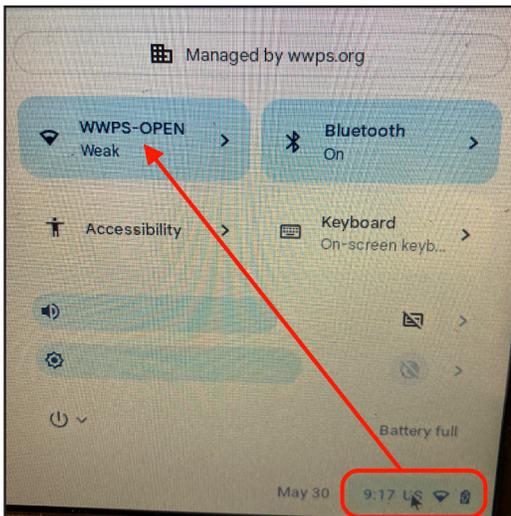
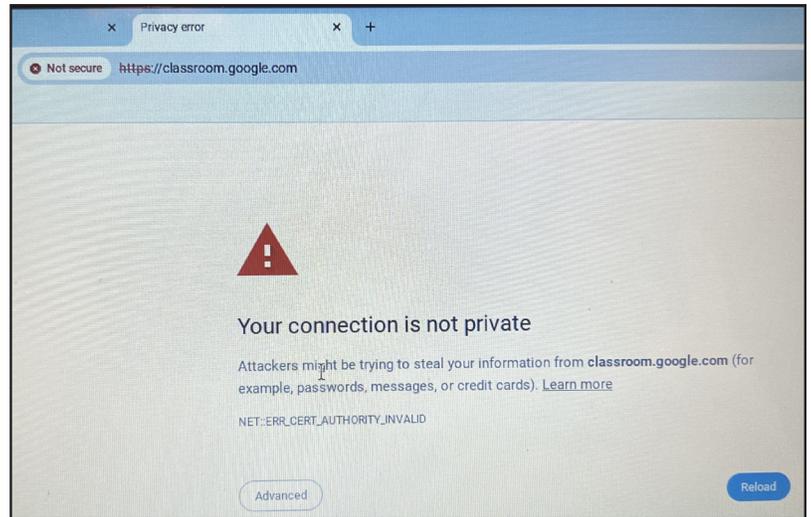


How to Reset a Chromebook with Home WiFi Privacy Error

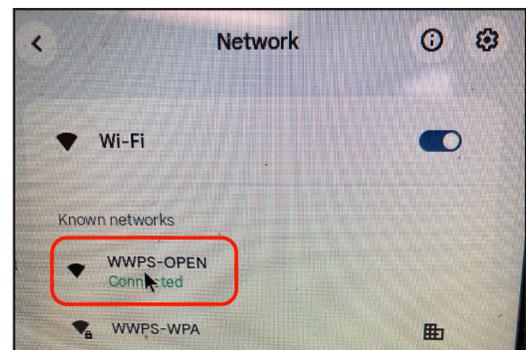
We are running into a problem with a small number of Chromebooks wherein they will display a false “Your connection is not private” error when loading a website on a wifi network other than at school: home wifi, connecting to cellular data, mobile hotspots, etc.

Here’s what to do:

1. Verify that this is the error message showing on the screen.

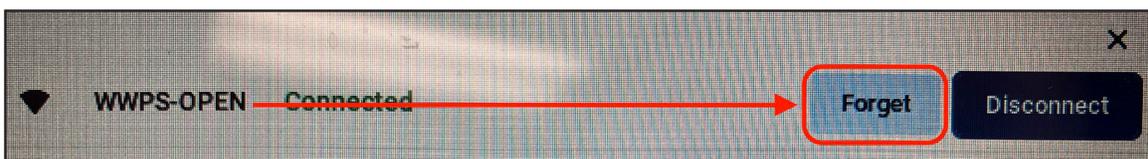


2. Click on the time in the bottom, right corner of the screen, then click on the wifi panel. (It should show the **home wifi** name. “WWPS-OPEN” is used here for illustrative purposes.)



3. Click on the **home wifi** network in the list to open the information window about that service. (You may have to click it twice to get the information window to open.)

4. In the window that opens, choose to “Forget” the **home wifi** network.



5. Reconnect to the **home wifi** network. Once reconnected to wifi again, the Chromebook will take a moment and then should continue to Google Classroom (or any other site).