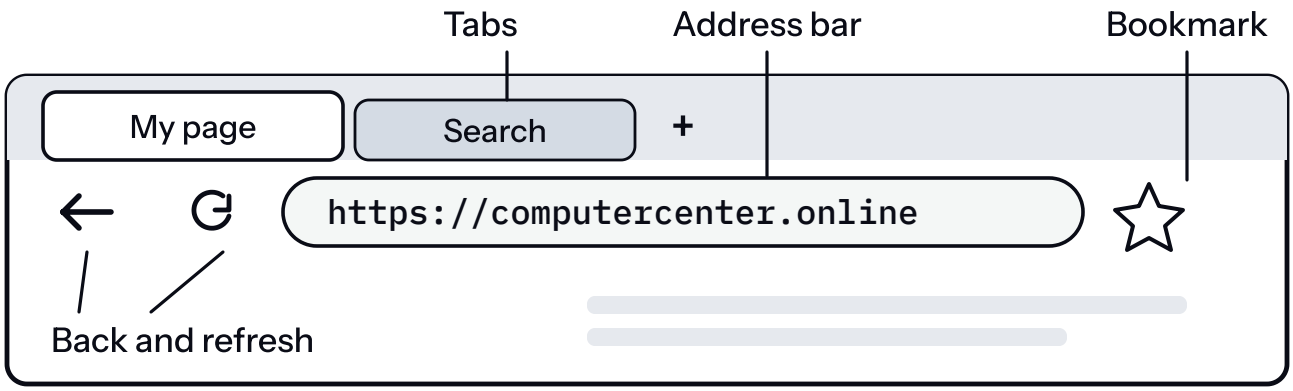
Getting Online: Internet and Wi-Fi

How to connect, use a web browser, and avoid common traps.



Wi-Fi and the internet

Wi-Fi is the signal between your device and a router, and the router connects to the internet. If Wi-Fi shows connected but pages will not load, the internet service itself may be down.

Connect to Wi-Fi

Click or tap the Wi-Fi icon: bottom right on Windows, top right on a Mac, and in Settings on a phone. Choose the network name, type the password, and connect. The password for a home network is often on a sticker on the router.

The browser

A browser is the program that opens websites. Firefox is free and open source. To visit a site, type its address, like computercenter.online, in the address bar. To search, type a few words instead.

Tabs, back and bookmarks

Each tab holds one page. The back arrow returns to the page before. A bookmark saves a page so you can find it again.

Search results and pop-ups

The first results marked Ad or Sponsored are paid. Check who runs a site before you trust it. A pop-up that says your computer is infected is a trick, so close the tab. Download programs only from the maker's own site.

Public Wi-Fi

On a network you do not control, such as a cafe, avoid logging into your bank or typing a card number when you can. Look for https:// at the start of the address.

Free and low-cost internet

Public libraries in New York offer free Wi-Fi and computers, and the city runs public computer centers. Lifeline is a federal program that takes up to $9.25 a month off phone or internet service for people who qualify. Check at lifelinesupport.org.

Sources: lifelinesupport.org; websites of the New York, Brooklyn and Queens public libraries. Last checked November 2026. Is something unclear or out of date? Use the contact form on our website and choose Guide feedback.