



SUSD CHROMEBOOK TESTING CHECKLIST

SPRING 2024

Overview

The purpose of this document is to allow staff members and students to prepare for upcoming testing on their student devices. It will have how to links to show users the step-by-step process. This can be used prior to any testing within the district.

1 WEEK PRIOR TO TESTING

Check for Updates on Chromebooks:

1. Login to your Chromebook using your gapps account and single sign on password.
2. Click the bottom right corner of the task bar where you see the time.
3. Select the 'Settings' icon.
4. Click 'About Chrome OS.'
5. Click 'Check for updates.'
6. If Chrome OS needs to be updated, it will install the updates, then it will ask you to restart. Once the restart is complete, you will have the latest updates.

Link with instructions and screenshots (if needed) [Updating Student Chromebook](#)

Locate TestNav on Chromebooks:

1. Open the device.
2. DO NOT log into the device (if you are already logged in, log off).
3. Look in the bottom left-hand corner.
4. Locate and click on the Apps Icon.
5. A list of the testing browsers will appear.
6. Click on the correct testing tab to enter your login credentials.

Link with instructions and screenshots (if needed): [Locating TestNav on Student Chromebook](#)

DAY BEFORE TESTING

- Charge device full 8 hours (overnight)

DAY OF TESTING

- TO DO: Bring device AND **CHARGER** to school
- TO DO: Have students turn OFF personal phones, iPads, etc.
- TO DO: Power off Chromebook device (and then back on again) before each testing session starts.
- TROUBLESHOOTING: Audio
 - No Audio with headset, go to audio settings

- Confirm headset is selected and not speaker
- Confirm device is not 'muted'
- Confirm headset plug is fully seated in device
- TROUBLESHOOTING: Weak Wi-Fi Connectivity
 - Locate the Aruba AP device in the ceiling.
 - The two lights should be green, if not, contact the helpdesk. 480-484-HELP
 - Power off device.
 - Verify students have turned OFF personal phones, iPads, etc.
- TROUBLESHOOTING: If a page is not loading, or spinning
 - Reset your browser
 - Open Chrome Web browser, click on the 3 dots on top right-hand corner
 - Click on Settings
 - Click "Reset Settings"
 - Click "Restore settings to their original defaults"
 - Link with instructions and screen shot on how to reset settings (if needed): [Resetting Chrome Web Browser to default settings](#)