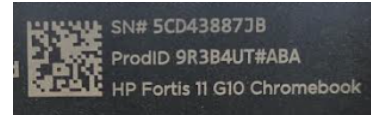
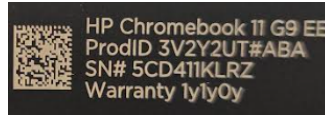


New Chromebook Powerwashing Steps

These powerwashing steps are for the following Chromebooks:

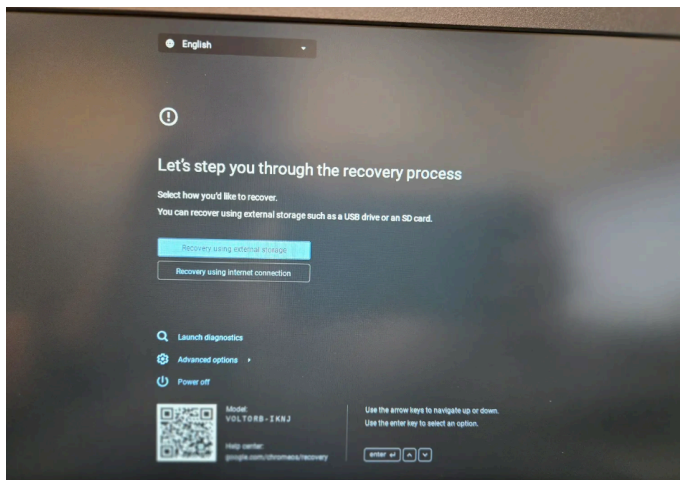
- HP Fortis 11 Chromebooks
- HP 11 G9 Chromebooks
- New Acer Chromebooks



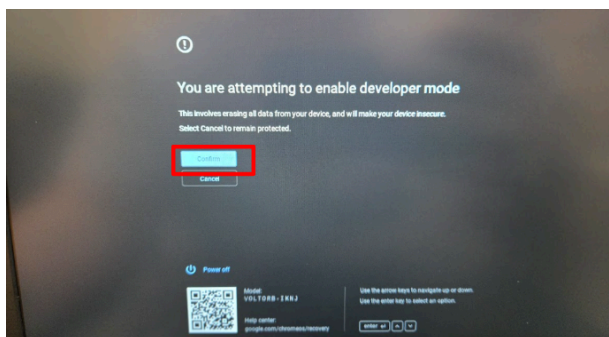
1. Hold down **Esc + Refresh + Power** at the same time. The screen below will appear.
(This command can be run without logging out)



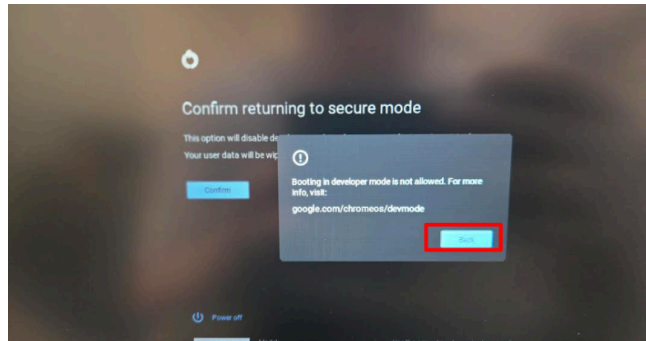
2. From this screen, **press Ctrl + D** to move to the next screen



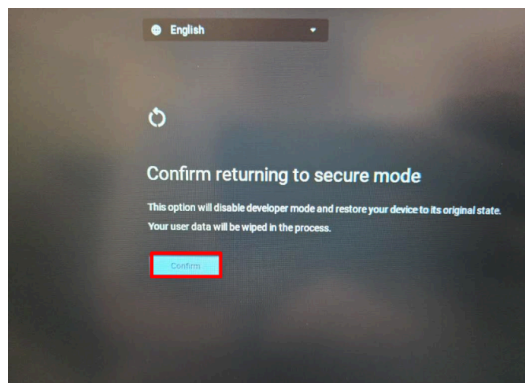
3. Select **Confirm** and click enter.



