# Chromebook Troubleshooting - Tier 1 steps

**1. Full Shut Down -**

> hold down the power button until *Power Off* occurs automatically
> Press the power button and sign in as usual

**2. Reset your Chromebook** (Chromebook Simulator - also called a *hard reset)*

> select the time stamp in the lower right corner
> select Shut Down
> press and hold down the **refresh key** and tap power
> when the Chromebook starts up, release refresh key



**3. Check for a Chrome update** (Chromebook Simulator) Update Chrome on your Chromebook (help doc)

> select the time stamp in the lower right corner
> select the Settings wheel or cog
> on the left, select “About Chrome OS”
> select “Check for Updates”
> if an update is available, it will download automatically
> look for “your Chrome is up-to-date” OR it may ask you to restart

**4. Clear your Cache - In Chrome**

> On your computer, open Chrome.
> At the top-right, click **More** 
> Click **More tools**  **Clear browsing data**.
> At the top, choose a time range. To delete everything, select **All time**.
> Next to **'Cookies and other site data'** and **'Cached images and files'**, **tick the boxes**.
> Click **Clear data**.

Learn how to change more cookie settings in Chrome. For example, you can delete cookies for a specific site.

**5. Check for a Zoom update -**

> use **this document** to get to your version of Zoom
> click on the link in the document to get to the Chrome Web Store and see what the latest version is
> if yours does not match, shut down your Chromebook as in Step 1 above and then look again
> Zoom should upgrade when you shut down and then re-login

**6. Power Wash**

> Direction linked - Power Wash Directions

**7. Keyboard Language problem -**

> unique issue related to Chrome account so exchange will not help
> Directions for Changing Language & adding extension linked