

If your Chromebook is crashing or freezing:

1. Turn off your Chromebook, then turn it back on (press and hold the power button until it shuts off)
2. Close all your apps and browser windows.
3. If a specific tab in your browser causes your Chromebook to crash or freeze, hard refresh the page: Ctrl + Shift + r.
4. If none of the above works please do a hard reset:
 - a. Turn off your Chromebook (hold down power button until chromebook turns off).
 - b. Press and hold Refresh  + tap Power .
 - c. When your Chromebook starts up, release Refresh .