Troubleshooting Guide for Chromebooks

“How do I connect to my wifi on the Chromebook? / The Chromebook states the WiFi is turned off.”

- After turning the device on, at the bottom right, select the time.
- Select Not Connected.
  - Note: If you see your Wi-Fi network name and a signal strength, your Chromebook is already connected to Wi-Fi.
- Turn on Wi-Fi.
- Your Chromebook will automatically look for available networks and show them to you in a list.
- If you notice that your network name is selected but you are not getting any connection, you might have entered the password incorrectly and need to re-enter the password.
  - Click on your network and the window to enter your password should reopen.

“My device keeps getting knocked off of Zoom.”

- On your computer, open Chrome.
- At the top right, click More.
- Click More tools → Clear browsing data.
- At the top, choose the time range to delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.
- Shut down the device completely for a few moments (about 20-30 seconds).
- Restart the device and attempt to attend a Zoom meeting by clicking on the link-- this should be done when there is a meeting happening or if the teacher would like to start a test meeting with the family.

“It says Chrome doesn’t have enough memory.”

- On your computer, open Chrome.
- At the top right, click More.
- Click More tools → Clear browsing data.
- At the top, choose the time range to delete everything, select All time.
- Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- Click Clear data.
- Shut down the device completely for a few moments (about 20-30 seconds).
- Restart the device and attempt to attend a Zoom meeting by clicking on the link-- this should be done when there is a meeting happening or if the teacher would like to start a test meeting with the family.
  - "It won’t allow me to clear the cache or history—it’s greyed out.” Please contact IT Support.
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“I can’t login for some reason.”

- Please make sure the username (email address) and password are spelled correctly.
- If the student is still unable to sign in, please contact IT Support or Ops (if they have password reset abilities).
- Make sure you are connected to the internet. Sometimes a password error will show up if you are not actually connected to the internet.
  - Additionally, make sure you are not connected to “xfinity” wifi option. Sometimes, the connection is not strong enough, even though it looks like you are successfully connected, and will show an error of incorrect username and/or password.

“My Chromebook is really slow while I’m on [insert application being used].”

- Please close out of any other applications that do not need to be opened. For an example, if I have three Google Chrome windows open, but I’m only using one, I would close out the other two windows.
  - “But what’s the difference between a Chrome window and a Chrome tab?”

A Chrome tab is within a window and are opened at the very top of the window.

A Chrome window is the entire web browser. Best to keep the number of windows only to 1, if you need more, keep track of how many tabs are open in each window.

Note: It is best that you don’t have many tabs or...
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“The Chromebook says that the ChromeOS is missing or damaged.”

- With the error message displayed, select control + D—click do not hold.
- Another message will display on the screen (shown below to the right) and you will hit the ENTER key and the Chromebook will display “OS Verification is off, Press SPACE to re-enable”—**DO NOT HIT THE SPACEBAR KEY.**
- Wait between 2-5 minutes and the Chromebook will beep three times and restart itself. Another message will come up again and **do nothing**—it’s still rebooting.
- Once you see the “Welcome” message, follow the instructions on the screen and it will take you to the place to sign in.
  - “It’s asking to join the Chromebook to the Enterprise account.” Please contact IT Support.
  - “I’m still getting the error message that the ChromeOS is missing.” Please shut down the device, wait 15-30 minutes, and attempt the process again. If you end up with the same message again, please contact IT Support.

“How do I run an update?”

- Turn on your Chromebook.
- Be sure to connect your Chromebook to Wi-Fi.
- At the bottom right, select the time.
- Select Settings 🛠.
- At the bottom of the left panel, select About Chrome OS.
- Under "Google Chrome OS," you’ll find which version of the Chrome operating system your Chromebook uses.
- Select Check for updates.
- If your Chromebook finds a software update, it will start to download automatically.
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“I was told to power cycle / force reboot my device. How do I do that?”

- Press and hold the **Power button**. Then press the **Reload button** at the same time.
- Hold both buttons down for about 10 seconds, then release both buttons.
- You might need to press the power button down for another 3-5 seconds to turn it back on!

“I was told to power wash my device. How do I do that?”

- Step 1: Press “ESC + Refresh + Power” and hold it. It’ll then boot into the warning screen for entering Developer Mode after a few seconds and show a yellow exclamation point.
- Step 2: Press “CTRL + D” and then press Enter. The screen will then show a red exclamation point.
- Step 3: Press “CTRL + D” followed by Enter. Your laptop will now begin Powerwashing itself. This will take about 20 minutes.
- Step 4: After it’s done, press the Spacebar and then the Enter key. This will turn system verification back on.
- Step 5: At the Enterprise Enrollment screen, sign in with a student account.

“My sound isn’t working. What should I try?”

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.
4. If none of the above work, see the following options above to try in this order:
   - 1. How to run an update
   - 2. How to power cycle
   - 3. How to power wash
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“*My Camera isn’t working. What should I try?”*

1. While logged in to your Chromebook, click the Launcher icon in the bottom left of the screen (looks like a white dot and circle).

2. In the search bar, type Camera.

3. Then select and click the Camera.

4. Click on the video option in the camera and hit record by pressing the red record button. Record yourself for 5 seconds. Count out loud 1, 2, 3, 4, 5 while recording.

5. Then stop the recording by pressing the red button again.

6. Click on the small circle with the video recording on the bottom right of the camera application to playback the recording. If you can hear and see what you recorded, then your hardware is OK.

7. If you see this message during the camera test, you may have a hardware issue with the camera. Please put in a support request.