

# Chromebook Troubleshooting and Maintenance

## POWERWASH (FACTORY RESET)

**IMPORTANT:** Before proceeding, go to **My Files** > **Downloads** folder and save any documents or images to Google Drive.

Powerwash when experiencing software issues, such as, device is not connecting to Wi-Fi or web pages are not displaying correctly.

### How to Powerwash:

- Sign out of your Chromebook.
- Press and hold **Ctrl + Alt + Shift + R**
- Select **Powerwash**.
- Confirm Powerwash by clicking **Continue**.
- The screen will go black and the Powerwash In Progress message will display.
- When completed, click **Get Started**.
- When prompted to Connect to network, connect to the **Pf-Guest** network.
- Click **Accept and Continue** on the Google terms of service screen.
- Click **Done** on the Enterprise enrollment complete screen.
- Click the Wi-Fi icon on the lower right corner and verify that the Chromebook is connected to **PFISD** Wi-Fi, not Pf-Guest.
- If the Wi-Fi is not on **PFISD**, repeat the Powerwash.

## HARD RESET

If the Chromebook will not power on, try the following:

- Plug in the charger and ensure it is charging.
- Press and hold the refresh button and power button at the same time to force it to power on.



## BATTERY LIFE

To conserve battery life:

- Turn down the screen brightness. It is advisable to turn the brightness down to less than 50%.
- Close all unnecessary tabs.
- Shutdown the Chromebook when not in use.
- Turn off Bluetooth when not in use.

## SCREEN BRIGHTNESS

To change the screen brightness:

- Click the time or battery icon on the lower right corner of the screen to open the notification area. Toggle the brightness slider to the left to decrease or the right to increase.
- Use the brightness keys on the top row of the keyboard.



## KEYBOARD LETTERS

If the keyboard letters do not match the keys when typing, try the following:

- Before logging in, verify that the letters to the left of the Wi-Fi icon on the lower right corner display **US**. If not, click the Wi-Fi icon.
- A window will open. Click **Keyboard**.
- Select the **US English** keyboard.
- Verify that the letters to the left of the Wi-Fi icon display **US** and that the keys match the letters typed.