

Chromebook Troubleshooting

Basic Troubleshooting

- Make sure you are logged into and using your @milfordma.com account.
- Restart/shutdown the Chromebook properly. [Directions can be found here.](#)
- Remove/uninstall unnecessary Chrome extensions. [Directions can be found here.](#)
- Clear cache and cookies. [Directions can be found here.](#) Make sure to select "All time" and restart the Chromebook after you clear cache and cookies.
- You may need to power cycle (restart/reboot) your wireless router and/or modem.



"I am unable to sign into my Chromebook."

- Check that you entered your district username and password correctly.
- Verify that you are connected to WiFi, or that you have enabled Offline Mode previously if you are working offline.



"My Chromebook is having problems accessing the Internet."

- Verify that you are connected to WiFi.
- Check to make sure you didn't disable your WiFi by mistake.
- Ensure you are connected to the correct WiFi network. For instance, if you have WiFi at home, ensure you are connected to your home's WiFi network and not another nearby network such as those offered as hotspots by Internet Service Providers.
- Try turning off your Chromebook, turning it back on, then trying the Internet again.



"My Chromebook won't turn on."

- Connect the AC adapter (charger) to the Chromebook and try to turn it on.
- If the Chromebook still doesn't turn on, try to plug the AC adapter into the USB Type C port on the other side of the Chromebook. There are two USB Type C ports on the Chromebook that can be used for charging.
- Try pressing and holding the power button for five seconds. If the Chromebook still doesn't turn on, press and hold the power button again for five seconds.
- If the power button alone doesn't work, press Escape, the Refresh button, and the power button at the same time.



"My Chromebook is running slow."

- Close all open windows and turn the Chromebook off and back on. Try to resume what you were doing.