

## Technology Services Standard Operating Procedure (SOP)


### Title: Chromebook Reset Procedure

Date: March 12, 2020

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**Overview:** The Chromebook Reset Procedure outlines the steps to take in order to factory reset a Chromebook. Completing the Chromebook Reset process ensures that the device is re-enrolled in the WPS Domain and can receive up-to-date policies from Technology Services. The Chromebook Reset process can also be used to help resolve minor issues that the Chromebooks may experience.

#### Steps:

1. Power on the Chromebook.
2. Press and hold down the **esc + ** keys and the **power button** to begin the recovery process.
3. The device should reboot to a screen that has one of the following messages:
  - 'Please insert a recovery USB stick or SD card.'
  - A yellow exclamation point with the message 'Chrome OS is missing or damaged...'
4. On this screen, press **ctrl + d**.
5. On the screen that has the message 'To turn OS verification off...' press the **enter** key.
6. The Chromebook will reboot.
7. On the screen that has the message 'OS verification is off...' press **ctrl + d** and the Chromebook will display one of the following:
  - A message that states, 'The device owner has disabled Developer Mode...' If the Chromebook does not reboot automatically, press the **enter** key to reboot.
  - A message in the top left corner that states, 'Developer mode is disabled on this device by system policy...' Press the **enter** key to reboot.
8. Once the device has rebooted you will be on a 'Welcome!' page, click **Let's go**.
9. Pick the network called DeviceEnrollment. Click **Continue** once connected.
10. Click **Accept and Continue** on the Google Chrome OS Terms page.
11. On the next screen, you will see one of the following:
  - 'Enterprise Enrollment – Enrolling device' with a progress bar.
    - When this has completed you will see a screen that says, 'You are enrolled successfully'.
    - Click **Done**.
  - 'Enterprise Enrollment' with a place to enter login credentials.
    - **Enter your student or teacher username and password.**
    - If your student or teacher username or password is not available, please use:  
Username: [chromedevic@westminsterpublicschools.org](mailto:chromedevic@westminsterpublicschools.org)  
Password: ChromeEnroll
  - **If the screen does not display either of the above, it is very important that you do the following:**
    - Press **ctrl + alt + e** before signing in.
    - 'Enterprise Enrollment' should now appear at the top of this window.
    - Enter the login credentials listed in Step 11.

12. You will see a message that says, 'The device has been successfully enrolled'. Now that enrollment is completed, the Chromebook will take you back to the sign in screen.
  13. The next screen will display a message that says either 'This device is managed by westminsterpublicschools.org' or 'This device is managed by adams50.org'.
    - If either of these messages are not displayed, the Chromebook did not complete the enrollment process and you will need to attempt the steps again.
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