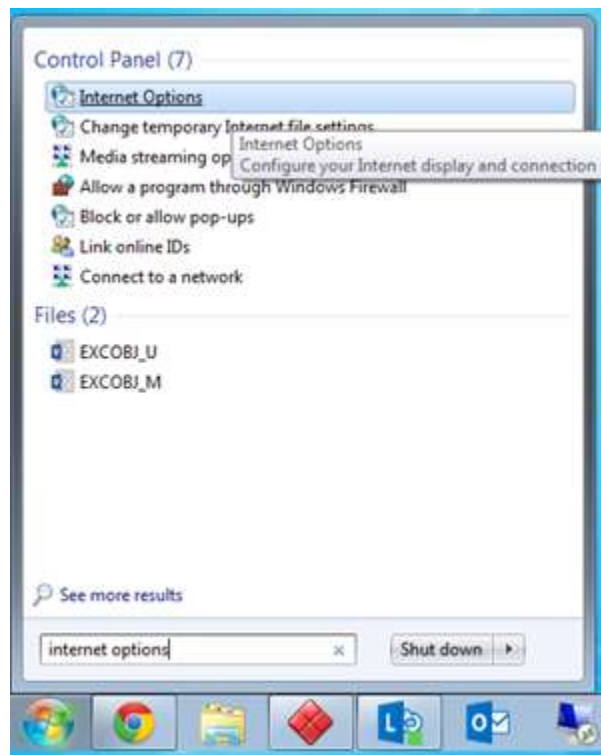


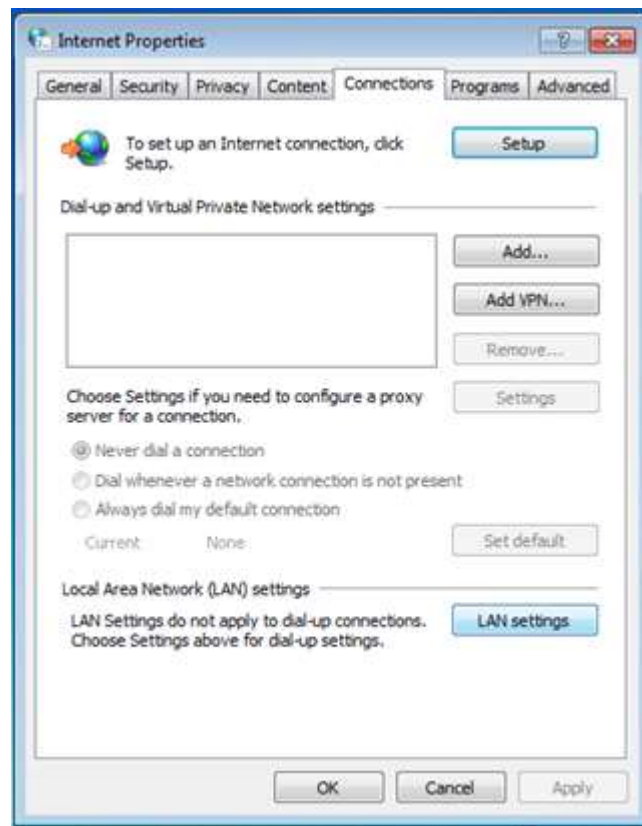
Internet Option Troubleshooting

If the user's computer shows there is Internet access, but cannot navigate to webpages because they get the browser error: **The proxy server isn't responding** or **Unable to connect to the proxy server**, follow these directions:

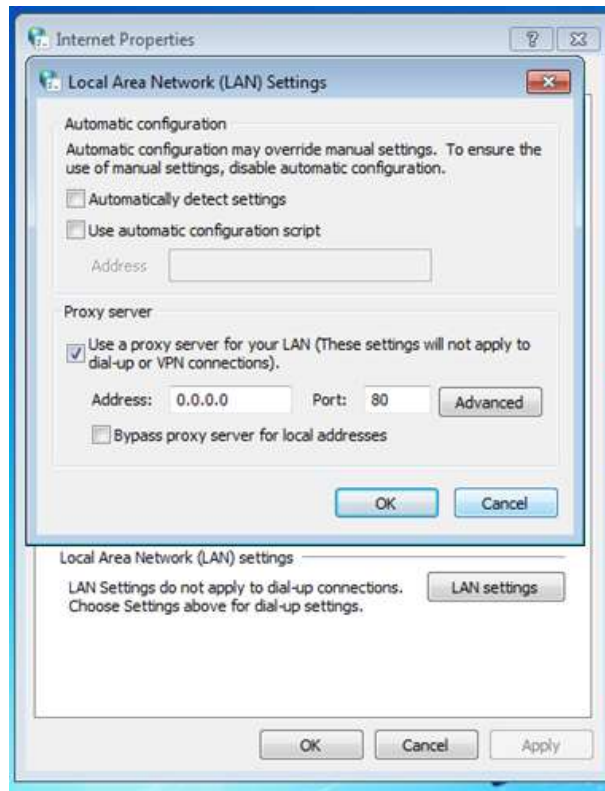
1. Press the **Start** button. Type **Internet Options** in the search bar.



2. Once the Internet Options pane is open, navigate to the **Connections** tab and click the **LAN settings** button.



3. If the settings appear as follows, you have found the issue.



4. Uncheck **Use a Proxy Server**, and check **automatically detect settings**.

If you encounter any trouble, feel free to contact the Help Desk at (504) 280-4357 or by email at helpdesk@uno.edu. You may also stop by the Help Desk, located in the UCC Room 101.