



Middlesex County Magnet High Schools: Perth Amboy Campus

457 High Street Perth Amboy, NJ 08861 Telephone (732) 376-6300 Fax: (732) 376-6391

Brian Bilal, Principal

Rhonda Baskerville, Assistant Principal

Treat your Chromebook with care!

- Read the [Agreement form](#) you signed carefully so you are aware of the limitations of accidental and deliberate damage and monetary charges for damage equipment or lost equipment. See the bottom of this page for troubleshooting tips.
- Please be extra careful when carrying your device or putting it into a backpack. It is easy to crack your screen if you aren't careful.

COMMON PROBLEMS- LOG OFF/POWER OFF - Many common Chromebook problems are resolved by just logging out of your account and powering off and back on. Doing a “hard reset” by holding down the power button for 10 seconds. This shuts all programs and allows the computer to reboot.

Try this first before completing our [tech support form](#).

Tech support process

TECH SUPPORT PROCESS

1. Please fill out this [form](#) to initiate Tech Support.
2. If you are unable to complete your work, please notify your Teachers and Guidance Counselor that you are having issues with your Chromebook and are awaiting assistance.
3. Check your school email for a notification of the next steps, (either more troubleshooting tips, or a scheduled time to drop your device off and pick up a loaner).
4. Once your request has been processed, you will receive an email response explaining how to proceed, either to bring your device to the library to exchange for a loaner, or next steps to try.

MY CHROMEBOOK ONLY WORKS WHEN IT'S PLUGGED IN

1. Connect to a charger and plug it in
2. If it is not on, press power button
3. When Chromebook is powered on, note battery percentage (bottom right corner)
4. Keep Chromebook on charger for at least 1 hour.
- 5.
6. Note if the percentage has increased.
7. If nothing happens, complete the Technology support form



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CHROMEBOOK WON'T TURN ON

1. Make sure the Chromebook is charged.
2. Press power button
3. If nothing happens, CONTINUE to charge for 1 hour (IF YOU KNOW IT HAS A CHARGE, go to Step 6)
4. Press power button again
5. If there is no activity, lower the lid almost all the way down and then raise the lid.
6. If you know it has a charge, Hold down refresh key  and power button key  for about 5 seconds - you should see light activity on the left side. Let go, wait a second, and power back up. This is a refresh to your computer. You should NOT need to do this more than 1x every few months.
7. If nothing happens, complete [Tech support Google form](#)

MY KEYBOARD IS ACTING STRANGE

1. Click bottom right of screen
2. Select Keyboard
3. Select correct keyboard for your work (International if you are using accents, etc)

Any questions or trouble please contact me at forsmanp@mcmsnj.net

~Mrs. Forsman



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