Due to security updates deployed by Norton, computer time and real time need to be in sync on your device. If the times aren't in sync, users will be presented with the "Internet dropped" error message when accessing assignment activities. To keep the time accurate, the date and time setting should always be set to Automatic.

The following troubleshooting steps **will resolve** the issue. Please try the following to update the time on your device:

1. Check the Date & Time and Time Zone settings on your device.
- **WINDOWS** Date & Time setting should look like this: https://www.screencast.com/t/pIDNrzI3Kuj
- **iOS** Date & Time Settings should look like this: https://www.screencast.com/t/ApBaL1DZuwW

2. If the setting is not set to Automatic, update the setting to Automatic, refresh the browser, and then try to launch the activity assignments again.

If changing the Date & Time setting to Automatic did not resolve the issue or you do not see an option to select Automatic in your device Settings, please try the following:

1. Toggle the Automatic setting off and back on
2. Refresh the browser, and then try to launch the activity assignments again.

If the error message is still appearing:
1. Make sure your preferred browser and Operating System is updated to the latest version.
2. Check to confirm the device that you are using meets **Norton's minimum system requirements**
3. Next, open this link: **https://time.is/.** This is a site that provides the exact current time based on timezone – Real Time
4. Reset your computer time manually as per the Real Time showing up on the time website.
5. After resetting the time, please refresh your browser, and then try launching an assignment activity again.

If the error is still present after trying all steps listed above, please open a Service Desk support case and include the following:
1. Real Time that shows the time on https://time.is along with the time that appears on your device
2. Screenshot of Date & Time/Time Zone Settings on your device. This will be found under your device Settings.
3. Device type, operating system, and browser name and version
4. And, also confirm if the same error message appears when accessing the activity on a different device type such as another PC, tablet, or phone.

Still need help? Submit a support ticket and a customer support specialist will be happy to assist you.