CHROMEBOOK TROUBLESHOOTING

1 YOUR NETWORK

Unplug your personal network router (either Spectrum, Optimum, FIOS etc.. or a personal router). Leave unplugged for 10 seconds and then plug back in. It should take about 3-5 minutes for their wireless network to become visible again. Also, please POWER OFF any devices that are not being used and are on their network (Smart TV's, other laptops, Alexa devices, etc).

2 UPDATE CHROME TO LATEST VERSION

Click **HERE** to see the latest version number. If device is NOT on that number, update:
1. Sign into the Chromebook
2. Open up Google Chrome
3. In the far right corner, select the 3 vertical dots.
4. Scroll down to HELP-then ABOUT GOOGLE CHROME
5. Select the writing in BLUE that says CHROME OS SETTINGS
6. Select CHECK FOR UPDATES
7. Click the RESTART after the updates are downloaded

3 POWERWASH

Last step is to do a POWERWASH (this removes all user data and reinstalls the Chrome operating system. You will need to repeat step 2 after this is completed.
1. Sign out of the Chromebook.
2. At the Sign in Screen (do not sign in), hold down CTRL+ALT+SHIFT+R
3. You will see a screen that says RESET THIS CHROME DEVICE
4. Select RESTART - AT THE CONFIRM POWERWASH SCREEN, SELECT CONTINUE
5. After a few seconds, the Chromebook will power on and you will see a screen saying POWERWASH IN PROGRESS…
6. You will now be at a WELCOME screen. Select LETS GO
7. Add your home wireless network again (enter wifi password) then select CONNECTAt the Google Terms of Service, select ACCEPT AND CONTINUE
8. At the Enterprise Enrollment Complete screen select DONE
9. Please have your child now sign into the Chromebook. THIS SHOULD FIX MANY ISSUES