

Chromebook FAQ and Fixes

The most important tips for preventing damage to a Chromebook!

1. Always keep the Chromebook in its case when not in use, and never leave it lying on a floor
2. Never pile heavy items on top of the Chromebook.
3. NEVER have any kind of drink near a Chromebook unless it is COMPLETELY sealed.
4. NEVER EVER pick up a Chromebook by the screen.
5. Be careful when using headphones to make sure you are not wearing them when trying to get up and move around.
6. Just use basic care and your best judgment.

What do I do if my child is having a Chromebook issue at home?

First check this document to see if the problem is listed and try the fixes suggested. Take care to make sure you complete each step. If none of these fixes work, then get as much information about the problem as possible. Screenshots or pictures of any error messages and such can only speed up the fix process. Contact your child's teacher and send them all the info about the problem you can and wait for further instructions.

To Take a Screenshot:

Full Screen: Hold down the Ctrl + SwitchWindowKe

Partial Screen: Ctrl + Shift + SwitchWindowKeys



What if the Chromebook is physically broken?

If a student's Chromebook has broken parts such as a cracked screen, broken keys, or any other physical damage, notify your child's teacher as soon as possible and the teacher should then notify the school's tech in a ticket with a description of the damage.

My child is unable to login to _____.

First, verify to the best of your ability that the student is both using the correct username and password and that they are typing it in correctly.

Next, try logging in as the student to see if you can replicate the problem. If the login is not successful please note the message given. Such as, "disabled due to intruder detected" or "Incorrect User ID or Password" and notify your child's teacher.

Child is getting a “Your Browser is not Supported Message” on their Chromebook when trying to access I-Ready and other software.

This is almost always caused by a Chromebook that has not had a chance to update in a long time. This will probably be a regular occurrence at the beginning since some of the Chromebooks handed out haven't been used in quite a while. The fix, though, is simple. (Please note the Chromebook must be connected to wifi to fix this.)

1. Your child should login to their Chromebook and open the Chrome Browser
2. He/she should click on the three dots in the upper right corner of the browser window and choose settings.
 - a. (NOTE: If the three dots are missing and instead you see a red circle with an arrow pointing up then that means an update has already been downloaded and the Chromebook just needs to be restarted. You can click that red circle and choose restart to update.)
3. Then he/she should look for “About Chrome” and click on it. It will either be at the very top (if it is really out of date) or if it is just a little out of date, you should see a large blue bar at the top with the word “settings” and three lines next to it. Click on “settings” and a small menu should show up with “About Chrome” at the bottom.
4. This will take him/her to a screen where it will automatically start checking for any updates and install them. When done a restart button will appear. The student should then click the restart button to complete the update.

The Chromebook will not turn on

There are several possible fixes.

1. Make sure that Chromebook charger connection is getting power. A loose connection can often prevent the Chromebook from charging. There are three connection points to check. Both ends and one about half way down the cord. Usually if the connections are good you should see a light lit up on the charger either at the end where it plugs into the Chromebook or in the large section half way down the charger.
2. Close the Chromebook and plug it into the charger. Wait about 10 seconds and open the Chromebook back up while it is still plugged in, wait about 10 seconds and don't press any buttons. If the Chromebook does not start to power up after 10 seconds, press and hold the power key down for 3 seconds. Then wait about 10 seconds to see if the Chromebook starts to come on.
3. Allow the Chromebook to charge for about 30 minutes and repeat steps 1 and 2. If none of these work please notify your child's teacher of the issue. While waiting to hear back don't hesitate to try steps 1 and 2 again. I can't tell you how many times we have had issues with them not wanting to come one and if we wait a while later they will magically seem to work again.

The Chromebook only works while plugged into the charger

1. Look on the screen near the clock and verify whether or not they see a battery icon displayed there. If so, go to step 2. If not, just let your child's teacher know and feel free in the meantime to continue using the Chromebook while plugged in.
 - a. I do recommend just for safety reasons that if not in use, unplug the Chromebook if it is having this issue.
2. If the battery icon is there, click on it. This will open up a small panel. In that panel should be the battery percentage and beside it an estimated time until fully charged. If an estimated time is listed the Chromebook most likely just needs to be charged, and this lets you know approximately for how long till fully charged.
 - a. If a time isn't listed or it is stuck at 1%, then this indicates the battery is no longer any good. Please notify your child's teacher and in the meantime to continue using the Chromebook while plugged in.
 - b. I do recommend just for safety reasons that if not in use, unplug the Chromebook if it is having this issue.

We don't hear any sound

First verify that the volume setting is all the way up and not muted by clicking on the clock. Then look for the volume indicator and make sure the speaker icon is not crossed out. If so, click on it to unmute it. Then look at the volume level indicator to make sure it is indicating the volume is up. The further right the slider the higher the volume.

The sound works on the Chromebook, but not when using headphones, or vice versa.

Sometimes when using a Chromebook the sound stops automatically switching when the headphones are plugged in or unplugged. While a complete fix requires wiping and restoring the Chromebook (which should not be attempted by you as it requires some passwords that cannot be shared).

The quick fix will work, but require you or your child to manually switch the sound output setting. To do this, click on the clock and look for the volume slider bar. If the Chromebook senses that headphones are plugged in you will see a small picture of headphones to the right of the volume slider bar. Click on it and the choices for microphone and speakers will be shown. Click on "Speaker (Internal)" to use the built in Chromebook speakers or click on "Headphones" to use the headphones for listening to sound.