

Tips for Using the AAGSNC Website and Internet

Who can use the Members Only area (aka Portal) of the website?

The AAGSNC Member Only Portal is accessible to all CURRENT AAGSNC members. If you are not an active AAGSNC member or are unsure of your status, please contact your Membership Committee Chairperson at membership1@aagsnc.org.

How to access the Members Only Portal

If you are a current AAGSNC member, you can access the portal here: <https://aagsnc.org/members-only-landing/>

To ensure the best user experience, members are encouraged to access the Member Only Portal through [Google Chrome](#). You can also use other internet browsers, including [Mozilla Firefox](#), [Microsoft Edge](#), [Safari](#), or [Brave](#).

Note: Internet Explorer is not a compatible option for accessing the Members Only Portal, as it is no longer supported by Microsoft. Support for Internet Explorer ended on **June 15, 2022**.

Having trouble accessing the Members Only Portal? Try these troubleshooting tips:

- Check the internet browser you are using.
- Check to make sure you are on the correct website. Always go to <https://aagsnc.org/>
- Check your login information. Are you using the correct All Member Password? A new All Member Password will be issued quarterly, beginning in 2023. It is emailed to all members, and should not be shared with anyone who is not a member of AAGSNC. Please note that individual passwords are no longer required to access the Members Only Portal. Please use the All Member Password only.
- Can't remember the Member Password? Please contact the Website and Technology Committee Chairperson at webmaster1@aagsnc.org.
- Clear your computer's browser history. Use this tip sheet for steps on how to clear your web browser's history:
 - [How to Clear Your Internet Browser History in Chrome](#)
 - [How to Clear Your Internet Browser History in Firefox](#)
 - [How to Clear Your Internet Browser History in Microsoft Edge](#)
 - [How to Clear Your Internet Browser History in Safari](#)
 - [How to Clear Your Internet Browser History in Brave](#)

Using the Member Discussion Forums

Discussion forums require a password and a login that is **DIFFERENT** from the All Members Only Portal login. **YOU MUST CREATE AND REMEMBER YOUR OWN INDIVIDUAL PASSWORD TO USE THE DISCUSSION FORUMS.** The AAGSNC Webmaster cannot assist you with your forum password. You can either write it down, use a password manager, or use a password reset link.

Complete list of fixes if your internet is not working

1. Restart your equipment

To restart your modem and router or gateway, unplug the power cable and wait 60 seconds before plugging it back in. It will take a few minutes to reboot. Restart your device as well.

2. Connect with an Ethernet cable

Connecting via Ethernet will rule out issues with your Wi-Fi network. If you can get online via Ethernet, there's something interfering with your Wi-Fi. This fix gets you back online right away.

3. Check for an internet outage

The internet may be down in your area. Many Internet Service Providers (ISPs) also have outage alerts via their websites and apps. You can contact your ISP to find out if there's an outage.

4. Try using a different device

See if you can get a connection on a different device. The device you're using might not be connected properly to your router.

5. Check your wires and cables

Your cables and wires could be loose or damaged. Coaxial cables should be screwed on snugly and phone and Ethernet cables should be fully inserted into the sockets until you hear a click. While you're at it, look for signs of damage in the form of kinks, hard twisting, excessive tension, even chew marks from pets.

You could also try just swapping out all the cables if you have extras. The copper lines inside the cable or in the connectors could have become severed without any obvious visible signs of damage.

6. Run your computer's internet troubleshooter

Something may be amiss within your computer's operating system. Both Mac and PC computers have troubleshooters built into their operating systems (OS) that can solve the problem for you.

7. Reposition your router/gateway

Your router's placement can make or break your home's Wi-Fi coverage. The key things to remember when choosing a location are elevation, distance, and obstructions. Elevate your router to provide a wider coverage area. Choose a central location to cover your home as completely as possible. Lastly, be mindful of obstructions like metal, tile, concrete, and water that can hamper Wi-Fi signals.

Alternatively, you could try moving your device closer to your router—somewhere with a clear line of sight to avoid obstructions.

8. Update everything

Obviously, you'll need internet access to update your operating system (OS), system firmware, and network software. To do so, you may need to use your mobile phone as a Wi-Fi hotspot, seek out a public Wi-Fi hotspot, or hop on a friend or family member's internet connection.

It's important to keep the OS and applications on your devices updated. Be especially mindful of OS updates, firmware updates (particularly network and wireless adapter updates), and antivirus application updates.

9. Ensure your equipment isn't obsolete

You may be using an obsolete modem, router, or gateway—even if you rent your equipment from your ISP. The provider will usually notify you if you're renting obsolete equipment, but it's easy to overlook this alert. The firmware on your equipment is usually updated automatically by the ISP.

10. Check your modem's signal level

The signal from your ISP to your modem needs to be above a certain strength threshold to function properly. Low signal to the modem could easily result in a slow or completely dead internet connection.

It used to be that only a broadband technician with an expensive meter could tell your signal strength, but now, many routers and even some ISP apps will give you a signal reading. You can also call your ISP to run a diagnostic on your modem. If you have low signal strength to your modem, you probably need a technician to come out and repair the problem.

11. Contact your ISP

Your ISP can help you diagnose connection problems by running a diagnostic on your equipment. Customer service can find and solve all kinds of problems over the phone or through chat support. It's certainly worth a try. If your issue can't be solved over the phone, you can set up an appointment with a technician just in case you can't fix the issue yourself.

12. Turn off your antivirus software

This isn't something we recommend lightly, but it could do the trick. Turning off your antivirus software makes your system more vulnerable to malicious software and cyber attacks. Still, your antivirus software is a major link between your device and the internet. The possibility of an issue here is often worth exploring after exhausting the likely causes.

If you are able to get online after deactivating your antivirus software, we recommend you either turn it back on and get in touch with your antivirus software's technical support team or replace the software immediately before browsing the web unprotected.