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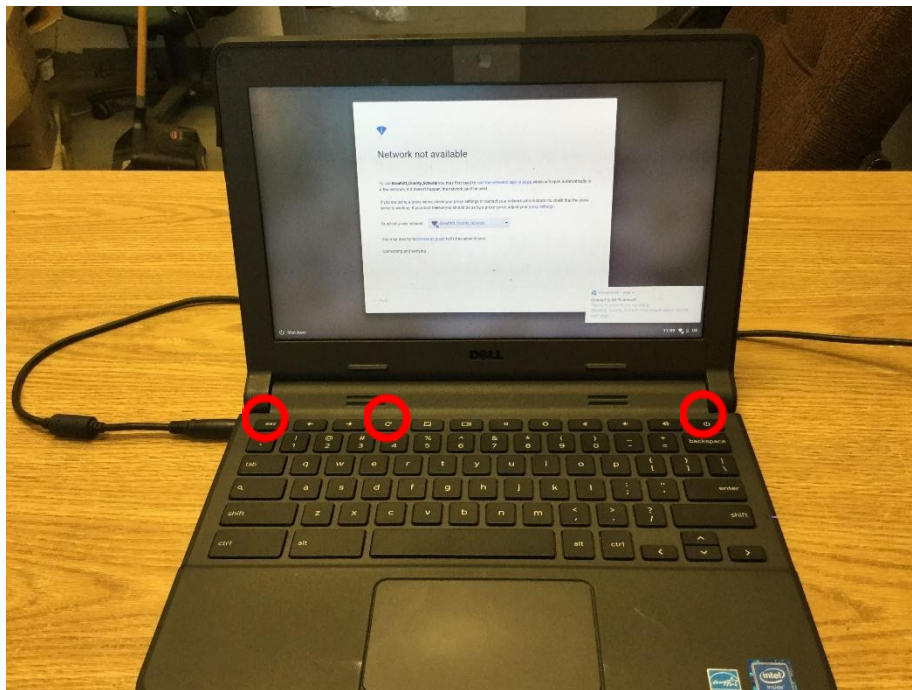
## Malfunctioning Keys/Touchpad

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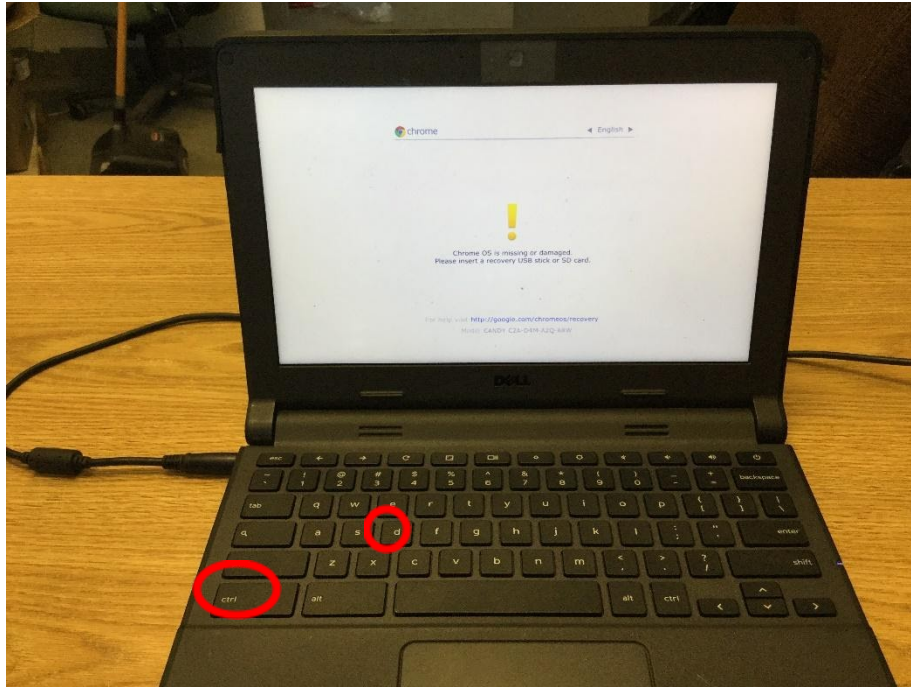
### Power Wash

If the touchpad is not responding or if the keys on the keyboard are not functioning properly, there may be a short in the device that can be fixed with a “Power Wash.” A power wash will reset most settings on the device returning it to normal operations.

1. Plug a charger into the Chromebook and power on the device.
2. After the device loads to the sign-in screen, press the following key combination.
  - a. Esc+Refresh+Power

