

1. The first step is to identify the problem. In this case, the problem is that the user is unable to access the internet.

2. The next step is to check the network connection. This can be done by checking the status of the network adapter in the device manager.

3. If the network adapter is not working, it may be necessary to update the drivers or replace the hardware.

4. Another common cause of internet access issues is a firewall or security software that is blocking the connection.

5. It is also possible that the user's IP address is not configured correctly. This can be checked in the network settings.

6. Finally, it is important to check the status of the internet service provider (ISP) to ensure that there are no outages or service disruptions.





