

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