
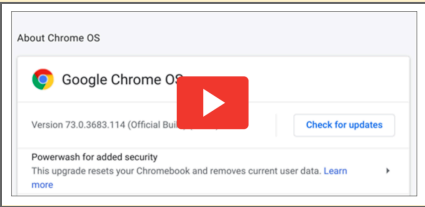
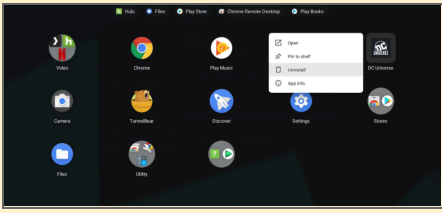
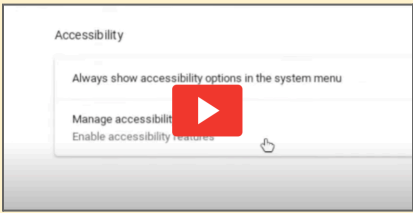


# Chromebook Troubleshooting

If this is happening...	You might try...	View media on how to complete task (if available)
<p>Chromebook won't charge or is not starting up.</p>	<p><b>Power Check:</b> Check to ensure power is plugged in properly, especially where the power plug extension connects to the power block.</p>	
<p>Can't login to the Chromebook. Ongoing login issues that keep giving you an error.</p>	<p><b>Powerwash:</b> A Powerwash factory reset erases all the information on your Chromebook's hard drive, including your settings, apps, and files. This process <b>will not</b> remove the Chromebook from SDUSD.</p>	 <p><a href="https://youtu.be/tnqiE0tXb8">https://youtu.be/tnqiE0tXb8</a></p>
<p>Get the error message: <b>"Browser version unsupported."</b></p>	<p><b>Update Chrome:</b> As a rule of thumb you should always make sure the Chromebook is up to date while troubleshooting.</p>	 <p><a href="https://youtu.be/-Umc1kXCiAU">https://youtu.be/-Umc1kXCiAU</a></p>
<p>Having website login issues on Canvas, Google Classroom, Zoom, Etc..</p>	<p><b>Clear History:</b> Most website login issues are due to corrupted browsing history especially if you are able to log in to one website but not another.</p>	 <p><a href="https://youtu.be/ncUvjMrw37k">https://youtu.be/ncUvjMrw37k</a></p>
<p>Having errors/issues with a Chrome extension.  (What is a <a href="#">Chrome extension?</a>)</p>	<p><b>Remove Extension:</b> While browser extensions are a great way to expand the functionality of Chrome, sometimes they need to be reset or removed and then reloaded if they are malfunctioning.</p>	 <p><a href="https://youtu.be/u-DpEmaeihM">https://youtu.be/u-DpEmaeihM</a></p>
<p>After installing a game or non-district app, you find that your Chromebook is not running as it should.</p>	<p><b>Remove games or other non-district applications:</b> Certain games and applications that are downloaded may cause your chromebook to slow down and might need to be removed.</p>	 <p><a href="https://youtu.be/wmigkoja3Cg">https://youtu.be/wmigkoja3Cg</a></p>
<p>Settings are not correct or not working as they should.</p>	<p><b>Reset to Factory Settings:</b> You might need to do this if apps or extensions you installed changed your settings without your knowledge. Bookmarks and passwords won't be cleared or changed.</p>	 <p><a href="https://youtu.be/xFMgmgAwJCo">https://youtu.be/xFMgmgAwJCo</a></p>
<p>Onscreen keyboard keeps displaying.</p>	<p><b>Disable onscreen keyboard:</b> The keyboard won't go away automatically and you need to manually disable it.</p>	 <p><a href="https://youtu.be/_0KSm5lmd5M">https://youtu.be/_0KSm5lmd5M</a></p>

# Keyboard shortcuts for Chromebooks

Chromebook Issue	Fix	Press all selected  at same time
<p><b>Desktop is upside down</b></p> 	<p>Press <b>Ctrl + Shift + Refresh</b></p>	
<p><b>Screen colors do not appear correctly on screen</b></p> 	<p>Press <b>Ctrl + Search + H</b></p>	
<p><b>Everything on the desktop is magnified</b></p> 	<p>Press <b>Ctrl + Search + M</b></p>	
<p><b>Menus are all black (high contrast mode)</b></p> 	<p>Press <b>Ctrl + Search + H</b></p>	
<p><b>Spoken feedback enabled</b></p>	<p>Press <b>Ctrl + Alt + Z</b></p>	
<p><b>All Caps on/off</b></p> 	<p>Press <b>Alt + Search</b></p>	
<p><b>Text on Chrome is very large</b></p> 	<p>Press <b>Ctrl + 0</b></p>	
<p><b>Keyboard typing issues</b></p> 	<p>Press <b>Ctrl + Spacebar</b> (to toggle back to US keyboard)</p>	

