



CCS Information Technology Department



PRO TECH TIPS FROM CLINTON

Please take a moment to review the items on this list.

Knowing how to do these things will help you keep your Chromebook and virtual learning platforms running smoothly!

Remember to Keep Your Chromebook Charged

1. **Be sure to keep your Chromebook charged.**
2. If it does run out of battery life and is allowed to sit uncharged over the weekend or throughout a school break, it may take several hours of charging before the Chromebook will turn back on.



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How to Update Your ChromeOS *(Chromebook Software)*

**Please check this often.*

1. Turn on your Chromebook.
2. [Connect your Chromebook to Wi-Fi.](#)
3. At the bottom right, select the **Time**.
4. Select **Settings** .
5. At the bottom of the left panel, select **About Chrome OS**.
6. Under "**Google Chrome OS**", you'll find which version of the Chrome operating system your Chromebook uses.
7. **Select Check for updates.**
8. If your Chromebook finds a software update, it will start to download automatically.

How to Clear Your Browsing History/Data

**Try to do this weekly. Work it into your routine, maybe every Friday afternoon or on Wednesdays.*

1. On your computer, **open Chrome**.
2. At the top right, **click More** .
3. **Click More tools**  **Clear browsing data.**
4. At the top, choose a time range. To **delete everything, select All Time.**
5. Select the types of information you want to remove.
6. **Click Clear data.**

How to Uninstall Unnecessary Extensions

**Review this now and to be sure you do not have "extra" extensions you do not need. These can slow down your Chromebook and use up valuable Chromebook resources.*

1. **Open Chrome.**
2. **Select More**  **More tools**  **Extensions.**
3. Next to the extension you want to remove, **select Remove.**
4. **To confirm, select Remove.**



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Do You Need to Free Up Storage Space?

**Some of you have already received a Chromebook notification stating you are running out of available storage or “disk space”. Remember, all of your school work should be saved to your Google Drive. Review this now to be sure you do not have “extra” files stored on the Chromebook taking up valuable storage.*

How to Delete a File

1. In the corner of your screen, **select the Launcher**  > Up arrow  .
2. **Open Files**  .
3. **Select the file or folder you want to delete.**
 - Note: You can delete files in the Downloads folder, but deleting a file from your Downloads folder is permanent.
 - make sure all of your important files are saved to your Google Drive.
4. **Select Delete**  > Delete .

How to Connect to Your WiFi (*wireless network*)

1. At the bottom right, **select the time.**
2. Select “**Not Connected**” The icon looks like  .
Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
3. **Turn on Wi-Fi.**
4. Your Chromebook will automatically look for available networks and show them to you in a list.
5. Select the desired network to connect to.

Internet Tips

If your internet connection is slow, you can try the following.

1. Make sure to disconnect any other device from the WiFi (phone, tablet, TV, etc.) that is not currently being used for virtual learning, as multiple connected devices to the WiFi can use up necessary bandwidth for streaming.
2. Try resetting your router and modem by disconnecting the power to each item for one minute. Note that some modems have built-in routers. Then, plug the modem back in first and then plug back-in your router. If your modem has a built in router, just plug it back in at this time. Please keep in mind that the modem and router could take up to 10 minutes to fully boot back up.
3. Try sitting closer to the router and/or getting around as many walls or floors from device to router as much as possible.
4. If there are still internet issues at home, it could be due to the Internet Service Provider (ISP) package or ISP networking hardware (Modem + Router) a household may have. If there are multiple users and multiple devices on Spectrum’s basic plan and/or an older modem+router, it could be that there is not enough bandwidth in general. The bandwidth may be too low or spread across too many devices resulting in internet issues.