




# ARE YOU HAVING PROBLEMS WITH YOUR CHROMEBOOK?

*Help yourself! Troubleshoot the issue.*

Problem?	Have you tried ...?
<i>My chromebook won't turn on. The power light is NOT on.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I always power off (light turns off) <b>before</b> I close the lid.</li> <li><input type="checkbox"/> I charged it last night.</li> <li><input type="checkbox"/> I charged it on the left side charging port.</li> <li><input type="checkbox"/> I plugged it in to a charger &amp; <b>after 10 minutes</b> the light won't turn on.</li> <li><input type="checkbox"/> I've tried a hard reset: Press and hold Refresh  + tap Power  When your Chromebook starts up, release Refresh .</li> </ul>
<i>My chromebook won't turn on. My chromebook light is on, but the screen is black.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I've plugged in my chromebook with my teacher's classroom charger and pressed the power button.</li> <li><input type="checkbox"/> I've pushed and held down the power button <b>until the light turns off</b> and turned it back on.</li> </ul>
<i>My chromebook won't connect to WIFI.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I'm not connected to SBS-guest network</li> <li><input type="checkbox"/> I turned WIFI off and on again.</li> <li><input type="checkbox"/> I'm using my District username and password.</li> <li><input type="checkbox"/> I powered it off and turned it on again.</li> </ul>
<i>My screen is frozen.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I've pushed and held down the power button <b>until the light turns off</b> and turned it back on.</li> </ul>
<i>My keyboard or trackpad won't respond.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I powered it off and turned it on again.</li> <li><input type="checkbox"/> I've checked to make sure my keyboard is set to U.S. <i>not</i> International.</li> </ul>
<i>I can't login to Itslearning. I get an error message when I try to login to Itslearning.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I'm using my District username and password.</li> <li><input type="checkbox"/> Try these <a href="#">troubleshooting steps!</a></li> </ul>
<i>My GoGuardian won't work.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I powered it off and turned it on again.</li> <li><input type="checkbox"/> I cleared my Cache and Cookies.</li> </ul>
<i>My chromebook is just acting weird.</i>	<ul style="list-style-type: none"> <li><input type="checkbox"/> I've tried troubleshooting the specific issue above.</li> <li><input type="checkbox"/> I powered it off and turned it on again.</li> </ul>
<i>My screen (or something else) is damaged.</i>	<p>→ Contact your librarian!</p>

***If these solutions don't work for you, tell your teacher.***