com/pixelphone/answer/6183600?hl=en>  Tools:  Wi-fi speed test - https://[www.fast.com](http://www.fast.com)  Wi-Fi Alliance - https://www.wi-fi.org/  Safe Wi-Fi - <https://www.cyber.gov.au/acsc/view-all-content/guidance/use-secure-connection>  Safe public Wi-Fi: <https://www.consumer.ftc.gov/articles/how-safely-use-public-wi-fi-networks#:~:text=Public%20Wi%2DFi%20Isn't%20Secure,-When%20you're&text=If%20the%20network%20isn't,and%20log%20in%20as%20you>.  Securing Wireless Devices in public: <https://media.defense.gov/2021/Jul/29/2002815141/-1/-1/0/CSI_SECURING_WIRELESS_DEVICES_IN_PUBLIC.PDF> |
| Early Finishers *This is an activity to share and create a common strategy.* |
| Assessment *This challenge aims at providing the trainee with some material so the actual use of the guide will be the self-evaluation.* |