

Chromebook Trouble-Shooting Guide

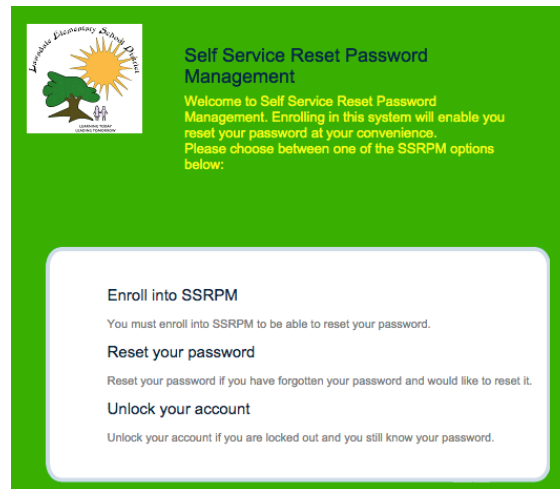
Logon Problems – Adult/Teacher

1. Make sure you are using the correct e-mail address and password:

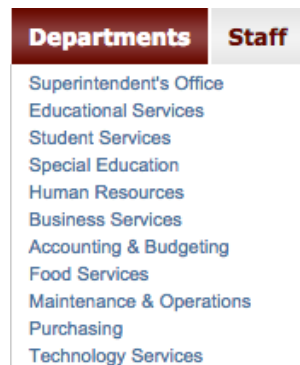
firstname_lastname@lawndalesd.net

XXXXXX (same password as your e-mail account)

2. If you are unable to log in with the same password as your e-mail account, please go to the Self-Service Reset Password Management:



To get there, go to the LESD website. Select Technology Services under Departments.



Then, click on Reset Your Password.

QUICK LINKS

[Google](#)

[Submit a Tech Work Order](#)

[2014-2017 Technology Plan](#)

[Computer/Tablet Purchases and Donations](#)

[Reset Your Password](#)

Resetting the password is a 2 step process. Users first need to register (answer 3 security questions). Then, users need to log back in, answer the questions and actually change the password.

Logon Problems – Student

1. Make sure students are using the correct e-mail address. For Jane Doe, a 7th grader, the e-mail address would be Jane_Do16@lesdstudent.net.

The password would be Do_12345 (where the numbers represent the student lunch number).

Ensure that the student uses capital letters where indicated and there are no spaces.

2. Double-check all spelling (eg: studet instead of student) and periods instead of commas.

3. Try another Chromebook from the cart.

4. If the previous student has not signed off, sign the student off and the new student can try logging in.

Chromebook Won't Connect To Wireless

1. Wait for 1-2 minutes, to see if the Chromebook can connect to the classroom wifi.

2. If not, restart the Chromebook and see if that restores the connection.

Chromebook Won't Start Up

1. Hold down the power button for at least 15 seconds, or until the light on right side turns off. The Chromebook will slowly restart, but that should resolve the issue.

Where is Google Docs?

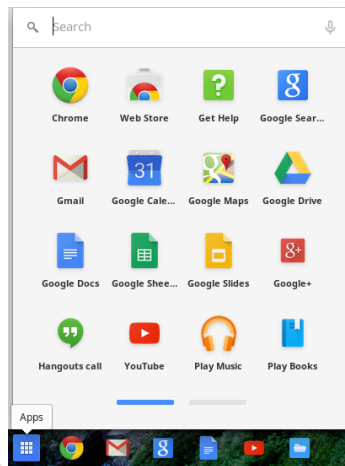
Look at the launcher along the bottom of the Chromebook after you log in.



Click on the blue paper with the white lines to open Docs. If this is the first time Docs is opening, you will get a “Do you want a tour?” window. Click on the X in the top right corner to close the window. Then click on the blue plus sign in the bottom right corner to open a new document.

How do students find Drive on the Chromebooks?

Look at the launcher along the bottom of the Chromebook after you log in.



Click on the grid on the bottom left. Then, click on Google Drive from the Apps menu.

How do students log out of the Chromebooks?

Click on the picture on the bottom left of the launcher.



Select “Sign Out” from the top left of the menu.