Troubleshooting & FAQ

Google Accounts:

Username and/or password isn't working:

- Double check password is typed correctly and caps lock in not enabled
- If you have forgotten your password and/or the name in the email is spelled wrong, please submit a request with the proper spelling of the name or if you would like a password reset
- For kindergarten and First Grade, student usernames end in a 2033 or 2034 depending on their their class

Chromebook asks for "Old Password":
- If you remember your old password, enter it. If not, there is a simple workaround. Just click "I can't remember my password" and then click "proceed anyway" . The student will then be able to log on and access all cloud based resources, but they won't be able to access any data stored on the chromebook. Again, this is fine, because they shouldn't be storing anything on the local machine anyway. (Source: sevenpeaksschool.zendesk.com)

Cannot access Google Classroom:

- Make sure you are signed into your school email (@charleroisd.org). Google Classroom does not work on personal emails (@gmail.com)

My google account keeps switching over to another student's account:

- Log out of all accounts on the chromebook. If multiple students are using a chromebook, make sure each one logs out after each use.
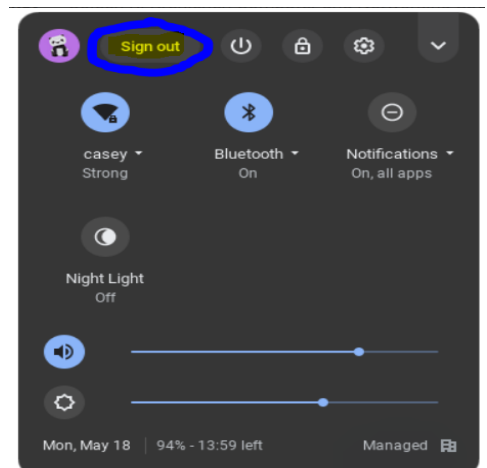
My classes are not showing up:

- If you do not see an invitation from your teacher to join or have the correct classroom code to sign on, please email your teacher with your full name and grade level so they can identify what class to put you in.
- If the class is still not showing up, please fill out a Technology Support Request

My work is not being "Turned in":

- To turn in assignments, if the assignment was completed on another website, go back to Google Classroom, hit view assignment, and on the right hand side hit "Mark as done". The teacher will see the assignment completed on the separate website. If the assignment it to be recreated via Google Documents,
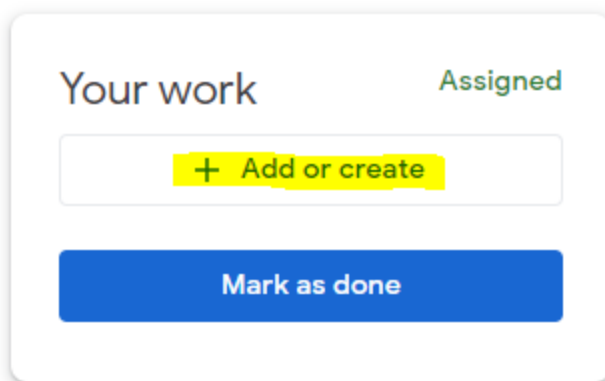
Hit "add or create" and select Google Docs. This should make a Google Doc. Click on the document that was just made and it should bring you to a Google Doc to type your assignment. Once completed, there is an option on the top right to "turn in"

Back on Google Classroom, once again hit

"Turn in" once the assignment is completed and ready to be turned in
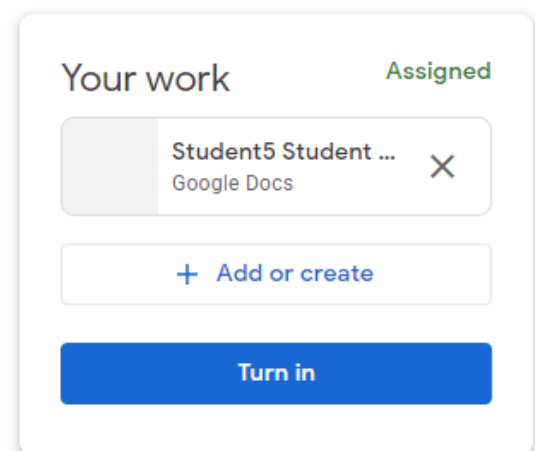
Cannot submit assignments:

- If you are typing a paper or document, make sure you are using programs like Microsoft Word or Google Sheets. Typing in notepad or a .txt file will not be able to be submitted

Drive files on Google Classroom showing up as "Not Found"

https://www.youtube.com/watch?v=iCm43jlwcEA

Issues with Google Docs, Sheets, Slides, Etc.

Troubleshooting information from Google:

https://support.google.com/docs/answer/7505592?hl=en#zippy=

Chromebooks:

★ **Chromebooks need to be connected to the internet in order to sign into**

Chromebook shortcuts: https://support.google.com/chromebook/answer/183101?hl=en

Take a screenshot: Press **Ctrl + Show Windows** ▢⫼.
Take a partial screenshot: Press **Shift + Ctrl + Show windows** ▢⫼, then click and drag.
Take a screenshot on tablets: Press **Power** button **+ Volume down** button.
Turn Caps Lock on or off: Press **Search** 🔍 **+ Alt**. Or press **Launcher** ◉ **+ Alt**.
Lock your screen: Press **Search** 🔍 **+ L**. Or press **Launcher** ◉ **+ L**.
Sign out of your Google Account: Press **Shift + Ctrl + q** (twice).
See all keyboard shortcuts: Press **Ctrl + Alt + /** (forward slash).

