Metropolitan Lighthouse Charter School
How to Fix Chromebook Problems

Here are some common problems on the Chromebooks and some ways to help get them fixed. Please reach out to your child's teacher if you have other questions.

My Chromebook won't turn on.
- ❏ Make sure it's plugged in and charging (you should see a light turn on next to the charging port), then try turning it on again. Sometimes you need to wait.

I can't connect to the internet.
- ❏ Make sure you are on the correct wi-fi network, and make sure the password is correct
- ❏ See if other devices (a phone or tablet, or another computer) will connect to the same. network. Try connecting the Chromebook to another network if one is available.
- ❏ Restart the Chromebook and try to connect again.

I can't sign in.
- ❏ Make sure you're using the correct email and password. Emails should end in "@met.lhascholars.net" and passwords can be double checked with your scholar's teacher.
- ❏ Make sure you're connected to the internet first.

The sound won't work.
- ❏ Make sure the volume is turned up.
- ❏ If you are using headphones, make sure the headphones are plugged in all the way and the jack is not broken. Try using other headphones or normal sound.
- ❏ If this doesn't work, unplug the headphones and then close the Chromebook's lid. Wait 10 seconds, and then plug the headphones back in and open the Chromebook again

Something on the keyboard isn't working.
- ❏ Please restart the computer first and see if the keyboard still doesn't work after that
- ❏ In the short term, you can use the onscreen keyboard: click the time on the bottom-right corner of the screen, click Settings, and then click Advanced at the bottom of the screen. From there, click "Manage accessibility features" and then click "Enable on-screen keyboard"

The screen is flipped sideways
- ❏ To rotate your screen, use the keyboard shortcut **CTRL + SHIFT +**
- ❏ Do this until the screen is fixed.
- ❏ Don't play around with this… it may break the Chromebook!

The screen is frozen!
- ❏ Hold down the power button to shut the computer down.
- ❏ Wait ten seconds, and press the power button again to turn the Chromebook on again.