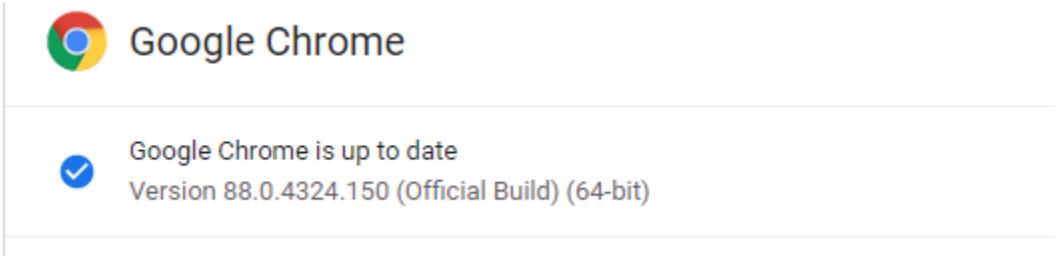
Clear Cache/Cookie History

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **More tools** > **Clear browsing data**.
4. At the top, choose a time range. To delete everything, select **All time**.
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click **Clear data**.

Updating Chrome

1. On your computer, open Chrome.
2. At the top right, click More .
3. Click **Help** > **About Google Chrome**.
4. Now check to see if Chrome is up-to-date. If not, update it.



ChromeOS Update

How to do it:

1. Open Chrome
2. In the address bar, enter chrome://chrome
3. This will open the update window.
4. It should automatically check for updates, and start downloading.
5. When it finishes, a reboot is necessary.

Reboot the Chromebook

Before spending any length of time troubleshooting an issue, always try rebooting the Chromebook.

How to do it:

1. Hold the Refresh key (circle arrow), and press power.

Remove a User Profile

All user created data should be stored in Google Drive, so removing their user profile should not affect the user.

How to do it:

1. From the login screen, click on the down arrow and the upper right-hand corner of their profile picture
2. Select “Remove User”