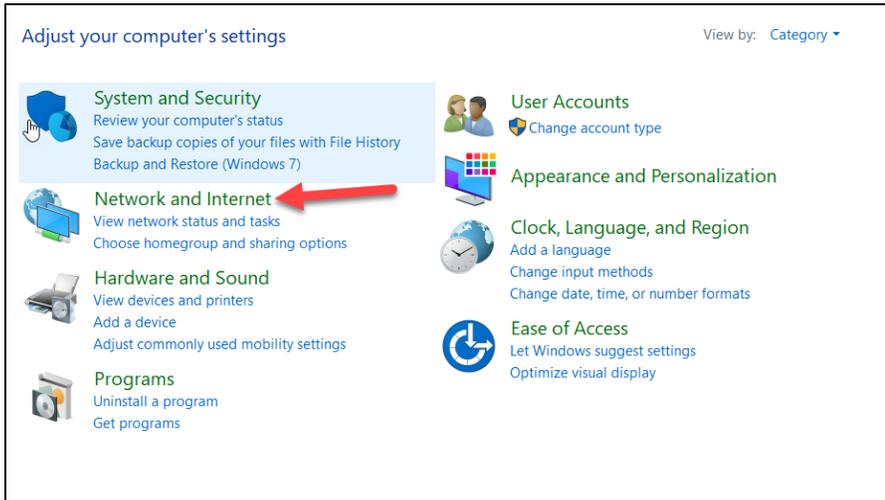


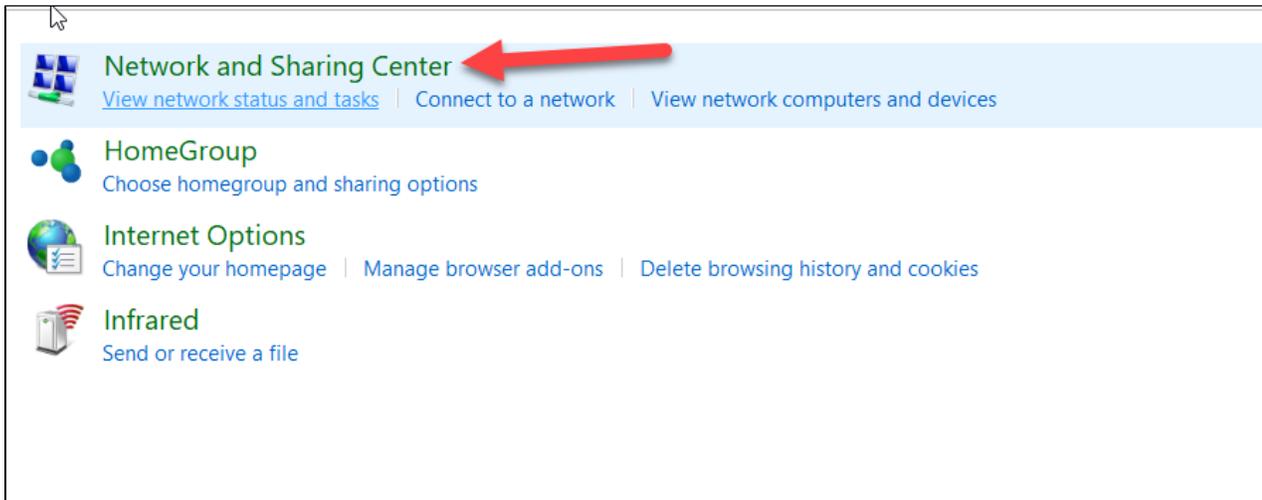
# My Windows 10 Computer cannot locate WiFi Networks

There is a known issue on some older Windows 10 computers where the internal wireless adapter will be spontaneously disabled, preventing the computer from locating or connecting to any WiFi networks. If your computer is unable to connect to the Internet upon booting up, you can check whether this issue is in play by opening the Control Panel.

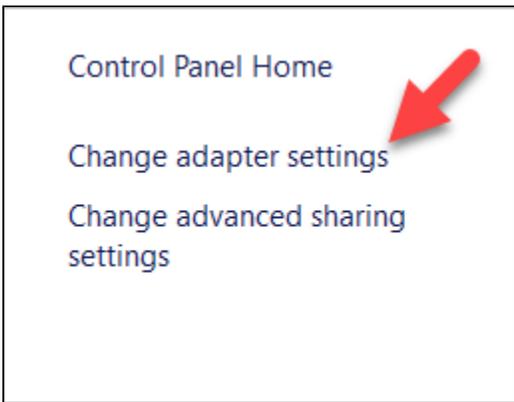
From the Control Panel, select Network and Internet.



