Student Chromebook Troubleshooting Guide

Before going to the library to ask for help with your Chromebook, see if you can solve the problem using this guide.

Chromebook Issue	Try this...
I am having a non-specific issue with my Chromebook.	1. Holding the power button down for 30 seconds and restarting the Chromebook will solve many of the Chromebook issues. Closing the lid of your Chromebook does not power it off, it only logs you off and puts it to sleep. To power it off you have to tell it to shut down or hold the power button down.
My Chromebook will not turn on.	1. Plug in the charger to make sure you have power. 2. Check to make sure the red charging light is on. 3. Hold down the power button for 20 seconds, then let go and click the power button again. Fully dead devices need more than a couple of minutes to charge enough to turn on. 4. Plug the charging cord into a different outlet. 5. Try a different charger.

My Chromebook will not connect to the wifi.	1. Click on the time in the bottom right-hand of the screen - click on the wifi symbol. Next, click on the blue button on the right to turn off the wifi. Click the blue button again to turn the wifi back on. 2. Restart your device by clicking the power button, then select the click on the power icon.
My Chromebook is running slow or freezing up.	1. Restart your device by clicking the power button, then select the click on the power icon - if the power icon does not show up, hold the power button until it shuts down (up to 15 seconds). 2. Uninstall some of the apps or extensions installed on Chrome.
I cannot log on to the Chromebook.	1. Check to ensure that the Chromebook is connected to the internet. 2. Make sure you are using the correct username and password for your account.
My keys are not typing the right letters.	1. Click on the clock in the bottom right-hand corner. 2. Click on "Keyboard" and make sure it is set to "US." 3. If it isn't, change it and this will fix the problem. 4. If it is, try powering off and back on your computer.

One of my keys fell off my keyboard.	1. Put the key pieces in a safe place so you don't lose them.
It is asking me for my old password.	1. Click "Forgot Password." 2. On the next page, you will be presented with two options. Click the button that says "Proceed Anyway." 3. You should now be able to log into your Chromebook with your current password.
My touchpad won't let me click and I need to click and drag for class.	1. Click on the clock in the lower right-hand corner. 2. Click on the gear icon to open settings. 3. Select "Device" on the left-hand side. 4. Select "Mouse and Touchpad." 5. Under Touchpad toggle on "Enable Tap Dragging." 6. Close settings. 7. Double tap and hold on to the item you want to drag. 8. Drag the item where you need it to go.
I feel like picking at my Chromebook screen and popping the frame casing on and off.	1. Don't. 2. Find a fidget or something else to pick at. Popping the frame case on and off may cause you to break your screen and without the protection plan, the replacement cost is $50.

| The casing around the screen of my Chromebook popped open. | 1. Do not attempt to pop it back on yourself. |
| | 2. Take it to your teacher to have them attempt to pop it back in or bring it to the library for this. Doing it yourself may break the screen. |

==After== trying all the suggestions above without success, please go to the library with your Chromebook for assistance.

When should I take my Chromebook to the library if it still isn't working?

Key: During passing; after school   Now (if needed for class)