

CHROMEBOOK TROUBLESHOOTING 101

If a CB or website is acting “weird” and won’t let you do normal things, Updating, Resetting, and/or Clearing the Cache might help.

UPDATE CHROMEBOOK OPERATING SYSTEM

Manually Check for Updates:

- Click the status area > Click Settings  > Click About Chrome OS (btm left) > Click Check for Updates

Version 100.0.4896.82 (Official Build) (64-bit)

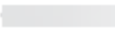


Check for updates

- Click Restart



Nearly up to date! Restart your device to finish updating.

Version  (Official Build) (64-bit)



Restart

RESET - Chrome user settings will change to the default (default search engine, homepage & tabs, new tab page, pinned tabs, content settings, cookies & site data, and extensions & themes)

- Open Chrome browser > Click on menu button  > Click on Settings > Click on Reset Settings > Click on Restore settings to their original defaults > Click on Reset Settings

CLEAR CACHE

- Open Chrome browser > Click on menu button  > Click on Delete browsing data
- Change Time Range to All Time > Make sure everything is checked > Click Clear data

SHUT DOWN / RESTART - should be performed periodically, as it resolves many issues.

Chromebook updates “should” automatically install when the device is shut down and restarted.

- Click in the status area (lower right corner) > Click Shut down 

WIFI CONNECTION - student chromebooks automatically connect to **schoolwifi** at school

- To connect to another network, disable, or troubleshoot your wifi connection:
- Click in the status area > Click Connected to > Internet connection options will be displayed

LOCKED UP / UNRESPONSIVE

- Hold power button down for approx. 20-30 seconds until it turns off
- Wait a few seconds and turn it back on

CB WON'T TURN ON OR CHARGE

- Hold down both the Refresh  and the Power  buttons for several seconds

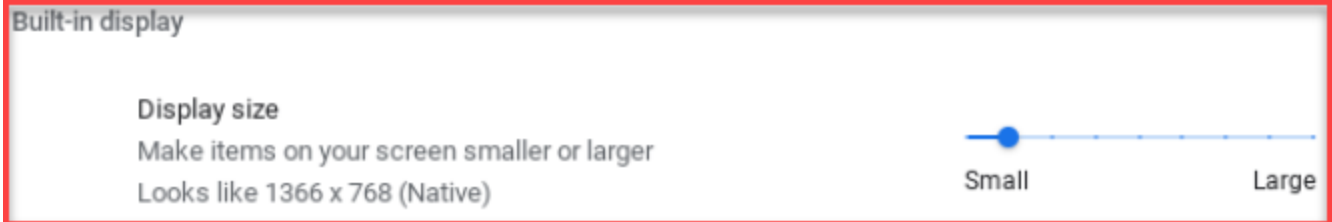
CB SCREEN RESOLUTION (1366 x 768) Native

- Keyboard shortcut using the number 0 - Ctrl + Shift + 0 > Refresh browser



OR

- Click in the status area > Click on Settings  > Click on Displays (Under Device) > Click on the line to Change the Display Size to 1366 x 768 (Native)
- Shutdown and Restart the CB



ZOOM

- Zoom in (increase) - Ctrl + +
- Zoom out (decrease) - Ctrl + -
- Reset (100%) - Ctrl + 0

CB SCREEN ROTATION

- Ctrl + Shift + Refresh



KEYBOARD - should be set to US; display in status area (lower right corner)



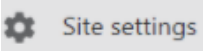
To change keyboard:

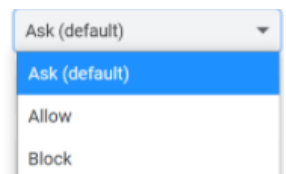
- Ctrl + spacebar

OR

- Click in the status area > Click the keyboard settings icon > Click the correct keyboard

CAMERA & MICROPHONE - if they are not working on a website

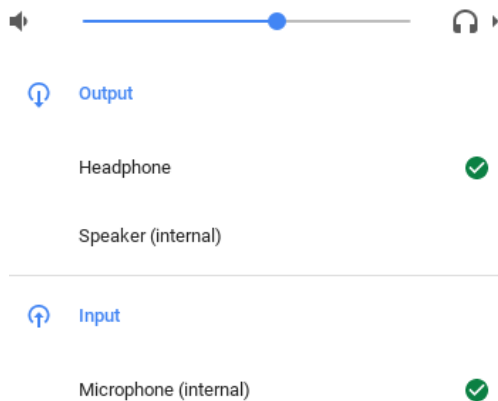
- Click on the site settings icon  shown at the top, beside the website address to view the site information
- Click on site settings 
- Change the Camera and Microphone to **Allow** to always make them available for the site



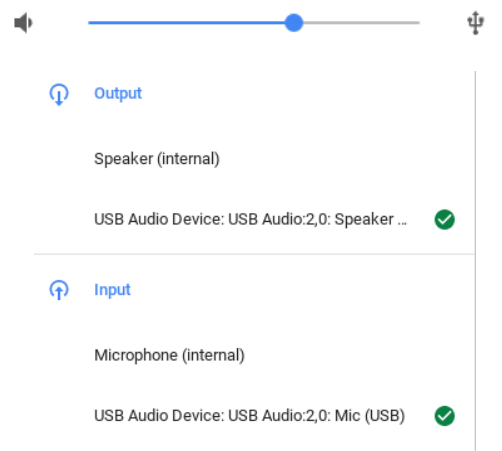
HEADPHONES - When headphones are plugged in an icon and arrow should appear by the volume slider.

1. Click in the status area > click arrow beside volume to verify Input/Output settings

3.5 mm plug



USB plug (headphone and microphone)



CHROME WEB STORE EXTENSIONS - Only those listed on the [Whitelisted Extensions & Google Play Apps for Student Use](#) document can be added.

- Extensions are located on the right of the  omnibar.
- To disable all extensions at once, and clear temporary data, perform a **Reset**.
- To view all extensions and individually manage them:
 - Click on the Menu button > Click on More tools > Click on Extensions
 - To disable an extension, click the button to the left (grey) 
 - To delete an extension, click Remove

GOOGLE PLAY APPS - Only those listed on the [Whitelisted Extensions & Google Play Apps for Student Use](#) document can be used.

- Open the Google Play Store app
- Install / Open apps



This document and the Whitelisted document can be found in the school folder on the student's bookmark bar or in Clever.