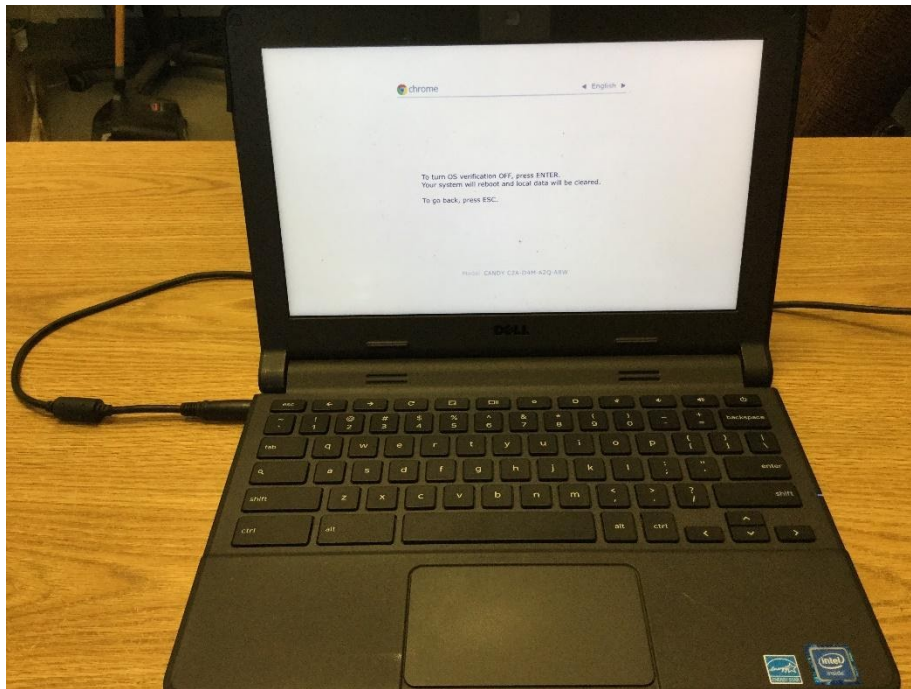


- b.
3. On the following screen use this key combination.
  - a. Ctrl+D



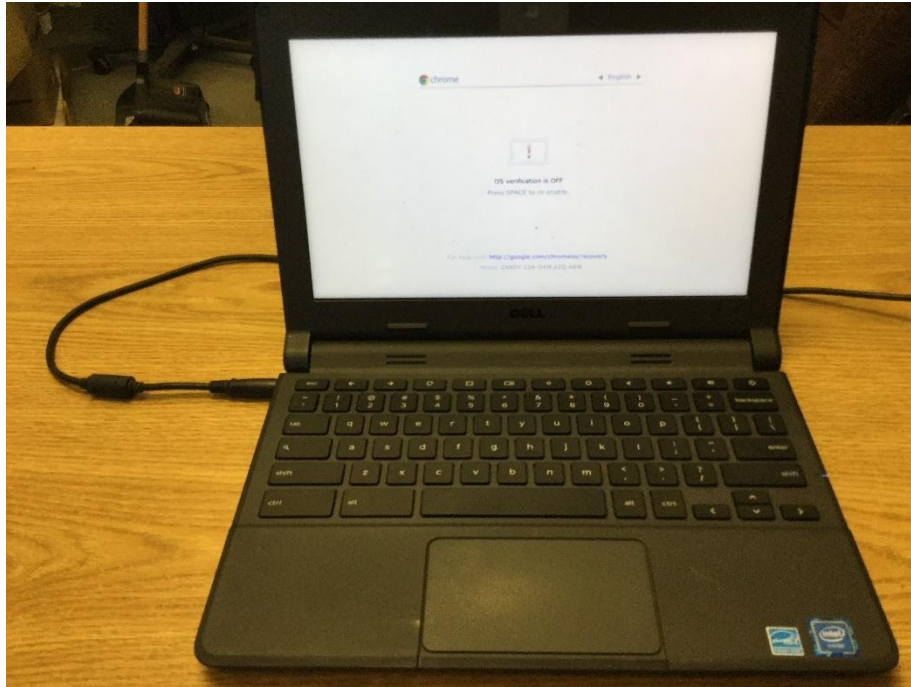
b.

4. On the following screen press the Enter key.



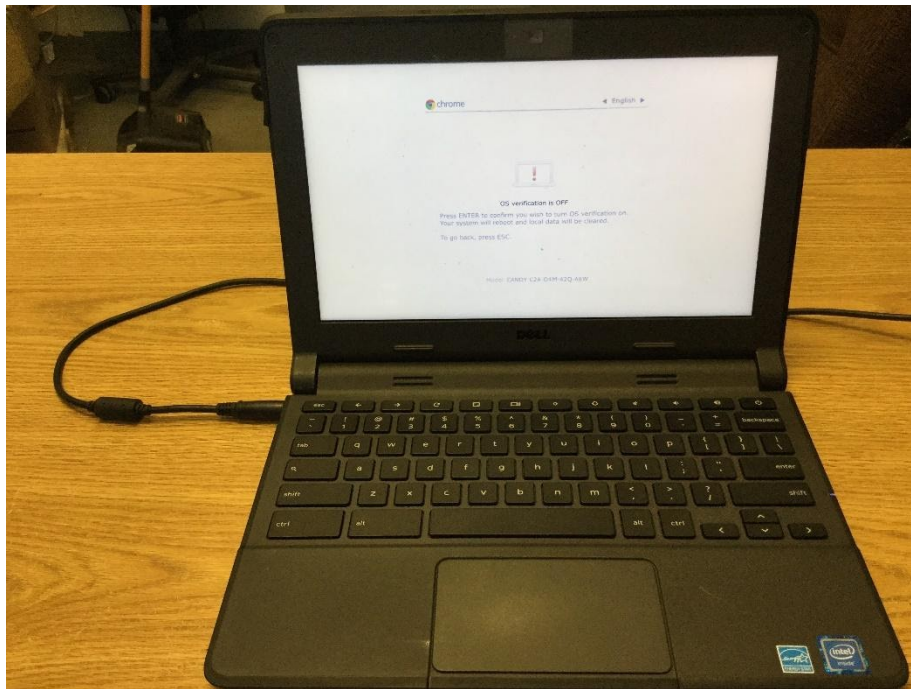
a.

5. On the following screen press the Spacebar key.



a.

6. On the following screen press the Enter key.



a.

7. After the device reboots you will need to enter the student's information until their Chromebook logs them in. You will enter their email and password 3-4 times in the process.