Chromebook Simple Troubleshooting

1. If a Chromebook is having issues, turn it OFF and then ON again.

2. No Sound on headphones:
   a. Make sure headphones are plugged in properly and there is no dirt in the plug. If problem persists, change/try another headphone or continue to next step
   b. Make sure the mute button isn’t pushed.

3. Device is running sluggish: Clear the cache and then restart/reboot
   a. [https://support.google.com/chromebook/answer/2392709?hl=en&visit_id=637209287130890167-2807570445&rd=2](https://support.google.com/chromebook/answer/2392709?hl=en&visit_id=637209287130890167-2807570445&rd=2)

   Delete all browsing history (clears cache and cookies - great for fixing error with websites)
   - Click the Chrome menu on the browser toolbar
   - Select Tools
   - Select Clear browsing data
   - In the dialog that appears, select the checkboxes for the types of information that you want to remove. (do all)
   - Use the menu at the top to select the amount of data that you want to delete
   - Click Clear browsing data.