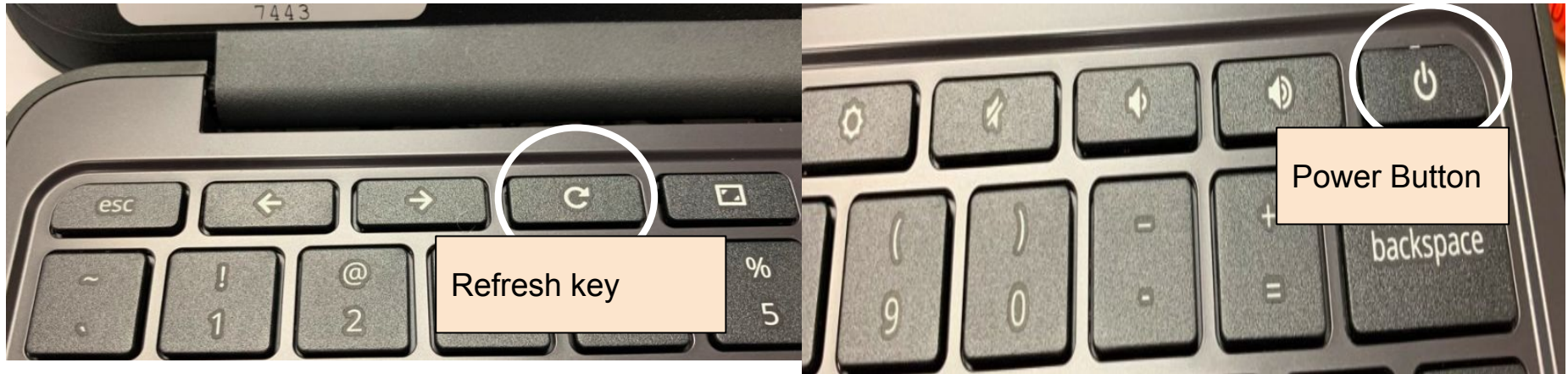


# My Chromebook isn't working right!



**If your Chromebook isn't working quite right,.....**

1. Sign Out, Power off and restart -  
When the screen goes black, count to 15 slowly. Hold down the power button to restart. **(Each model of chromebook has a different power button location. Look on the right side of the keyboard or device.)**

**If my Chromebook is frozen, I can't click on anything OR the restart didn't seem to help.**

2. Hard restart  
Turn off your Chromebook. Hold down refresh key(see picture) and tap the power button. Do not release the refresh key until you see the Chrome screen appear. This can take up to 30 seconds. It seems like forever. (If you have a silver macbook/chromebook) just hold down the power button until it shuts off. There is not a refresh key.)

**3. It's still not working?**

Please contact the technology team by sending an email to [helpdesk@district745.org](mailto:helpdesk@district745.org).