

TROUBLESHOOTING

RESTART THE CHROMEBOOK

- Hold the power button until the Chromebook shuts down, wait 10 seconds, and power it back up.
- At the bottom right click the time and click the power button, wait 10 seconds, and power it back up.

RESTART YOUR INTERNET DEVICE

- This could be a school hotspot or your internet router.

CHROMEBOOK WON'T TURN ON OR CHARGE

- First, check that:
 1. The charger or adapter cables are completely plugged in, both to your Chromebook and the wall.
 2. The power outlet is working.
- If your Chromebook still won't turn on or charge:
 1. Unplug your charger from the wall and your Chromebook.
 2. Plug your charger back in to your Chromebook, then the wall.
 3. Charge the device for at least 30 minutes.

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CONNECTING TO WIFI

1. At the bottom right, click the time.
2. Select Not Connected 

Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.

3. If Wi-Fi is turned off, turn on Wi-Fi.
4. Your Chromebook will automatically look for available networks and show them to you in a list.

NO SOUND

1. Make sure sound isn't muted:
 - At the bottom right, select the time.
 - Adjust the volume using the slider.
2. Change the sound input or output:
 - At the bottom right, select the time.
 - Next to the volume slider, select the Right arrow
 - Change where sound comes from (output) or where you speak into (input).
3. Unplug audio devices (like headphones or speakers) from your Chromebook. If the sound comes through the chromebook speakers try a different set of headphones or speakers.
4. Make sure the headphone jack is fully plugged in.

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CAMERA ISN'T WORKING

1. Click the start menu button on the shelf of the Chromebook. (It's the circle button usually on the bottom left of the screen.)
2. Type in "Camera", and open the application. If the camera shows your face, it's working.
If it is still not working please contact the school.

SCREEN/KEYBOARD/TRACKPAD NOT WORKING

- Restart the Chromebook.

If it is still not working please contact the school.

WEBSITE NOT WORKING PROPERLY CLEAR CACHE AND COOKIES

1. Open Chrome.
2. At the top-right, click the 3 dots 
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', tick the boxes.
6. Click Clear data.