Instructions for Resetting a Chromebook

****IMPORTANT****

Chrome OS needs to be updated prior to powerwashing/resetting the Chromebook.

Checking for updates

1. Login to Chromebook.
2. At the bottom right, select the time.
3. Select Settings icon .
4. At the top of the window click on the ☰ icon **OR** select "About Chrome OS" on the bottom left panel.
5. Under "Google Chrome OS," you'll find which version of the Chrome operating system your Chromebook uses.
6. Select Check for updates.
7. If your Chromebook finds a software update, it will start to download automatically and prompt for a restart.

Resetting the Chromebook

1. Sign out of your Chromebook.
2. At the login screen, **press and hold Ctrl + Alt + Shift + r**, then click Restart or Powerwash.
3. In the box that appears, select Powerwash > Continue.
4. Select Continue to confirm powerwash.
5. At the Welcome screen, select "Let's Go".
6. Connect to your home network, click next.
7. Select Accept and Continue.
8. When Enterprise Enrollment begins you may have two different scenarios.
    a. When Enterprise Enrollment completes, select Done.
    b. If you see an Enrollment Error, click on the "enroll manually" option and enter students **FULL** email address - example xxxxx123@learner.dvusd.org this will overwrite **@dvusd.org**.
9. After the enrollment process completes, the login screen will reappear. Login with students email address and password to begin using the chromebook.