

CHROMEBOOK TROUBLESHOOTING

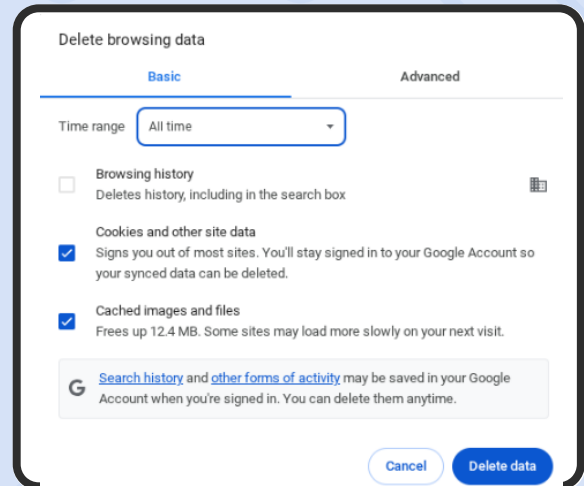


TRY THESE STEPS BEFORE COMING TO SEE MRS. WAN FOR HELP

1

CLEAR BROWSING DATA

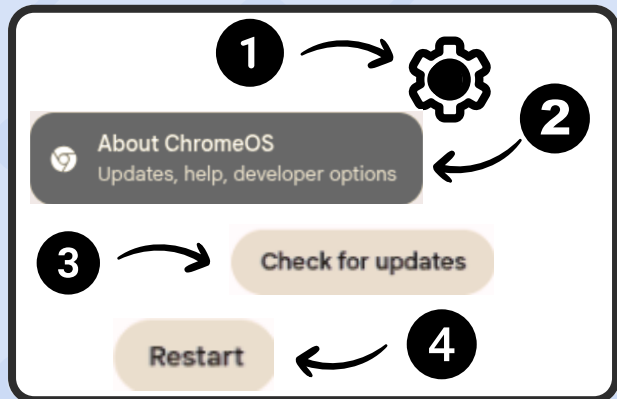
1. Launch **Google Chrome**.
2. At the top right, click the **three-dot menu** and select **"Delete browsing data."**
3. In the time range drop-down, choose **"All time."**
4. Select **Cookies** and **Cache**.
5. Click **Delete Data**.



2

CHECK FOR UPDATES

1. **Go to settings**
2. **Scroll to the bottom** and click **About ChromeOS**
3. **Check for updates** (this may take a couple of minutes)
4. **Restart**



If steps 1 and 2 don't fix the problem, move to step 3

3

POWER WASH YOUR CHROMEBOOK

- Hold down **Ctrl + Shift + Alt + R**
- Confirm Power Wash
- Wait for Restart to complete

