



# Welcome to your Chromebook!!

**Please note: All Chromebooks have been disinfected both inside and out.**



## Let's get started!

1. **Before use, plug in your device for 2 hours to ensure that it is fully charged.**
2. Press the power button once for 3 seconds. Wait for it to start up.
3. Log in with your SMUHSD email account information:
  - a. z: grad year, last name, first initial and last two #s of student ID
  - b. Enter your Password

## Treat it kindly!

- Never pick it up by the screen
- Chromebook should not be wiped down with anything wet - do not spray with Lysol or Windex
- Do not eat or drink near Chromebook
- Use some rubbing alcohol on a damp (not wet) cloth to clean and disinfect as necessary

**Ooops... something went wrong! Below, you will find easy-to-follow steps that can help you address some common issues.**


 <b>Hardware Problems</b>	
A. Chromebook does NOT Start up	<p style="text-align: center;"><b><u>How to perform a Hard Reset:</u></b></p> <ol style="list-style-type: none"> <li>1. If Chromebook does not start up after 30-35 seconds, plug Chromebook into a power outlet and then hold the power button down for approximately 1 minute.</li> <li>2. Release power button.</li> <li>3. Wait 5 seconds.</li> <li>4. Press the power button again for 3 seconds and wait for Chromebook to start up.</li> </ol>
B. My Touchpad doesn't work (cursor won't move)	<ol style="list-style-type: none"> <li>1. Make sure there is no dust or dirt on the touchpad.</li> <li>2. Press the Esc key several times.</li> <li>3. Drumroll your fingers on the touchpad for ten seconds.</li> <li>4. Turn your Chromebook off, then back on again.</li> <li>5. If you tried these steps and it did not work, perform a hard reset (See A, above)</li> </ol>
C. Sound Doesn't Work	<ol style="list-style-type: none"> <li>1. Make sure sound isn't muted:           <ul style="list-style-type: none"> <li>• At the bottom right, select the time.</li> <li>• Adjust the volume using the slider.</li> </ul> </li> <li>2. Change the sound input or output:           <ul style="list-style-type: none"> <li>• At the bottom right, select the time.</li> <li>• Next to the volume slider, select the Right arrow .</li> <li>• Change where sound comes from (output) or where you speak into (input).</li> </ul> </li> <li>3. Unplug audio devices (like headphones or speakers) from your Chromebook.</li> <li>4. Do a Hard Rest of your Chromebook.</li> </ol>




## Connectivity Problems

D. Chromebook does connect to internet

Step 1: Turn on Wi-Fi

1. At the bottom right, select the time.
2. Select Not Connected .  
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.

Step 2: Pick a network and connect

5. Select the Wi-Fi network .
6. If you have a password then enter it to gain access to Wifi Network.

### Still not working? Try the following:

- Chromebook Help Website: <https://bit.ly/FixChromebook>
- Password or Canvas Issues: 650-558-2480 (select appropriate option)
- Chromebook Issues: 650-558-2327