Chromebook Troubleshooting
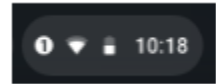
Before sending a student to the Library Media Cener with their chromebook, please try the following:

Terms
Refresh button (top row of keys)

Configuration Menu (located lower right hand corner of screen)

POWER

Chromebook Won't Power Off:
- If you need to reboot and the power button will not allow you to do so, press the Refresh+Power buttons

Device Won't Charge/Power On:
- Use a known good power adapter (one proven to work on another good machine) and let the device charge for 15 minutes with the lid closed before attempting to turn it on.

SCREEN

Screen Zoomed In:
- Access the configuration options -> accessibility->Full screen magnifier

Chromebook Won't Wake Up (Black Screen) & Power Button Is Lit:
- Sometimes the device has trouble waking up after repeated lid closings and the screen is black but the device is charged.
- Press the Refresh+Power buttons until the power button light goes off. Wait a minute and restart device

Reset Orientation:
- Press CTRL-SHIFT-Refresh

SOUND

No Sound:
- Device Sound: Check your sound setting in the Configuration menu in the lower right corner. Turn it up to 80-90.
- App Sound: Check to make sure it's turned up.
- Headphones: Some headphones have adjustable volume. Be sure it's turned up to a comfortable setting.

KEYBOARD
<u>Wrong Characters Typing</u>
- Click Configuration menu
- Locate and click on Keyboard in this menu, and change it to US

Turn Off Private Access
- Turn off private access by tapping the icon next to DVUSDmobile (when you go to settings and tap that) and a drop down page will happen.
- Look for the private access toggle and turn it off.

Using Guest on the Ipads won't allow for full access. You need to use DVUSDmobile.

POP UPS - RESET BROWSER
- Log in as the student and open Chrome. Selected the 3 stacked dots in the upper right corner, Settings
  - Review Extensions
    i. Within Settings, look for Extensions on the left side and select.
    ii. Review extensions to see if anything inappropriate
  - Reset browser
    i. Back on the Settings tab, search Restore to find Restore settings to their original defaults.
    ii. Click the arrow to the right and select Reset Settings.
  - This will reset the startup page, new tab page, search engine, and pinned tabs. It will also disable all extensions and clear temporary data like cookies. The bookmarks, history and saved passwords will not be cleared.
  - Powerwash device

<u>If ANY issue only happens when a specific student uses a device:</u>
The issue is in the student's profile. Please contact the help desk directly (x75140) with a Chromebook on hand and the student's login credentials.

FINAL NOTE
Make sure you know where you have saved your files (Google Drive, flash drive, SD card). Many things will store in your downloads file. You may want to drag and drop to move them to a location of our choice for safekeeping