

Chromebook Troubleshooting Virtual Learning

If you are having trouble with your Chromebook (websites not loading, slow processing speed, videos not playing, etc), please make sure you have done the following before contacting your teacher:

1) Power down your Chromebook, wait a few minutes, turn it back on

- a) Do not simply “restart” as you need to turn it off for certain updates to occur
- b) You should aim to turn off/on your Chromebook daily to keep it at optimum processing speeds

2) Keep your tabs at a minimum

- a) You should not need to have more than 10 tabs open to complete your school work
- b) The more tabs you have open, the slower your Chromebook will be able to process information

3) Check that you have "authenticated" your Chromebook

- a) You will need to log in with your school Google account information
- b) Once you submit, you will need to close out your browser
- c) Open your browser back up and resume work



4) Make sure you are logged in to your school Google account

- a) While using a school Chromebook, you should always be logged in with your school account
- b) If you are working on a personal device, know that some things are only available to you when you are signed in to your school account

If this hasn't fixed things, try these steps to see if it helps:

- On your computer, open Chrome.
- At the top right, click on the 3 dots.
- Click on Settings
- Scroll down to “privacy and security”
- Click on “clear browsing data”
- Change the “time range” to “the last 24 hours”
- Then click “clear data”

Next try these steps to see if it helps:

- On your computer, open Chrome.
- At the top right, click on the 3 dots.
- Click on Settings
- Scroll down until you see “Advanced,” then click “Advanced.”
- Scroll down to “Reset settings,” click “Reset Settings to their original defaults.”
- Click “Reset settings”

If that doesn't work, try this:

- Click in the area where the clock is
- Click the “settings” icon. It looks like a gear
- At the bottom of the left hand column, click on “About Chrome OS”
- Then click on “Check for updates” toward the upper right

- Your Chromebook will look for any updates. It could take a few minutes.
- Turn the Chromebook all the way off when it asks you to restart.