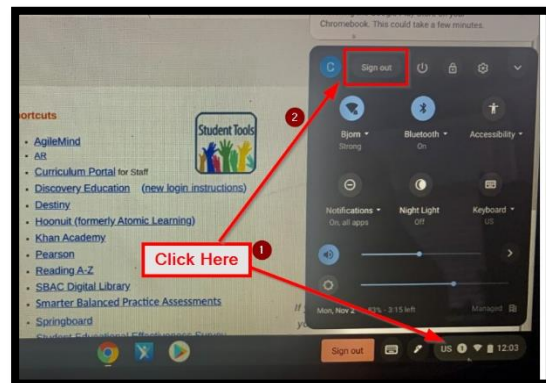


Chromebook Troubleshoot

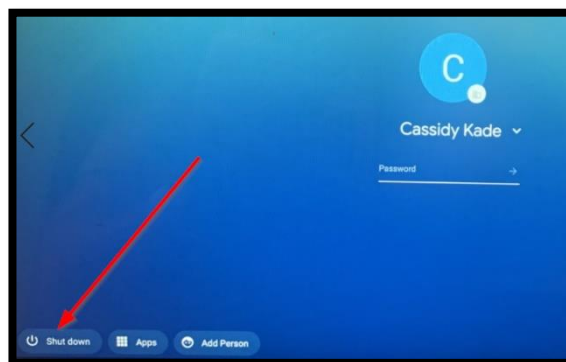
There are a few things you can do that might clear up issues you are having with your Chromebook. Please try the following, in this order. The 1st and 2nd steps usually clear up the problem(s) 99% of the time.

Log Out & Turn Power Off

1. Sign out of the Chromebook by clicking on the bottom righthand corner and selecting **Sign out**.

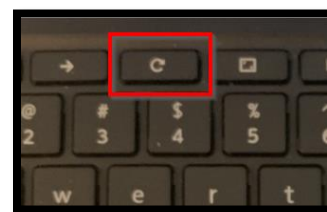


2. Next, completely shut down your Chromebook (do not just shut the cover).
3. Turn your Chromebook back on by clicking on the power button found on the side of your Chromebook, next to the USB port.
4. Sign-in as usual.



Chromebook Reset

1. First, hold both keys at the same time for 30 seconds – The refresh key just above the 4 key (see image) and the power button (on the side of Chromebook).
2. Wait 30 seconds and power Chromebook back up and sign in as usual.



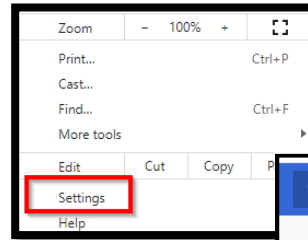
Cache & Browsing History, Cache, and Cookies

1. Open Google Chrome browser. Click on the **three dots** found in the top right-hand corner (see image).



in

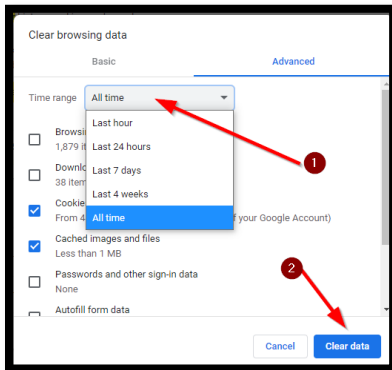
2. Select **Settings** from the drop-down window.



3. Type the word **Clear** in the search box and choose **Clear Browsing Data**.



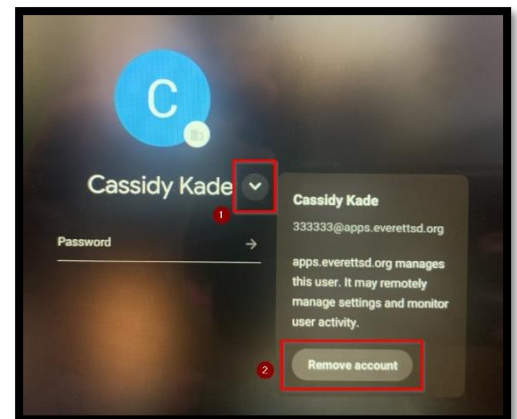
4. Change the default time range to **All time** and click **Clear Data**.



5. Close out all browsers and relaunch a *new* Google Chrome Browser.

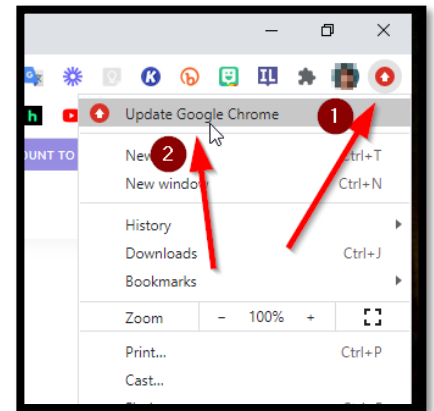
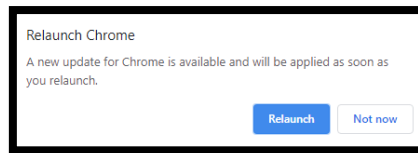
Remove Accounts and Re-Add User

1. On the login screen, where users are asked to type in their password. Click on the drop-down arrow.
2. Next, click Remove account. Do not worry, you won't lose anything it is just telling the Chromebook to forget who you are until you sign in your account again.
3. To add your account back on the Chromebook select Add Person (bottom left-hand corner) and login as usual using the student's regular sign-in (Student ID and Password).



Google Chrome Update

1. If the three dots, usually found in the top right-hand corner are missing and you see an alert icon (see image) then click on the alert icon.
2. Click on Update Google Chrome.
3. Click on the Relaunch Button to update Google Chrome.



If none of this works, please contact your school's IT support person.