

Chromebook

Basic Troubleshooting Procedures 2020

Having technical issues?

Here is a guide to some quick fixes when you run into minor glitches that can happen with any computer equipment; this guide focuses on Chromebooks.



#1 When in doubt, restart.

Many issues can be fixed with a simple restart. Sometimes computers do not load properly, and need to try again. Issues such as touch screen, keyboard, touchpad not working are usually taken care of after a restart. In general, if something is not working the way it should, the first thing to try is restarting the machine.

How to force restart

If a normal restart is not an option, you can force most computers, phones, etc. off by holding the power button for at least 10 seconds. Once it appears to be off, push the power button as you normally would to turn it on.

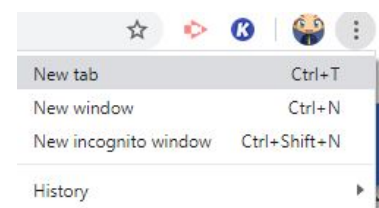
#2 Clear browsing data

If you are having issues with a website loading properly, or not taking you to the proper page, it may be from stored information in your browser. Browsers often store webpage data to speed up loading pages, but it sometimes causes problems.

How to clear browsing data

In the Chrome browser, go to the 3 dots menu in the top right. Select history. Go to Clear browsing data. On the basic tab, select time range “all time” and check the boxes for history, cookies, and cache.

(Shortcut - hit **ctrl + shift + backspace**)



#3 Keyboard settings

If you notice the keys you are typing are not displaying as expected, it may be your keyboard setting. Keyboard settings have been limited by the district to US and US International to account for characters needed in French, German and Spanish classes.

How to check Keyboard settings

Click on the icon where the clock and battery icon are displayed. Click on keyboard and select US for standard use, you can select US International if you need special characters for language classes.

#4 Battery

A fully charged Chromebook should last about 8 - 10 hours of continuous use. Factors that may affect the length of time are the brightness level, bluetooth, number of tabs open, etc. Get in the habit of charging chromebook nightly along with your phone (If they are together, you are less likely to forget them!) The expectation is that they will be used regularly in classes, so you must come prepared. Chromebooks have replaced textbooks in many classes.

How to charge properly

1. Plug the charger into the wall and into the chromebook. Double check all connections are secure, including the adapter block.
2. Make sure the charging light is on (when charging it will be orange, if battery is very low it will be red)

#5 Refresh/Reload your browser window

If a website has a lot of images, it can sometimes take time to load. (Loading times are also affected by download/internet speeds and "high traffic" times of internet use, among other things) If a webpage is taking an abnormally long time, it may not be loading properly and you can stop the process and try again by refreshing it.

How to Refresh/Reload

To the left of the address bar where you type in the URL (website address) there is a  reload button .

When a web page is loading, it will look like an X, click the X to stop the loading, then click  to reload the page.