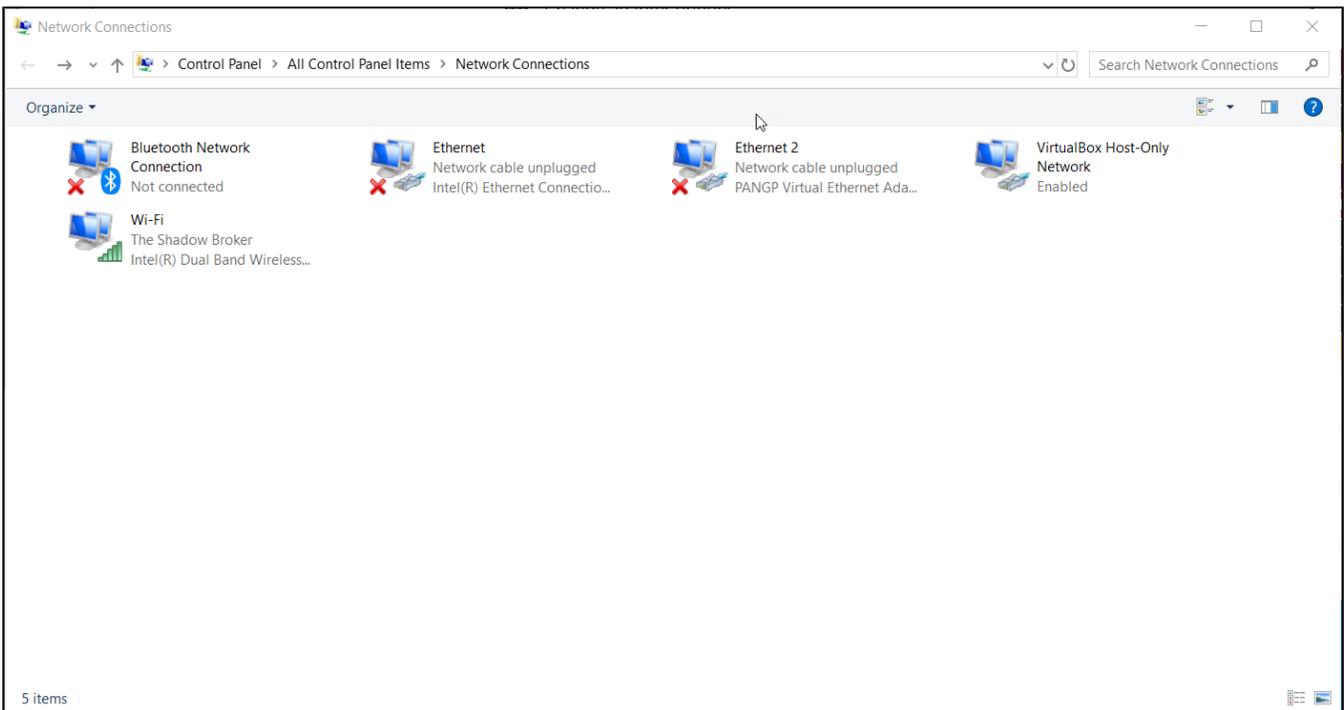
Select the Network and Sharing Center.



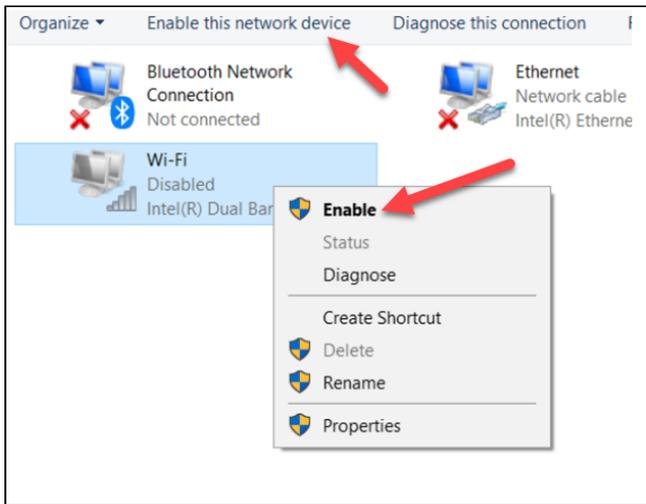
On the sidebar of the Network and Sharing Center, select "Change Adapter Settings".



The resulting window will show the adapters for all the potential network connections the computer can make, including ethernet and WiFi. If working properly, the WiFi Adapter will either say "Enabled", or the name of the network it is currently connected to. If it is disabled, the adapter will be greyed out and labeled "Disabled."



To re-enable this network connection, select it; you can then either right-click to open a contextual menu and select Enable, or click "Enable this network device" at the top.



Note: If you are working on a CNU-owned computer, you will be prompted for administrative credentials at this point. Please reach out to our Helpdesk for further assistance if this is the case. In addition, if this issue continues to occur, contact the Helpdesk to check your hardware.