

## ***Chromebook Power Wash Procedure (Parent/Student Resource)***

### **When should a Power Wash be performed on a device?**

A Power Wash can be performed when the following issues occur.

- Chromebook does not power or boot up correctly
- The Chromebook is stuck at a white screen with “Google” logo
- Wi-Fi is not connecting consistently
- Slow/Sluggish Chromebook
- Trackpad issues
- Non-audible Chromebook
- Keys are not recognized when entered
- Touchscreen Chromebooks do not register touch

### **This is the procedure for power washing and re-enrolling a Chromebook:**

- 1: Press “ESC” + “Refresh ( ⌂ )” + “Power ( ⏻ )”.
- 2: Upon releasing keys, a warning screen regarding the OS appears.
- 3: On the warning screen, press: “Ctrl” + “D”.
- 4: Press Enter ( ↵ ).
- 5: On the “Verification Off” screen, press the Space Bar ( ␣ ), then press Enter ( ↵ ).
- 6: Allow the system to reboot.
- 7: Click “Let’s Go”.
- 8: At the welcome screen, select your home network.
- 9: Uncheck the Optional statement then click “Accept and Continue”.
- 14: If successful, a window will appear stating that the device has been enrolled.
- 15: Have student log in using their @lodi.usd.org account and verify your home network is connected.