

Resetting a Jeffco Chromebook

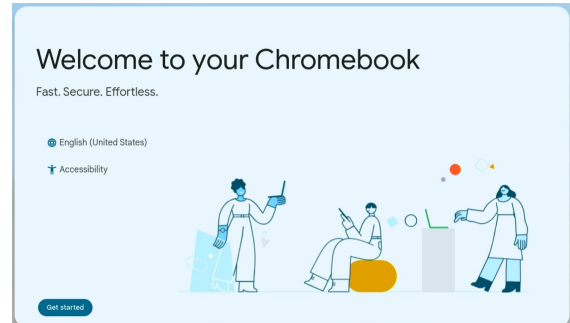
This document is for printing, the JeffcoHelp article can be found [here](#).

Summary: These instructions are for How to Wipe and reset a Chromebook that is **ALREADY** in the Jeffco Google Domain

These instructions are not for setting up New Chromebooks

*** Make sure your chromebook has at least 25% power or is plugged in.

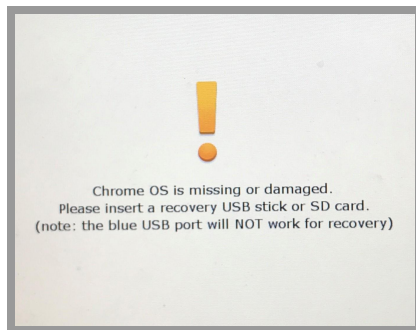
*** If you are already at this Welcome screen, skip to step 4



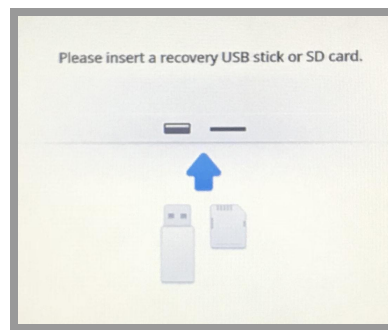
1. Press **[ESC button] + [Refresh button] + [Power Button]**



2. You will get one of 2 Screens - At either screen do the following:
Press **[CTRL button] + [D button]** to begin Device mode. Then press **ENTER**



OR



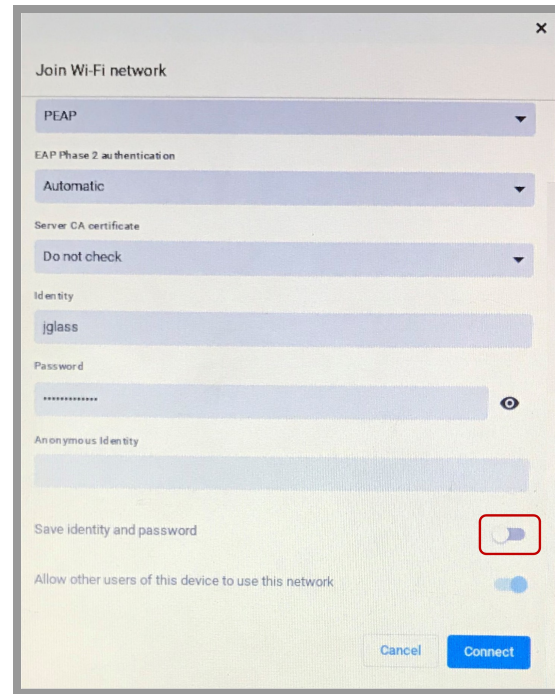
Note: Depending on the model or version the screens above may vary

3. The screen displays an orange exclamation point  Then press **ENTER** again
The Chromebook deletes its local data, and will reboot in Verified Mode.
Do not turn off the Chromebook during the wiping process.
The screen will go black for a while (be patient, it may take a few minutes)
4. A Chrome Welcome Screen will appear. Click on **Get Started**
If you are prompted: Language = **English (United States)** Keyboard = **US**
If prompted to activate ChromeVox select **No** unless needed.
5. In the Connect to Network Screen
If you are using a USB-Ethernet Adaptor, click on **Ethernet - Then skip to Step 7**

If you are resetting wirelessly, click on **Jeffco-Instructional** - then continue to step 6

6. Enter the following settings:
- (WARNING: you will need to scroll down to see all the settings and options)
- a. EAP method: **PEAP**
 - b. Phase 2 authentication: **Automatic**
 - c. Server CA certificate: **Do not check**
 - d. Subject Match: *Leave Blank*
 - e. User Certificate: *Leave Blank*
 - f. Identity: **Your Jeffco login ID** (ie. *jglass*)
(you do not need to include @jeffcoschools.us)
 - g. Password: **Your Jeffco password**
 - h. Anonymous identity: *Leave Blank*
 - i. **Un-select the button**
"save identity and password"

Click on **Connect**



7. If you see the Google Chrome OS terms page:
Un-select the button "Optional: Help make Chrome OS better ..."
Click on **Accept and continue**
8. You should see the **Enterprise Enrollment Complete** screen, click **Done**.

If you DO NOT see that header: Stop Here

Put in a Help-desk ticket and do NOT use the chromebook!

>>> If you used a USB-Ethernet Adaptor in Step 5 you can stop NOW <<<
If you did NOT use a USB-Ethernet Adaptor in Step 5,
Then the following steps are VERY Important!!!

9. Now login again just like usual with your Jeffco **userID** and **password**
(you do not need to include @jeffcoschools.us because it is already there)

10. Click on the digital clock in the bottom right corner of your screen. A pop up window will appear. Click on the Settings Cog icon.



11. Click on the words **Network** on the left menu and then click **Wi-Fi** - If you are not already connected to **Jeffco-Internal**, click on it now.

12. Once you are connected to **Jeffco-Internal**
Click the grey arrow to the right of **Jeffco-Instructional**
Click on **FORGET**

This step is necessary so your chromebook does not try to connect to Jeffco-Instructional again

