Powerwash (wipe) a Chromebook

1. Press **Esc +**  **+ Power**. A yellow exclamation point (!) is displayed.
2. Press **Ctrl + D** to begin dev mode, then **Enter**. A red exclamation point is displayed.
3. Press **Ctrl + D**. The Chromebook deletes its local data, returning to its initial state. This takes approximately 15 minutes.
4. Once verified, the sign in screen should say "Managed by DVUSD"".
5. Sign into the chromebook with your district email account, you may have to login more than once until you successfully log all the way into the chromebook. There is no need to re-enroll the device; it will automatically reconnect with its object in the admin console.

https://support.google.com/chrome/a/answer/1360642

Update your Chromebook's operating system

1. Turn on your Chromebook.
2. Your device should be on DVmobile wireless network
3. Click your account photo.
4. Click Settings .
5. Click Menu > About Chrome OS.
6. Under "Google Chrome OS," click Check for Updates.
7. If your Chromebook finds a software update, it will start to download automatically.

Finish an update

1. When your Chromebook downloads a software update, near your account photo, look for the Update icon .
2. To finish the update, click Update > **Restart to Update**.
3. Your Chromebook will restart.

https://support.google.com/chromebook/answer/177889?hl=en