

Chromebook Issues?



- 1) **Won't turn on?** Press and hold the REFRESH button (located above the #4 key) and TAP the power button. Works 90% of the time.
- 2) **Won't charge?** Try using both charging ports. Then borrow a charger to see if the problem is with your device or with the charger.
- 3) **Won't connect to WiFi?** Make sure your device is at least 30% charged. Check for this by clicking where you see the time at the bottom right of the device. At the bottom of the box that appears, you will see the amount of charge; plug in device if power is low. Then, restart your device by logging out, shutting down (using the power button), waiting two minutes, and then restarting.
- 4) **Can't access certain sites or device acting weird/slow?**
 - a) **Restart your device** by logging out, shutting down (using the power button), waiting two minutes, and then restarting.
 - b) **Update your operating system.** Click in the bottom right corner of your device where you see the time. Click on the settings gear dial and then on the next screen scroll down to *About Chrome OS*. You should then be given the option to *Check for Updates*. If updates are available, you will be directed to make them; after your system has updated you will need to click on the *Restart* button that appears to complete the process.
 - c) **Clear your cache.** Click on the peapod in the upper right corner of your Chrome browser and go to Settings. Type in the word **cache**. On the next screen, choose where it says *Clear browsing data*. Make sure the time range is *All time* and then make sure the boxes are clicked next to *Cookies and other site data* and *Cached images and files*. Then click *Clear data*.
 - d) **Allow cookies.**
 - i) In the Chrome browser at the top right corner, click the ⋮
 - ii) Select Settings
 - iii) Select Privacy and Security on the left
 - iv) Select Cookies and other site data
 - v) Choose Allow all Cookies and then restart device
- 5) **None of these solutions worked?** Refresh and reset your device by [connecting to this page](#) and following the steps.
- 6) **Still not working?** Bring your Chromebook to the media center.