

Chromebook Troubleshooting Guide

Please attempt the following before returning the Chromebook to school:

- ❖ Make sure it is charged. If the battery is completely out of charge, the icon won't show up for the first few minutes of charging. Most Chromebooks have an indicator light for charging. It will be red if still charging and green when fully charged. If the Chromebook won't charge, try another outlet or charger.
- ❖ Chromebook may need an update or reboot. To do this, shut it down completely (don't just close the lid.)
- ❖ If the keyboard isn't showing all options, make sure it is set on US Keyboard, not INTL Keyboard. This can be changed on the bottom right of the screen.
- ❖ Clear the cache/browsing data. Follow these steps:
 1. Log in to your account
 2. Click on the 3 dots on top left
 3. Click on History and then slide to the left drop down menu and click History again
 4. On left side, click Clear browsing data
 5. Click on the Advanced tab
 6. Click Time Range: All Time
 7. Check all the boxes, then Clear data

If these steps don't work, then fill out the Chromebook Return Form.

[Chromebook Return Form](#)