

# Chromebook Troubleshooting Checklist

Most of these issues are with the Asus Chromebook Flip used with 7th-12th graders

**Always restart the device first to see if that will solve the issue.**

**Issue: Device is hung up and won't open a particular website or program:**

**Clear the cache:**

Click on the three dots in the top right hand corner

Navigate to Settings

Click on Privacy and Security on the left side

Select Clear browsing data

Select Cookies and Cached Images

Click on Clear Data

Restart the device

Recheck for the problem, if not solved student will need to see Mrs. Hughes

**Issue: Program is requesting an update**

Click on the three dots on the right hand side of the screen

Navigate to settings

Click on About Chrome OS on the bottom left hand side

Click on Check for updates

Restart the device when update is complete

**Issue: Chromebook won't power on and the light is on on the side:**

Hold down the reset button and the power button until the indicator light goes off and then restart the device.

**Issue: Chromebook won't charge**

If using a USB2 charger try both ports to see if it will charge on the other. The indicator light will come on if the device is charging. If using the round charger, we will have to exchange the chargers. Students will need to see Campus Media Specialist.

**Issue: Device will not connect to the wi-fi**

Navigate to the wi-fi and turn the slide off, wait one minute, and turn it back on. If it does not reconnect the Campus Media Specialist will need to issue another device.

**Issue: Flipping causes the keyboard to deactivate**

You will have to restart the device after everytime you come out of tablet mode.

**Issue: When you type the letter "e" you get gibberish**

Student will have to see the Campus Media Specialist

**Issue: Damaged device/broken screen/missing keys**

Student will have to see the Campus Media Specialist

**Issue: Screen is very dim or dark**

Student will have to see the Campus Media Specialist

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## **Campus Media Specialist Contacts**

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