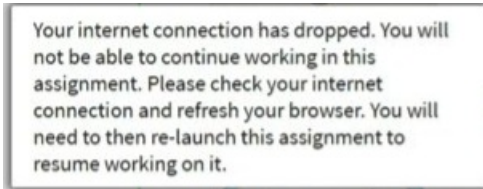


Internet Connection Dropped

Last Modified on 08/12/2025 10:56 am EDT

Due to recent security updates deployed by W. W. Norton, computer time and real time are required to be synced on devices that are used to access Norton's digital products. If the times aren't in sync, users will be presented with "Your internet connection has dropped..." error message when accessing assignment activities such as InQuizitive and ZAPS.



To clear the error message, make sure your preferred browser and Operating System is updated to the latest version and meets [system requirement guidelines](#) for Norton's digital products. The device's date and time setting should also be set to **Automatic**.

Additional troubleshooting steps to resolve the issue can be found here: [Internet Connection Dropped.docx](#)
