



# Chromebook Care Information

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## Storage & Charging

- If you plan to use your Chromebook over the summer, please re-charge after each use. (Storing the Chromebook below 20% can damage the battery.)
- If you don't plan to use your Chromebook over the summer, please follow these steps to put it into hibernation mode:  
<https://support.google.com/chrome/a/answer/9139543?hl=en>
- Store away from direct sunlight and avoid stacking anything heavy on top of it.
- Leave your Chromebook at home when you go on vacation.

## Cleaning

- When cleaning the screen, use a soft microfiber cloth.
- If using cleaning spray, use only a 70% isopropyl alcohol to 30% water ratio. Spray the cloth lightly and not the screen or keyboard directly.
- Wait for the device to fully dry before use.

## Repairs & Support

- District Support - <https://alpineschools.org/guardian-tech>
- If your Chromebook needs repair, return it once school has started in August. Repairs cannot be processed during the summer.
- If the Chromebook has been damaged beyond normal wear and tear, a fine will be assessed. (\$30 lost/damaged charger, \$50 Chromebook repair, \$150 Chromebook replacement)

## Moving Over the Summer?

- If you are moving—either out of the district or to any other school in the district—please return the Chromebook and charger as soon as possible to avoid fines being added to your student's account, which will be turned over to collections if the Chromebook is not returned or the fines are not paid.

# Troubleshooting Guide

## Keep the Chromebook charged!



### No Power

1. Press and hold Refresh  + tap Power 
2. Plug in Chromebook - Check that both ends of the charging cable are firmly connected.
3. Keep Chromebook plugged in
  - Hold Power for 5 seconds to Power Off
  - Wait 30 seconds try pressing Power Button again



### No Wi-Fi

1. Turn off the Chromebook Wifi for 30 seconds
2. Turn Chromebook Wifi back on
3. Try opening a new window on the browser & wait



### No Camera

1. Power off Chromebook, and turn it back on
2. Open a new application or window and accept permission



### Screen Rotated

Press Shift + Ctrl + Refresh  to rotate the screen  
(F3 is the Refresh button at the top of keyboard)



### No Sound

1. Click on the Date/Time at the bottom right portion of screen
2. Adjust sound using the slider
3. Change input/output:
  - a. Click on the Date/Time at the bottom right of screen
  - b. Next to the Volume, select the Right Arrow
  - c. Change the sound output source or input source
  - d. Unplug headphones/other devices, and then plug back in



### Cannot Log In

1. If the student cannot log in, restart the computer
2. Check Caps Lock button
3. Retype computer login and password



### Chromebook Not Responding

1. Turn off Chromebook, then turn it back on
2. Close all apps and browser windows
3. Repeat steps 1-2

