Chromebook Troubleshooting Tips

- **After-Hours Chromebook Crisis:**
  - Using the power button on the side of the Chromebook, shut down the Chromebook, count to 20, and then turn the Chromebook back on. (A reboot will fix 95% of all issues.)
  - Still not working:
    - Email your child's teacher (emails are available on TSMS Website)
    - Email Media Specialist: Carrie Gordon at carrie.gordon@wcs.edu
    - Student should bring Chromebook AND charging cord to the library the next morning. A loaner will be issued to the student while his/her Chromebook is being repaired.
- **Minor Troubleshooting:**
  - **Forgot Old Password Message?** If you get a prompt about forgetting your password and to enter your old one, do this:
    - Select **Forgot Old Password** and then Select **Proceed Anyway**
  - **Clear Cache and Cookies:** This is a general fix for many issues.
    - Press CTRL + H - Click Clear Browsing Data - Click Advanced and All the Time –
    - Check all the boxes
  - **Reset:** Try this if the Chromebook will not turn on or if the mouse or keys stop working.
    - Press POWER + REFRESH - hold for 3 seconds and restart.
  - **Return to US Keyboard:** Try this if the keys are typing the wrong letters.
    - SHIFT + CTRL + SPACE
  - **Allow ALL Cookies:** Try this if your apps are missing or not working correctly.
    - Click settings - Cookies - Privacy - Set to allow all cookies.