

Trouble getting started?	Try this:
Computer won't turn on	1. Plug in the charger/Check for light next to charger port 2. Hold the refresh () and power button at the same time for a few seconds. Release buttons and press the power button again. 3. Try using a sibling's charger 4. Is the power cable plugged all the way into the power brick? Check and leave it plugged in for a few minutes and try again. 5. Plug the charger into a different outlet or plug a lamp into the same outlet to verify the outlet works properly. 6. Does the charge port on the Chromebook or charger look damaged? 7. The new G6 Chromebooks have charging ports on both sides, try both.
Login won't work	1. Is the device connected to the internet? 2. Did you forget your password and need it reset? 3. Did you recently change your password? 4. Try and type it again, but slower. 5. Is your CAPS lock on? 6. Type the password in the username field to verify the correct letters are being typed. 7. Look at the keyboard/language setting by the clock in the lower corner. It should say "US." If it does not, click it and select the correct keyboard input language. 8. Can you log in with this username and password on a different device?
No internet connection	1. Is this the first time connecting to the internet with this device or at this location? If so, have you entered the correct wifi password? 2. Reboot the modem and router. 3. Turn off the Chromebook and turn it back on again by holding down the power button. Do not just sign out or close the lid of the chromebook. 4. Can other devices connect to the internet? 5. Check for an outage with your Internet Service Provider. 6. Do you have the internet available at your location?

Where do I find it?	Try this:
Connected Learning family resources	Go to https://connected.akronschools.com/ on a device connected to the internet.
Google Classroom	Go to https://classroom.google.com/ on a device connected to the internet. OR Click on the Google Classroom icon in the Portal at https://portal.apslearns.org/ .
Where to submit an assignment in Google Classroom?	1. In Classroom, open the assignment 2. When completed, Click “Turn in” found in the upper right of the screen on the specific assignment Submit an assignment in Google Classroom
Home Access Center to check on my grades and assignments?	Go to https://www.akronschools.com/home_access_center OR HAC Directions Do you need parent credentials? Contact your building secretary

Problem with Meet:	Try this:
I am having trouble joining a meeting in Google Meet	Go to https://meet.google.com/ 1. You will receive an invite to join the Meet through Google Classroom, Gmail, or Google Calendar from your teacher. 2. Click the meeting link or meeting name to join. Join a Google Meet
In Google Meet, nobody can hear me. What should I do?	1. Here is how to unmute yourself in Google Meet. Look for the microphone button at the bottom of the screen. Scroll down to make it show up if it's temporarily hidden (everyone after the first five people in a meeting is muted automatically and must unmute themselves

	to be heard). - Click on chat (in the upper right hand corner) to type a message to your teacher asking him/her to unmute you. - Log off and rejoin the meeting. - Check to see if audio is muted by clicking the lock to the left of the address bar that says “meet.google.com” and making sure that the microphone is set to either “prompt” or “allow.”
In Google Meet, I can't hear anything.	- Turn up the volume on your Chromebook. You'll find it by clicking on the clock at the bottom right of the screen and adjusting the slider next to the speaker icon. - Does sound work on other websites? - Does the audio work without headphones? - Does the audio only work with headphones? - Are your headphones broken? Try different headphones. - Is something broken inside the headphone port? Turn on captions at the bottom of the screen.
In Google Meet, my camera doesn't work. What should I do?	- Check to see if the camera is enabled by clicking the lock to the left of the address bar and making sure that the camera is set to either “prompt” or “allow.” - Test the camera by using the built in camera app on the Chromebook/Laptop. - On a Laptop, is there a slider covering the camera lens?
My video is going in and out.	- Be sure to charge your device before your meeting. Charging while in a meeting can interfere on some devices. - If your internet speed is slow, turn your camera off to get a better quality video of the presenter. - Ask if the presenter can record the meeting so that you can view it later.
My sound is going in and out.	- Be sure to charge your device before your meeting. Charging while in a meeting can interfere on some devices. - If this does not work, join the meeting by phone. Turn on captions at the bottom of the screen.

What is happening?	Try this:
I can't see the whole screen	1. Zoom out by pressing the CTRL, shift, and - keys at the same time until you can see everything. 2. Scroll around until you find the clock. Click on it and disable the full screen magnifier in the accessibility options.
My screen has black spots on it.	1. It's broken and needs repaired.
My keys are typing the wrong letters.	1. Make sure it says "US" by the clock. If it says something else, click it and change the keyboard to "US keyboard." 2. While logged-in, click on the clock and then the settings gear. Within settings, scroll down to Device and click on Keyboard. Use the dropdowns to change any buttons that are wrong.
Some of my keys fell off	1. Do you still have the keys? Try to press them back on. 2. Do they work without the keys? Keep using it. 3. If it doesn't work it needs taken in for repair. You can enable the onscreen keyboard in the accessibility options. You can find it by clicking on the clock. You can use this in an emergency. 4. Do you have a USB keyboard for a desktop computer? You can plug that in and use it until you take it in for repair.
I lost my charger/Chromebook	1. Go to the nearest neighborhood high school M-F 9:30-11:30 for replacement. You will be mailed a bill for the cost of the replacement so make sure you're 100% positive it's lost.
I can't see anything on Google, Gmail, or Google Docs. It's all white.	1. Remove the stylish Chrome extension located on the top right-hand corner of your chrome page or at least change the theme.

My screen flashes and changes colors.	1. It needs to be repaired. You might be able to adjust the screen back and forth to find a usable angle in the meantime.
My screen is sideways or upside down.	1. Press CTRL+SHIFT+REFRESH () buttons until it's oriented the correct way again.
I spilled a drink on my Chromebook.	1. Unplug it. 2. Wipe off any liquid on the keyboard and screen. 3. Open the Chromebook half way and leave it on it's side with the headphone port down for 24 hours. 4. Try to turn it on again after it is completely dry.
Chromebook only works on the charger.	1. Unplug the charger and allow it to turn off. 2. Press and hold the power and refresh () button at the same time for a few seconds. 3. Release the buttons. 4. Plug in the charger. 5. Count to 5. 6. Press the power button. 7. Let it sit turned on for 15 minutes before removing the charger again.

If none of the above work, please take it to any high school (North, Buchtel, East, Ellet, Kenmore-Garfield, and Firestone) for repair M-F 9:30-11:30