

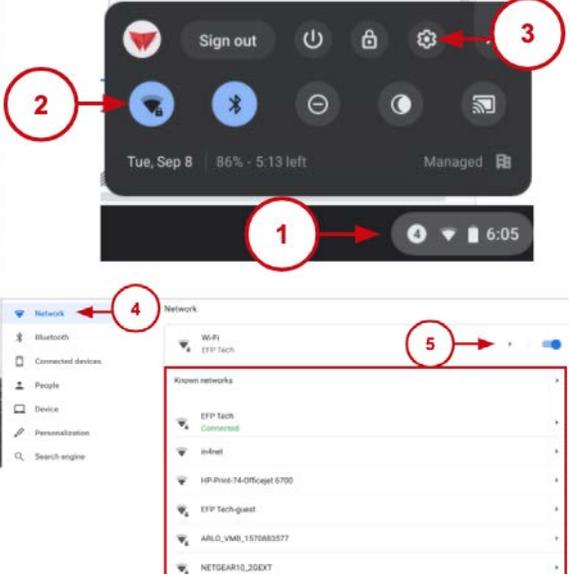
What are some basic troubleshooting tips I can try if the Chromebook isn't running properly?

Description: These are some common issues you might run into and some ways to troubleshoot the problem.

Important Background Information

There are some basic things you need to know about Chromebooks that should help keep the device up to date:

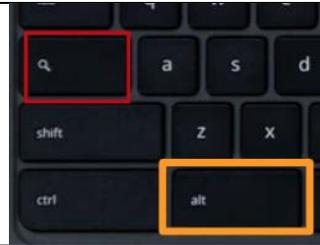
- A. First, a Chromebook gets its software updates when it restarts and is connected to WIFI. As a result, **it is important to turn the Chromebook off at the end of a week and restart it at the beginning of the week.** In other words, restart it at least once a week. It is not necessary to do it more than that.
- B. Second, **you should not leave a Chromebook plugged in for long periods of time.**
- C. Finally, when all else fails, turn it off, count to 30, and turn it back on.

Issue	
<p>Issue: My screen is freezing Possible Solution: Hit the refresh button on the keyboard above the 3 and 4 keys.</p>	
<p>Issue: I lost Internet connection Possible Solution:</p> <ol style="list-style-type: none"> 1. Click on the system tray where the clock is in the bottom right corner. 2. Turn the wifi off. Count to 5. Turn it back on. 3. If that does not solve the problem, click on the settings button. 4. Click Network on the left. 5. Expand the network arrow and make sure you are connected to the correct network. 6. If that does not work, power down, count to 30, and power back on. 	

Issue: All my letters are uppercase.

Possible Solution:

You accidentally turned on caps lock. Hold down the alt key with one hand and press the search key once and lift up.



Issue: My Chromebook won't turn on

Possible Solution:

1. Your battery might need to be charged. Plug it in and wait for 30 minutes.

Issue: My Chromebook won't charge

Possible Solution:

1. If the charger comes apart, make sure its pieces are all secure before plugging it into the device or the wall. Make sure your charger is securely plugged into the wall.
2. Unplug the charger from the wall. Unplug it from your device. Plug it back into your device first and then the wall second.
3. Try a different outlet.
4. Try a different charger.
5. Charge it for at least 30 minutes before trying to use the device.

Issue: My camera doesn't work or I see a message "No camera found"

Possible Solution:

1. Turn off your Chromebook. Count to 30. Turn it back on.
2. Try using it in a different app like Teams or Meet.
3. Turn off the Chromebook. Wait 30 seconds. Turn it back on.
4. If it works there but will not take a picture, report it to your teacher or to the Help Desk if your district has one.

Issue: My Chromebook is crashing or freezing.

Possible Solution:

Try these steps one at a time checking to see if it worked.

1. Close all apps and browser windows.
2. If one tab is causing the problem, do a tab hard reset by holding down Ctrl + Shift + r.
3. Uninstall any new extensions or apps.
4. Turn your Chromebook off. Count to 30. Turn it back on.
5. Try a hard reset, but know that you could lose any downloads you haven't saved into the cloud yet. If it is a shared device, you should not do it because other users' downloads will be lost.

To hard reset your Chromebook:

For most Chromebooks, follow the steps below:

1. Turn off your Chromebook.
2. **Press and hold** Refresh key  + tap the Power button once. Keep holding the refresh key.
3. When your Chromebook starts up, release the Refresh key .

Issue: My touchpad or keyboard isn't working.

Possible Solution:

Do a hard reset of your Chromebook. Just know that you MIGHT lose some downloaded files. If it is a shared Chromebook, check with other users first to avoid accidental loss of files.

See directions above for a hard reset.

Issue: Chrome isn't working

Possible Solution: Reset Chrome settings to default

You can restore your browser settings in Chrome at any time. You might need to do this if apps or extensions you installed changed your settings without your knowledge. Your saved bookmarks and passwords won't be cleared or changed.

1. On your computer, open Chrome.
2. At the top right, click More  > Settings.
3. At the bottom, click Advanced.
 - Chromebook, Linux, and Mac: Under "Reset Settings," click Restore settings to their original defaults > Reset Settings.
 - Windows: Under "Reset and cleanup," click Reset Settings > Reset Settings.

Issue: Accounts other than mine are showing up on the login screen, and the device is not shared.

Possible Solution: Remove the users.

1. On the login screen click on a user you want to remove.
2. Click the arrow in the top right corner.
3. Select remove account.



Issue: My bookmarks disappeared!

Possible Solution:

Make sure Show my bookmark bar has a check next to it.

1. Click the three dots in the top right corner of your Chrome browser to open the browser menu.
2. Click on Bookmarks
3. If you do not have a checkmark showing, click Show Bookmarks Bar

You can also use the keyboard shortcut control + shift + b



Issue: I don't have audio or sound
Possible Solution: check your audio

Make sure there is nothing stuck in the audio jack on the side of the Chromebook.

1. If something is stuck in the audio jack, do not try to get it out because you could push it in farther.
2. Tell your teacher or contact the Help Desk if you have one.

If it is clear, try these steps.

1. Click the system tray
2. Expand the window
3. In the expanded window, check the audio levels.
4. You can also try the audio keys on your keyboard.



Issue: My browser is acting strangely
Possible Solution: clear your cache

1. Open your browser menu by clicking the three dots in the top right.
2. Select Settings in the menu
3. Choose Privacy and Security on the left
4. Uncheck Browsing history and Cookies.
5. Check off Cached images and files.
6. Select the least amount of time at the top and hit Clear data.
7. If this doesn't work, increase the time frame one at a time and clear data each time checking to see if it fixes the issue.

If none of these helps, restart.