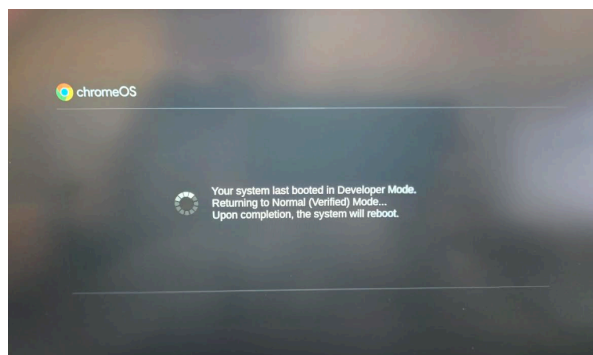
4. A pop-up window will appear saying "Booting in developer mode is not allowed." Ignore this message, select **Back** and click enter.



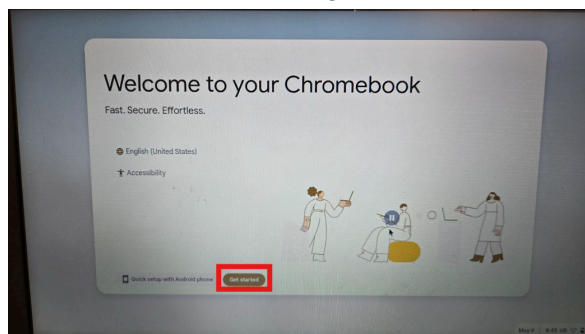
5. Select **Confirm** and click enter.



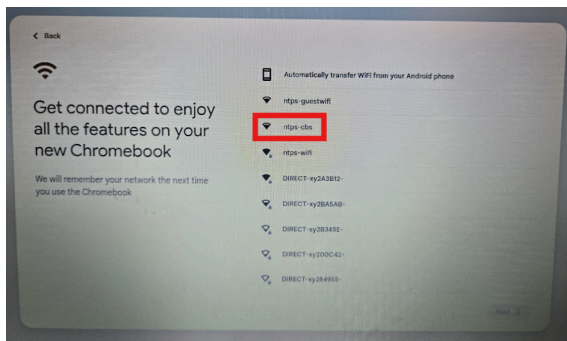
6. The screen below will appear.



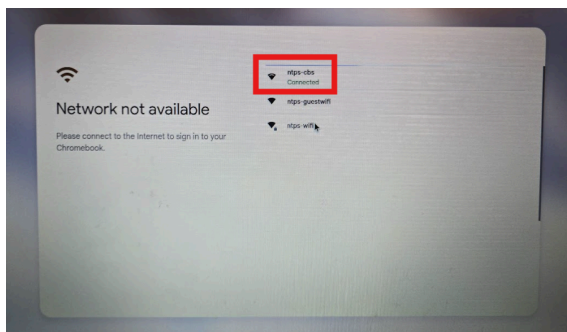
7. After it runs through developer mode, you will see a welcome screen. Click **Get started**.



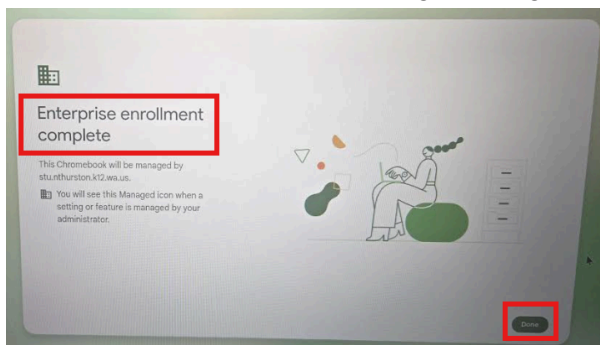
8. Select **ntps-cbs** to connect to the WiFi network



9. **ntps-cbs** should appear as connected



10. You should see a message stating **Enterprise enrollment complete**. Then click **Done**.



11. You will be taken back to the Chromebook login screen. **The powerwash is complete.**

