

Troubleshoot issues related to Wi-Fi for HP G4, G5, and G6 Chromebooks




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This article helps troubleshoot Wi-Fi issues on HP G4 – HP G6

These steps help identify and resolve the underlying cause. To connect to the Internet, using the LG Hotspot that was issued to you by S.E.E..

[Turn on Wi-Fi](#)

1. At the bottom right, select the time.
2. Select Not Connected .
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. Turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

[Connect to a secure network](#)

1. Select the secure Wi-Fi network .
2. Type the network password: wolfpack
3. Select Connect.

[Contact Information](#)

School of Excellence Tech Support is available from 8:00 am – 12:00 pm, 1:00 – 4:00 pm.

url: <https://www.excellence-sa.org/Helpdesk>

You can contact your Principal at 210-431-9881 or return the Chromebook or Hotspot to the front office. **Must call and setup appointment to return your equipment. All S.E.E. equipment is due till the end of semester.**

- Kelley Campus: 210-431-9881 ext. 3701
- Walker Campus: 210-431-9881 ext. 2223
- Lee/Saenz Campus: 210-431-9881 ext. 2134