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 members in good standing and Lifetime** 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-content/

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**. Additionally, Microsoft announced that **support for the Windows 10 operating system will end on October 14, 2025**. After this date, Microsoft will no longer provide free software updates, technical assistance, and security fixes. Please consider upgrading your operating system (OS) for the best Internet experience.

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 in good standing (current dues paying and Lifetime) 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 **All-Member Password**? Please contact the Website and Technology Committee Chairperson at webmaster1@aagsnc.org.
- Clear your computer's browser history, also known as the "cache". Use this tip sheet for steps on how to clear your web browser's cache:
    - 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 Google Groups

Google Groups is a service that allows users to create and join discussion groups for collaboration and communication. AAGSNC uses Google Groups to share and disseminate information to current, active and Lifetime members. If you are a member and are not receiving messages from the ***AAGSNC Members*** Google Group, please notify AAGSNC leadership and we will make certain that you are added. Moving forward, we will add additional special interest groups to share state specific or other interest information to share.

List of fixes to try if your internet access is not working

Please note that the Website and Technology Committee cannot troubleshoot your computer or tablet. We have very limited staff availability, and to address your individual device is beyond the scope of our duties. However, we offer the following commonly used tips for troubleshooting your computer on your own.

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 computer or tablet as well.

2. Connect with an Ethernet cord

Connecting via hard wired (plugged in) Ethernet cord 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), such as Xfinity, AT&T, Verizon, etc. also have outage alerts via their websites and apps. You can call your ISP directly 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 (computer, tablet, phone, etc.). The device you're using might not be connected properly to your Wi-Fi router.

5. Check your wires, cables and cords

Your cords and wires could be loose or damaged. Coaxial cables should be screwed on snugly and phone and Ethernet cords 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 any or all of these if you have extras. The copper lines inside the wire, cable, cord 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 OS that could identify and possibly solve the problem for you.

7. Reposition your Wi-Fi 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 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 (a combination modem + router) —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. This article is helpful in determining what equipment you may have: Modem vs. Router

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. Check the blinking lights.

It used to be that only a 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 can 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.

--AAGSNC
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