

Chromebook Troubleshooting Fixes Students Can Do On Their Own:

If you are noticing little glitches when using your Chromebook, or are having issues getting into your school accounts like IXL, Edpuzzle, Pearson, Amplify, etc, you can try the following fixes:

1. Remove your student google account completely from your Chromebook and then add it back on:

1. Sign out of your Google account.
2. Hover over the image for the student, and select the little dropdown arrow.
3. Select "Remove this user"
4. Say yes to any verification window that appears.
5. Then sign back into the Chromebook.

If the problem persists, then you might have to manually check for updates:


2. Updating your Chromebook: [Check for Updates](#) (video)

1. Connect your Chromebook to the internet over Wi-Fi or ethernet.
2. Click on the settings tray in the bottom-right corner of the screen.
3. Enter the settings using the gear icon.
4. Click on "About Chrome OS" on the bottom of the left column.
5. Select the "Check for updates" option.
6. Once the update finishes downloading, click "Restart."

If you are still having issues, you should clear your browsing history following the instructions below.

3. Clearing Your Browsing History: [Clear Your Chromebook Browsing Data](#) (video)

How to Clear Browsing History (Data)

1. Locate the  in the upper righthand corner of your screen and click
2. Look down the list and click on settings (it's at the bottom)
3. This opens your settings menu
4. Find "Privacy and security" (sometimes you have to click the word "Advanced") at the bottom of the page to find this

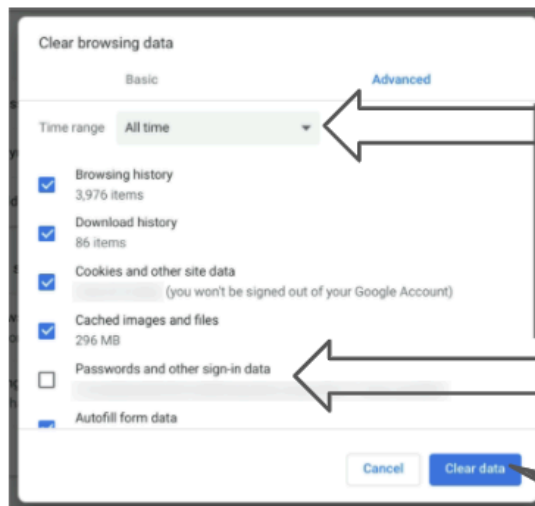
Privacy and security

Clear browsing data
Clear history, cookies, cache, and more

Site Settings
Control what information websites can use and what content they can show you

More

5. Click on "Clear Browsing Data"



Make sure to
choose "ALL TIME"

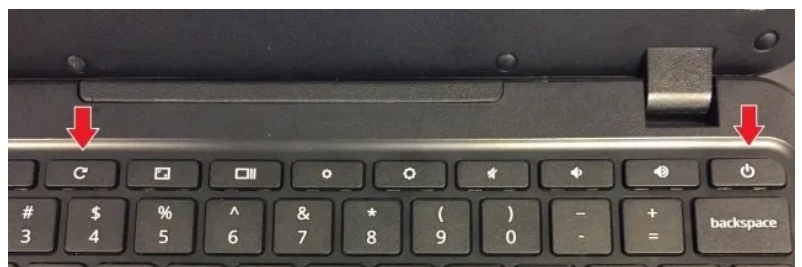
Click all boxes except
the Passwords

6. Click Here to
CLEAR DATA

7. Shutdown Chromebook and
restart in 30 seconds.

4. Perform a Soft Restart on your Chromebook:

On the Chromebook keyboard press the **Refresh** button and the **Power** button at the same time to force it to shut down and restart. This is also useful if your Chromebook "freezes" or stops responding.



If you have tried all the above fixes and you are still having issues, give your Chromebook 12-24 hours, as it may be an issue with the program you are having problems with and not your account.

If problems still persist you can contact your school librarian and/or the LSSD Technology department at techsupport@lkstevens.wednet.edu