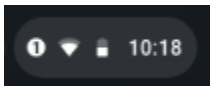
Common Chromebook Issues

This is intended to be a reference for campus staff to allow for quick and efficient repairs of all Chromebooks. We have listed seven of the most common problems that could be fixed by campus staff in hopes that this saves time on repairs.

1. **Chromebook Screen Sideways**
    a. *Press Control(ctrl)+shift+refresh( )*

2. **Chromebook Typing Wrong Characters**
    a. *Click to access the Chromebook configuration options*
    

    b. *Locate and click on Keyboard in this menu, and change it to US*

3. **Chromebook Won't Power Off**
    a. *The Chromebook Testing mode restricts the device from accessing any additional menus or options. While in this mode the only option to access another menu will be to shut down the computer, if the issue exists for you, and the power button is functional, please hold the power button down for 10 seconds*

4. **Screen Zoomed In**
    a. *Access the configuration options -> accessibility->Full screen magnifier*
    b. *Alternatively power wash the device by following the portal instructions*
        i. *https://portal.dvusd.org/cms/browser/file/secure/90065All Software Specific Issues*

5. ***Device Won't Charge/Power On***
    a. *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*

6. **Screen Won't Turn On**
    a. *Hold the Esc+Refresh+Power button for 10 seconds (or until the screen blinks/flashes)*
    b. *Let go of all buttons, and attempt to power on the device normally*

7. **If *ANY* issue only happens when a specific student uses a device**
    a. 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.

It is important to note that the majority of software issues can be resolved without sending the Chromebook to IS&T as these are typically device settings that students change or software malfunctions and not hardware issues. Power washing the device will resolve many of these problems, if not, send the device to IS&T.

We request that if the issue is a software related problem please follow the instructions found on the portal *https://portal.dvusd.org/cms/browser/file/secure/90065*