

Chromebook Troubleshooting Guide



For most problems, try to restart your Chromebook!	Restart your Chromebook: <i>OPTION A:</i> Hold the Power  and Refresh  keys at the same time. <i>OPTION B:</i> hold the Power  key for a long time until your Chromebook turns off and then turn it back on.
Chromebook is slow or acting up?	1. Check that Chrome is updated. 2. In Chrome, go to: chrome://help 3. If updates are available, then follow directions to update & restart your Chromebook.
Web pages not working properly?	1. Click on your profile picture in bottom-right corner & then select Sign out. 2. Move your cursor to the top-right corner of the sign-in box and click on . 3. Click on Remove this person. 4. Repeat, as necessary, until you are prompted to enter your full email to log in & log in.
No wifi?	1. Click on the time in the bottom-right corner & then click on the date. <i>NOTE: You may need to enter your password first.</i> 2. Select: Set Date and Time. 3. Fix the date and time to be accurate and allow time for the wifi to refresh. 4. If it doesn't work, turn your computer off and on, and then double check the date and time. 5. Still not connecting to wifi? Go to tech support or library.
Keys won't type correctly?	1. For standard use, use the "US" keyboard. 2. Click CTRL + Spacebar to change keyboard settings until US displays. 3. Try typing to see if keys are now working as you expect.
Headphones don't work?	1. Click on your profile picture in bottom-right corner & then  next to the volume icon . 2. Under "Output," make sure that Headphone is selected.
Need more help?	• For help with broken or lost/stolen Chromebook items, see tech support or library staff members. • If you have Chromebook insurance, tech support or the library staff will help you submit the claim.