Chromebook is frozen and/or keyboard stop working:

- Press and hold the power button until the screen turns black. The power button is often located at the top right and side of the keyboard. Hold down the power until the screen turns fully off. <u>This could take up to three minutes</u>. Once Chromebook is powered off, wait 30 seconds, then restart the Chromebook.

Chromebook is charged but nothing will come on the screen:

First turn off your Chromebook completely (don't just close the lid).
Next, hold down the Refresh ⟳ key and then press and hold the **Power** button. <u>Hold both down for 10 seconds.</u>
Release the **Refresh** key and then the **Power** button and your Chromebook will restart. If it doesn't start, press **Power** again.

A Tab or App of the Chromebook won't stop loading or Chromebook is running slow: Clear your Cache:

- To clear your cache, press "ctrl" and "H" simultaneously or go to your Google history. Once you are at the History page, on the left-hand side there is an option for "Clear browsing data". Once pressed, put a check mark in the boxes for "Cookies and other site data" and "Cached images and files" and set time range to "All Time". Once everything is selected, click on clear data. Once it has been cleared, refresh the page or application you were trying to access. If it is still slow, restart Google Chrome.
- Having too many Extensions turned on will slow down performance. Try turning off browser extensions and use the default appearance theme. In chrome, click on the three dots in the top right-hand corner and go to "settings". Once in the settings, scroll down to "Appearance" and under browser themes select "Reset to default". If option is not available, you are already using the default theme. Next navigate to the Google extensions page by again clicking the three dots on the top right-hand corner and hovering over "More tools" and click on "Extensions". Here you can turn off any unnecessary extensions that could be slowing down your Chromebook.
- ★ It's good practice to bookmark the extensions page so you can easily access them to turn them off and on

Try "power washing" the Chromebook. Please refer to the guide below:

Factory reset your Chromebook

1. Sign out of your Chromebook.
2. Press and hold **Ctrl + Alt + Shift + r.**
3. Select **Restart.**
4. In the box that appears, select **Powerwash** > **Continue.**
5. Follow the steps that appear and sign in with your Google Account.
   Note: The account you sign in with after you reset your Chromebook will be the owner account.
6. Once you've reset your Chromebook:
   - Follow the onscreen instructions to set up your Chromebook
   - Check if the problem is fixed

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Chromebook Battery Issues:

Verify the AC adapter is actually charging the battery:

The charging process in chromebook is pretty straightforward and Chrome only plays a little role when it comes to charging but it can tell you if the AC adapter actually pushes current to your laptop's battery. Here's how to know…

1. Plug the adapter to wall outlet and connect the other end to your laptop.
2. Turn the laptop on if it's still turned off.
3. Press the ctrl + alt + t keys to open crosh.
4. Type battery_test 1 into crosh, and then hit enter.
5. Check the result to confirm the battery is charging.

It should say "Battery is charging" when it actually does. If it shows it, then the power adapter isn't charging the battery of your laptop. Unplug the adapter from the wall outlet and physically inspect for breaks. If everything looks good, try a different charger.

Perform the Embedded Controller (EC) reset:

There's a chance that your chromebook is just frozen, that's why it's not responding when the charger is connected. By doing the EC reset, you're actually trying to unfreeze it but do so while the laptop is connected to its charger.

To do this, press and hold the refresh and power buttons for 3 seconds.

(Source: thedroidguy.com)

Wireless Issues:

My Chromebook cannot connect to the internet
- Check and make sure your home router is on and receiving internet. Try to connect a phone or device as well. If nothing is connected, reset your home router for at least 30 seconds. If still nothing is connecting please contact your internet provider.

My Chromebook is connected to the to my internet but it says "Network not available"
- Reset Chromebook, if the issue is still occuring, please fill out a Technology support request.

Sapphire:

https://sapphire.charleroisd.org/CommunityWebPortal/_auth/index.cfm/security/login/?status=logout

Dell Latitude Laptops:

My laptop won't connect to my home network

- **Completely sign out or restart your device. One you are at the login screen and hit CTRL+ALT+DELETE, you can click the wifi options at the bottom right hand corner. If your wifi requires a sign in screen on a web browser (Using public internet sources such as a coffee shop or a library) log into the device and then open Chrome browser, type in www.msn.com and that should bring up the sign in page.**

My laptop isn't charging

- **When the laptop is plugged in, a charging LED light should be lit up. If not, try a different outlet until the light has come on. If you have ensured the charger is plugged all the way in and you have tried multiple outlets, please submit a support ticket from the link provided at the bottom of this sheet.**

Jet Pack:

Jetpack Installation Instructions

1. Charge the Jetpack for 30 minutes
2. Press Power Button on Jetpack
3. Allow the Jetpack to flash from "No service" to "Sprint" (This will happen automatically)
4. The Jetpack will then say "Press for Menu"
5. Press the Power Button again and it will show the Jetpack Name.
6. Press the Power Button again and it will show the Jetpack WiFi Password. (Write this password down you will need to enter it on Chromebook)
7. On Chromebook, go to connect in the bottom right corner of your screen
8. Click on the connection that begins with R followed by a number
9. The Chromebook will then ask for a password to connect to the Jetpack (Password was written down in step 6)
10. Click Connect
11. Your Chromebook should be connected to the internet at this point.

Link to Technology Support Request Form:

- https://forms.gle/be9rTsyStkUXzWq39
- **Please be specific with the issue that is occurring.**