

COMMON CHROMEBOOK PROBLEMS AND FIXES

PROBLEM	FIX
<ul style="list-style-type: none"> - Chromebook will not turn on. - Screen is black and you think the Chromebook is not charged. - Parent says "It's not holding a charge," but the white charging light comes on when it is plugged in. 	<p style="text-align: center;">HARD RESET (REFRESH + POWER)</p> <p>Press and hold down the "refresh" button (which is located just above the 3 and 4 keys) and tap the power button. Release the refresh button when you see the Chromebook starting back up.</p>
<ul style="list-style-type: none"> - After logging in, the screen starts to rapidly flash on and off. 	<p style="text-align: center;">SIGN OUT, REMOVE USER & RESTART TWICE</p> <p>Sign out of the Chromebook. Click on the clock at the bottom right and then click "sign out." There may also be a sign out option at the bottom left.</p> <p>At the login picture, click on the down arrow next to the students name. Click "remove this user." Click "remove this user" again. Next, press and hold the power button until the Chromebook turns off. Count to 5 and turn it back on. After it turns on, click and hold the power button again. Tap power to turn it back on and then you can log the student back in.</p>
<ul style="list-style-type: none"> - Locked out of RDS (password was entered wrong 3 times) 	<p style="text-align: center;">Contact the school secretary.</p>
<ul style="list-style-type: none"> - Can't log into Chromebook (Google) - Can't log into RDS - Username & Password wont work, student is not locked out 	<p style="text-align: center;">CHECK STUDENT USERNAME & PASSWORD IN RDS</p> <p>Look up the student's username and password in RDS. You may have to add columns to see the username and password. If you are sure that the username and password was entered correctly, but it still doesn't work, put in an Incident IQ ticket.</p>
<ul style="list-style-type: none"> - Logging into BUZZ and it says loading.... but won't load 	<p style="text-align: center;">CLEAR HISTORY CTRL + SHIFT + BACKSPACE then click "clear data"</p> <p style="text-align: center;">MAKE SURE YOU ARE USING CPS BOOKMARK</p> <p>If clearing history doesn't work, make sure that the student is using the RDS student access in the CPS bookmarks in the upper left corner, not a student made bookmark or by searching the internet.</p>
<ul style="list-style-type: none"> - Zoom screen is black 	<p style="text-align: center;">USE ZOOM APP</p> <p>Try going into Zoom through the Zoom app instead of using the link.</p> <p>Try a camera and mic test at www.webcamtests.com</p>
<ul style="list-style-type: none"> - Missing students.cps.k12.in.us bookmarks 	<p style="text-align: center;">ADD BOOKMARK</p> <p>In Google Chrome, right click on the bookmark toolbar, click show students.cps.k12.in.us bookmarks.</p>
<ul style="list-style-type: none"> - Screen looks black like a negative. 	<p style="text-align: center;">CTRL + SEARCH + H</p>
<ul style="list-style-type: none"> - Screen is turned sideways 	<p style="text-align: center;">CTRL + SHIFT + REFRESH</p>
<ul style="list-style-type: none"> - Screen is dark, but you can faintly see something 	<p>Try lightening the screen with the brightness up key (above the numbers 8&9). If that doesn't work, the backlight may have gone out. The student will need to use a loaner while it is being replaced.</p>
<ul style="list-style-type: none"> - Chromebook is Frozen - Touchpad not working - ANY OTHER ISSUE NOT LISTED ABOVE 	<p style="text-align: center;">POWERWASH</p> <p>With Chromebook already powered on press ESC + REFRESH + POWER</p> <p>At Chrome OS is missing screen, press CTRL + ALT + D, at to turn OS verification OFF screen, press ENTER, at OS verification is OFF screen, press ENTER, the system will reboot</p> <p>At Welcome! screen, click LET'S GO.</p> <p style="text-align: center;">JOIN THE WIFI NETWORK:</p> <p>Connect to your wifi network and enter your password. Click ACCEPT AND CONTINUE Enterprise will enroll automatically. When it finishes, Click DONE & SIGN IN.</p>