



Family Tech Support

For tech support scan the QR Code or go to <https://sites.google.com/awrsd.org/home-tech-help/home>.

The site includes a link to the AWRSD Technical Support Form as well as "how to" handouts, video tutorials and basic troubleshooting information.

Support is available only for school-issued devices and school-related applications.



HOW TO CLEAN YOUR CHROMEBOOK

The best way to keep your Chromebook clean and germ free is to have clean hands to begin with. Please **wash your hands or use hand sanitizer** before using your Chromebook. Keep food and liquids away from the device.

CLEANING THE KEYBOARD

1. Shut down the Chromebook (power off, don't just put the device to sleep).
2. Use one of the following to clean the top of the keys. **Be sure that whatever you use is not dripping wet.** If it is, wring it out BEFORE using it otherwise damage can be done to the electronics.
 - a disinfectant wipe
 - a cotton swab (dip in rubbing alcohol, dab the swab on a clean paper towel to absorb excess moisture, and smash the head of the cotton swab so it will fit better on the keys)
 - a Mr. Clean sponge dipped in rubbing alcohol
3. Allow the disinfectant to dry. Do not wipe it off.

NOTE: **BE VERY careful not to get any liquid into the Chromebook** or you could cause damage. If the wipe/swab or sponge becomes soiled, stop and replace with a clean one.

CLEANING THE DISPLAY

Do not use alcohol or any other cleaner on screens or displays!

1. For general cleaning, get a soft, lint-free cloth. Use it to wipe the dust off the screen.
2. Dampen a sponge or lint-free cloth with water. Be sure to wring out all the excess moisture, then gently wipe the screen.
3. Let the screen dry completely before closing the lid!