

Rye Neck Chromebook Frequently Asked Questions

Please read through these questions if you are having issues with your device. Most common issues can be solved without contacting EduTek. If you have tried these suggestions and still need help, please fill out a helpdesk form and one of the EduTek technicians will get in touch with you.

1. My Chromebook isn't working right. What should I do?

- a. Hold down the power button on the side of the device until the power light turns off. Wait 5 seconds, then press the power button again to restart your device. This is the quickest way to solve common issues.
- b. Make sure you are connected to the internet by checking your settings in the bottom right corner of the page.
- c. Make sure the device's battery is charged. You can test this by plugging it into a charger for a few minutes and then trying to turn it on.
- d. See question 7 about checking for an update.

2. I am still having trouble logging into the device. What should I do?

- a. Make sure you are using your Rye Neck account and password. If you need help with that, please see your teacher or school librarian.
- b. Make sure your device is connected to the internet. You can check these settings in the lower right corner of the screen.
- c. Make sure the device's battery is charged. You can test this by plugging it into a charger for a few minutes and then trying to turn it on.

3. I'm having trouble connecting to the school's WiFi. What should I do?

- a. All devices connect to the Rye Neck wireless network. If you are having trouble connecting to that, please turn off the WiFi by going to the lower right corner of the device. Then wait 5 seconds and turn the WiFi back on. Your device should find an available network.

4. I forgot my password. What should I do?

- a. Please see your school's librarian to help you reset your password.

5. Can I use my Rye Neck chromebook with another account?

- a. No. you will only be able to sign into the device with your Rye Neck account.

6. How do I connect my Chromebook to my home network?

- a. Go to the device's WiFi settings in the lower right corner of your screen and select your home network when it appears. You may have to enter a network password if your home network is locked.

7. How can I check to see if my Chromebook needs an update?

- a. If there is a new update, you will get a notification in the lower right corner of your screen. Click on the update and follow the instructions.
- b. To check for available updates yourself, you can
 - i. go into the settings menu in the lower right corner of your screen
 - ii. Select "About Chrome OS"
 - iii. Select "Check for Updates"
 - iv. If there is an update, your computer will automatically update.
 - v. **Be sure to restart the device after it updates**

8. Can I print from my Chromebook?

- a. At school, Chromebooks can print to specific printers in the school's library, but not every school printer is set up for Chromebook printing.
 - b. At home, Chromebooks can print if you have an eligible printer.
- 9. I have read and tried the above suggestions and I am still having trouble with my device. What should I do?**
- a. If the device will not turn on at all and you are in school, please bring it to the library.